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Reseda, CA

Community Health Needs Assessment



2017

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Introduction

The Joyce Eisenberg-Keefer Medical Center Grancell Village of the Los Angeles Jewish Home for the Aging (JEKMC) is the highest-acuity portion of the Los Angeles Jewish Home. It includes a 10-bed acute geriatric psychiatric hospital and a 239 bed distinct part skilled nursing facility. As a nonprofit acute psychiatric hospital, and a licensed facility of the Los Angeles Jewish Home (LAJH), JEKMC is dedicated to improving the health of the Los Angeles area geriatric residents. This can only be accomplished by partnering with the Los Angeles Jewish Home and others within the community to address key community senior health issues.

A critical step in this process is to identify priority needs through a Community Health Needs Assessment (CHNA) and subsequently, develop an implementation strategy to address these identified priority needs.

The Patient Protection and Affordable Care Act (ACA) enacted on March 23, 2010, added new requirements, which nonprofit hospital organizations must satisfy to maintain their tax-exempt status under section 501(c) 3 of the Internal Revenue Code. One such requirement added by ACA, Section 501(r) of the Code, requires nonprofit hospitals to conduct a Community Health Needs Assessment (CHNA) as redefined by the ACA at least once every three years. As part of the CHNA, each hospital is required to collect input from designated individuals in the community, including public health experts, as well as members, representatives or leaders of low-income, minority, and medically underserved populations and individuals with chronic health conditions.

A Community Health Needs Assessment (CHNA) was directed by JEKMC and associated skilled nursing facility (SNF) for over 1.5 million residents belonging to the hospital service area, located in a total of 40 zip codes (incorporated and unincorporated cities/communities) of the San Fernando Valley. This area is interposed with rural communities, mountain ranges and public open spaces. JEKMC service area provides services to this geographically, economically, and ethnically diverse region.

Methods

Wipfli LLP (Wipfli) facilitated the 2017 CHNA process on behalf of the JEKMC. This CHNA report was completed in compliance with the IRS requirements described in section 501(r)(3) of the Internal Revenue Code. The CHNA was completed and approved by the LAJH Board of Directors on August 9th, 2017.

CHNA Process

The following outline explains the process that Wipfli followed to conduct the CHNA. Each process is described in more detail throughout the report.

The CHNA advisory committee developed the CHNA in conjunction with Wipfli. The CHNA process that Wipfli facilitated included the following major components:

Definition of the community served by JEKMC

Wipfli utilized a similar service area definition to the 2014 CHNA. Details can be found later in the report.

Prioritization of Health Needs

Three major data components were analyzed to identify the top issues and health needs within the community. Primary data included phone interviews with individuals who have an expertise in public health and the health of the community JEKMC serves. This data was supplemented with published health outcome and mental health data collected at the zip code, county and state level.

Results from the three data collection methods including demographic data, primary data, and secondary data were analyzed. Significant findings were grouped into health issues and summarized for the purpose of prioritizing the top health issues for JEKMC.

In July of 2017, members of the CHNA Advisory Committee were asked to rate the health issues identified previously according JEKMC's ability to impact the issue, in light of its mission, financial and staff resources, and other relevant factors.

Summary of Key Findings

Results from the three data collection methods including demographic data, primary data, and secondary data were analyzed. Significant findings were grouped into health issues and summarized for the purpose of prioritizing the top health issues for JEKMC. The health issues are as follows:

1. Access Issues Relating to Insurance and Cost

Interview stakeholders reported significant issues relating to insurance and cost. In general, insurance coverage is mixed and the lack of consistency in patient insurance, coupled with restrictions on the facility a patient can enter based on their insurance, is a significant issue. Also, interview stakeholders indicated that insurance does not always cover an adequate length of stay to truly treat the patient.

A related issue of financial barriers to care were brought up by the interview stakeholders. Some programs that are available are very restrictive based on income. Some patients don't qualify because they may have too much money, but they still cannot afford care. Often, the patient's family is unaware of the financial costs associated with care, and are surprised and upset to learn of the financial costs. It is important to try to educate patients, as well as their families, while the patient is still an outpatient, and before their medical situation becomes more acute, and potentially expensive. Patient families are also often unaware of what coverage is provided for patients. While an acute inpatient stay might be covered, the long-term care is not.

Lastly, there can be difficulties in discharging the patient due to legal issues relating to general power of attorney. If the patient hasn't gone through the paperwork, it can be difficult to place them.

2. Lack of Geriatric Psychiatric Providers and Inpatient Beds

Interview stakeholders consistently reported a lack of geriatric providers, as well as inpatient beds in the community and more broadly across CA. Currently, according to Office of Statewide Health Planning Board (OSHPD) data, there are 16.98 psychiatric beds per 100,000 in CA, while the goal is 50 beds per 100,000. The lack of geriatric psychiatric beds seems to mirror the general shortage statewide in psychiatric beds, as interview stakeholders described the challenge in finding facilities nearby, or even in neighboring counties, willing to take a patient.

The lack of beds also appears to impact the patient discharge into appropriate nursing home settings. Other issues around the availability of the appropriate bed type was also noted. Due to lack of availability, patients may be discharged into bed types that are not ideal for their condition.

According to a 2012 Institute of Medicine (IOM) report, with the increase in the number of baby boomers reaching 65, there is an increasing shortage of professionals who provide geriatric mental health services. Currently there are about 1,700 board-certified geriatric psychiatrists in the United States – one for every 23,000 older Americans. That ratio is estimated to diminish to one geriatric psychiatrist for every 27,000 individuals 65 and older by 2030.

3. Untreated Mental Health, Care Management, and Community Education

Numerous interview stakeholders discussed issues stemming from lack of consistent patient and family education on a preventative basis. Education, mainly around proper financial, legal and logistical planning for elderly individuals, can minimize the magnitude and disruption of medical crises, if and when they occur, according to interview stakeholders.

Discussion with interview stakeholders centered on the need for education regarding the continuum of geriatric psychiatric care. This includes helping patient families understand when a patient may be showing physical signs that may indicate a need for intervention, and what services may be indicated depending on their state. Education may also be needed on the financial impact and planning surrounding geriatric psychiatric care. Some interview stakeholders felt that more education should be provided by primary care, as well as within the community via city or county organizations.

Interview stakeholders consistently noted the prevalence of depression, and dementia as major issues impacting the health of the community. Interview stakeholders felt that when untreated, depression and dementia can often lead to substance abuse, or other mental health crises that eventually trigger geriatric psychiatric services.

As a preventive measure, some felt that there is a need to address some the mental health stigma, and other cultural factors that create a barrier for elderly people to seek out or access care.

4. Pre/Post-Discharge Care

There were multiple discussions during the stakeholder interviews regarding the issue of pre- and post-discharge care for the community served by JEKMC. While the issue of placement was discussed in another area, this topic focused on some of the home and outpatient based services that can provide a great benefit to patients, as well as the access and logistics of using the services. Some of these services include clinic, recreation therapy, movement therapy and stimulation activities. They also include adult day care, in-home care, and transportation to and from these services.

Summary of Prioritized Needs

In July of 2017, members of the CHNA Advisory Committee were asked to rate the health issues identified previously according to JEKMC's ability to impact the issue, in light of its mission, financial and staff resources, and other relevant factors.

The following two priorities were identified by the CHNA Advisory Committee:

1. Lack of Geriatric Psychiatric Providers and Inpatient Beds
2. Untreated Mental Health, Care Management, and Community Education
3. Pre/Post-Discharge Care

The CHNA Advisory Committee felt that while access issues relating to insurance and cost are an issue within the community, it was not within the capabilities or resources of JEKMC to respond to this issue.

CHNA Advisory Committee

Leadership at JEKMC formed the CHNA Advisory Committee. Advisory committee member selection was based on each member's history and knowledge of the community, community role, and unique vantage point in guiding the process of the CHNA. The committee was tasked with completing key objectives outlined by the IRS CHNA requirements, which included identifying health issues and prioritizing health needs within the community.

Community Served Determination

For the purposes of complying with the Affordable Care Act, the defined service area for JEKMC was kept consistent with the 2014 CHNA, comprising of Agoura Hills (91301), Calabasas (91302), Canoga Park (91303, 91304), Chatsworth (91311), Encino (91316, 91436), Granada Hills (91344), Mission Hills (91345, 91346), Newhall (91321), North Hills (91343), North Hollywood (91605, 91606), Northridge (91324, 91325), Pacoima (91331), Panorama City (91402), Porter Ranch (91326), Reseda (91335), Santa Clarita (91350), San Fernando (91340), Sherman Oaks (91403, 91423), Sun Valley (91352), Sylmar (91342), Tarzana (91356), West Hills (91307), Winnetka (91306), Woodland Hills (91364, 91367, 91371), Van Nuys (91405, 91406, 91411) and Valley Village (91607) in the Los Angeles County; Oak Park (91377), Simi Valley (93063) and Thousand Oaks (91360, 91362) in the Ventura County. Because secondary data is not generally available at the zip code level, data was collected at the County level and included Los Angeles and Ventura Counties.

Data Collection and Analysis

Primary Data

Informational interviews were conducted with stakeholders and members of the JEKMC community. The CHNA Advisory Committee identified these individuals based on their qualifications to represent the broad interest of the community served. Generally, the interviewees included persons with special knowledge or expertise in public health and persons who represent the medically underserved and vulnerable populations in the community. A list of the organizations represented in the interview process is detailed in Appendix 1. Findings from the informational interviews are summarized later in this document.

Secondary Data Collection

The secondary data includes a variety of service area, county, state and national measures to present a community profile, access to health care, chronic diseases, mental health and substance abuse issues, social issues, and other demographic characteristics. Data was collected and presented at the service area or county level wherever possible, and compared to California and National Benchmarks. Results of the demographic and secondary data can be found in Appendix 2.

- Administration on Aging
- American Psychological Association
- ESRI, 2017 (Based on US Census Data)
- California Health Interview Survey
- County Health Rankings
- Centers for Disease Control and Prevention, CDC Report: Mental Illness Surveillance Among Adults in the United States
- National Alliance on Mental Illness: Mental Health Facts in America
- Association of American Medical Colleges
- California Office of Statewide Health Planning and Development
- Substance Abuse and Mental Health Services Administration
- National Institute of Mental Health

This report presents a summary that highlights the data findings, presents key priorities identified through the CHNA, and JEKMC Board-approved implementation plan.

Information Gaps

Primary and data was collected via a series of stakeholder interviews. The responses reflect the opinions of the survey and interview respondents and may not reflect the needs of the entire community. Quantitative information for demographic and health status was often only available at the county level. Therefore, to the extent that health status differs significantly between the community JEKMC serves and the county, health information was not available at that granularity.

Existing Health Care and other Facilities and Resources

Appendix 3 contains a complete list of health care and other facilities and resources available within the community to meet the health needs including location, contact information, and description of services.

Evaluation of 2014 Community Health Improvement Plan

JEKMC has made significant progress in addressing the prioritized health needs identified in the previous CHNA. The following describes how JEKMC is addressing the significant needs identified in the previous CHNA, including the impact of these actions on health needs within the community.

1. Aging

- Sarnat Symposium meetings held on October 29, 2014, October 28, 2015, and November 2, 2016, to provide education, primarily for social workers in the community, on the latest medical treatments for care of the aging.
- Support groups continue to be available for community members on the topics of “Dementia Support Group” and “Early memory loss”, facilitated by a clinical psychologist/neuropsychologist. These are held four times a month throughout the year.

2. Mental Health and Dementia

- JEKMC has contracted with Beacon Health Strategies LLC, the managed care vendor for LA Care and Care First.
- The JEKMC leadership group worked with a contracted architectural firm, including a designer, and we have approved construction documents for the conversion/remodeling of an existing wing to a 14 bed acute geriatric unit. The OSHPD has approved the OSHPD documents.
- JEKMC obtained approval of our application from Department of Mental Health to implement a PET team. However, the leadership team has assessed the current need and feasibility and decided it will not implement a PET Team until the expansion is in place.
- Continued meetings conducted by Auerbach Geriatric Psychiatric Unit (AGPU) Medical Director, Nitin Nanda M.D., to assist JEKMC social service staff review mental health cases, discussing treatments and outcomes.
- JEKMC did commit and attempt to implement EHR in the acute psych hospital, however it was discontinued due to safety concerns. IT and leadership team are reviewing other software options.

3. Chronic/Multiple Disease Management

- JEKMC had a successful Joint Commission survey in November/December of 2016, due in part to additional education of our staff and hiring of new Program Director.
- Continue to conduct annual training for the medical staff to discuss recent surveys, new regulations, new policies and procedures in the management of chronic/multiple disease management.
- Continuing program monitoring and expansion of the Brandman Center for Senior Care (BCSC), a Program for the All-Inclusive Care for the Elderly (PACE) by the LAJH. BCSC allows individuals who meet the criteria for skilled nursing placement to remain in the community utilizing PACE services to manage their chronic and multiple diseases. In the last three years, the PACE program has served 333 people who live in the community. BCSC currently has an enrollment of 212 participants. In addition, the CEO/President of the Los Angeles Jewish Home has led efforts and is exploring two possible additional sites in west Los Angeles.
- The JEKMC implemented an Electronic Health Record (EHR) in 2014 in the skilled nursing facility. Hospital staff is working with their Information Technology vendor and staff to maximize their use of the EHR to manage individual patient care including those with chronic/multiple disease management. The hospital is exploring the opportunities to share clinical information with community providers and acute hospitals to provide better clinical management for patients with chronic/multiple disease management. LAJH is partnering with a software, Stratus Interoperable, for the purpose of sharing clinical, quality and financial information across the post-acute care continuum.
- Continue to provide support groups for dementia and early memory loss patients and their families.
- The LAJH hospice staff discovered a segment of the population that needed assistance with pain management and living with chronic disease and/or disabilities. Hence, the palliative care program was developed. This new service has assisted 577 patients since opening. The action plan is to continue and expand the palliative care program to support patients managing chronic/multiple diseases in the community.

4. Access to Community Resources

- In the last five years the LAJH home has expanded the community and home based services it provides. Leadership has been closely monitoring the home and community-based programs described previously and are currently in the process of planning for continuation of all new programs and expansion where resources are available subject to governmental approval.
- Connections to Care: In the past three years, the Connections to Care or C2C program, has provided referrals and resources to members of the community. It has had the following number of phone calls:
 - Sept 2014- August 2015: 3,600
 - Sept 2015- August 2016: 5,760
 - Sept 2016- July 2017: 8,624
- Care Transitions: In fiscal year 2015 and 2016, 3,739 participants received care from the Care Transitions program. It ended in June 2016, and is now being conducted by Tarzana Hospital. This was found to be an effective program to reduce hospital readmissions.

- JEKMC realized the impact to its patients of supportive discharge planning. JEKMC has started the discharge planning process earlier utilizing community based services provided by the JEKMC and community providers to ensure patients have the services necessary to support them transition back to the community.

5. Affordable Long-Term Care

- Continue to operate the JEKMC as fiscally efficient as possible realizing economies of scale from shared services with the LAJH.
- Utilizing the EHR, continue to document all rehabilitation services provided to ensure that Medicare short term rehabilitation patient reimbursement is reflective of the level or services provided.
- Continue to work with the California Hospital Association and the Hospital Association of Southern California to advocate for Medi-Cal rates reflective of the cost of provided services, and not subject to budget reductions.

6. Financial Support

- Work with professional organizations to continue to advocate for financial support for governmental programs. JEKMC is a member of California Hospital Association and worked with them regarding the claw back repeal.
- Continue to have social service and administration staff assist patients in completing applications for governmental and non-governmental financial and health care coverage support. Our financial office assists families and at least 8 AGPU patients in the past three years to complete applications.
- Provide speakers to assist patient and families understand healthcare coverage and programs and options available under the Affordable Care Act and the California dual eligible demonstration program. On October 30, 2014, we hosted a free “Family forum” to educate families in navigating through California’s Coordinated Care Initiative.

7. Healthcare Access

- JEKMC, in partnership with California State University, Northridge (CSUN), is developing a program to transition RN and LVN graduates from the classroom into the work place with confidence and additional skills. Recent registered nursing (RN) and license vocational nursing (LVN) graduates experience direct patient care within the scope of their practice, at different practice sites, such as the JEKMC, and at the LAJH. Patient care training includes assessment, planning and implementation of a care plan and evaluating patient progress toward expected outcomes.
- Continue to serve as a training site for the vocational nursing and nursing assistant programs at the Annenberg School of Nursing of the Los Angeles Jewish Home.
- Started Home Health Aide training program as part of Annenberg School of Nursing of the Los Angeles Jewish Home.
- Continue JEKMC clinical internship programs:
 - Western University pharmacy interns and residents (since 2014 we have had pharmacy residents - 3 for 1 year each), WesternU + USC Students (6 weeks APPE)- about 45 (WesternU) + 15 USC + 1 Mass College of Pharmacy) = 61 total students
 - USC - 3 social work students (one per year)

- UCLA nurse practitioner interns (one student for 80 hours and the other student for 160 hours)
- CSUN interns – 6 registered dietitian interns, 1 nutrition student, and one Healthcare administration

8. Elder Abuse

- Continued to provide semi-annual training of all staff in the recognition, documentation and reporting of elder abuse. This training includes the review of all abuse policies and procedures with emphasis on their responsibilities as mandated reporters.
- Trained staff on recognizing abuse and prepared Adult Protective Services referrals when warranted.
- Continued to assess for all forms of abuse on newly admitted patients in the AGPU and the skilled nursing facility.
- Continued to maintain AGPU services for the geriatric population suffering from prior life trauma, including the Holocaust, rape, assault and elder abuse.

9. Medication (Appropriate & Adequate)

- Utilized EHR medication information to monitor and develop trending information to be used for patient care management.
- Continued to operate the pharmacy intern program which conducted quality research projects.
- Upon discharge continued to provide patients and their families with education and information to manage their medications properly at home. If the patient and/or family did not understand the medication management instructions correctly, referrals to a home health or community based service to assist in medication management were made.
- As part of the admitting assessment, the interdisciplinary team evaluated Meds assessed on admissions adjusting medications when necessary to provide customized medication management for each patient.

10. Nutrition

- Continued to screen for nutritional issues as part of the initial admissions assessment. If nutritional deficiencies were, noted a corrective action plan was created and incorporated into the individualized care plan.
- Consistent with the LAJH mission, continued to provide culturally sensitive kosher meals.
- Continued with the dietician intern program.
- Continued to monitor patients' weight monthly unless a patient's condition requires more frequent weighing.
- Continued monitoring of patients' daily intake by interdisciplinary team staff.
- Continued to utilize specific mealtime protocols to address the challenges of weight loss in dementia patients.

2017 Implementation Plan

The final step in the CHNA process involved developing an implementation plan to address the health priorities identified through the CHNA process. While other community partners are also working to address the needs identified, the Affordable Care Act specifically requires that non-profit hospitals publish their implementation plan. As a result, Appendix 4 incorporates JEKMC's implementation plan of this assessment.

The JEKMC CHNA Advisory Committee developed the implementation plan. The following implementation strategy components were addressed within each priority identified:

1. Objectives/Strategy
2. Tactics (How)
3. Programs/Resources to Commit
4. Impact of Programs/Resources on Health Need
5. Accountable Parties
6. Partnerships/Collaboration

Appendix 4 contains the detailed implementation strategy for each priority, including supporting tactics, programs/resources, accountable parties, and potential partnerships/collaboration for each strategy.

Appendix 1

List of Participating Organizations for Community Input

The following are a list of organizations that had representatives who participated in the community input process of the CHNA.

- Kaiser Permanente
- Los Angeles County Department of Mental Health
- Cedars Assistant Living Retirement Homes and Memory Care Unit
- Los Angeles County Court Hearing Referees
- Community Psychologist
- Community Licensed Clinical Social Worker
- Community Psychiatrists
- JEKMC Medical Director

Appendix 2

Community/Demographic Profile

Population

The population for the primary service area is approximately 888,707. This reflects a growth of about 4.1% since 2010 census numbers. Ventura and Los Angeles County are also growing in population since 2010.

2010 and 2016 Population

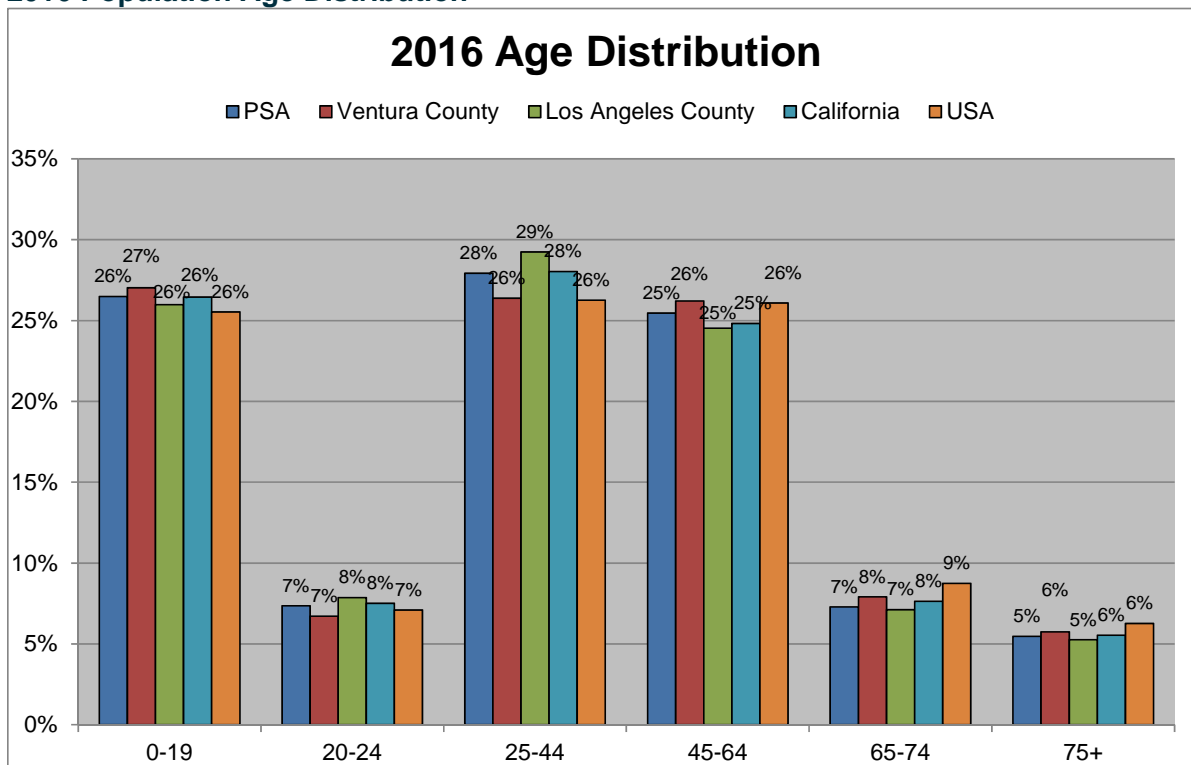
	2010	2016	% Change (2010-2016)	Change (2010-2016)
Primary Service Area	853,408	888,707	4.1%	35,299
Ventura County	823,318	849,512	3.2%	26,194
Los Angeles County	9,818,605	10,147,765	3.4%	329,160
California	37,253,956	38,986,171	4.6%	1,732,215
USA	308,745,538	323,580,626	4.8%	14,835,088

ESRI Business Information Solutions, 2016

Population by Age

Population was grouped into major age categories for comparison. In general, the PSA and Ventura County have a slightly higher proportion of 45-64 age range, compared to Los Angeles County, CA and the Nation. The proportion of 65-74 and 75+ age range is similar across the service area, Ventura and Los Angeles Counties.

2016 Population Age Distribution



ESRI Business Information Solutions, 2016

Population by Race and Ethnicity

JEKMC's service area is racially diverse, with 40% of the population made up of white alone. The Hispanic population makes up roughly 32% of the population, followed by Some Other Race Alone equating to roughly 7% of the population. The racial distribution is more diverse than CA and the Nation, but slightly less diverse than Los Angeles County.

2016 - Population by Race	PSA		Ventura County		Los Angeles County		California		USA	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Hispanic Alone	735,610	32%	365,773	30%	4,976,734	33%	15,355,497	28%	57,975,202	15%
White Alone	941,254	40%	565,768	47%	4,974,852	33%	21,648,796	40%	228,182,245	60%
Black Alone	57,517	2%	16,027	1%	847,501	6%	2,316,118	4%	41,395,671	11%
Alaska Native/Native American Alone	9,730	0%	8,676	1%	73,711	0%	370,544	1%	3,141,471	1%
Asian Alone	173,107	7%	61,790	5%	1,468,802	10%	5,529,592	10%	17,654,809	5%
Pacific Islander Alone	2,084	0%	1,703	0%	27,147	0%	155,193	0%	609,829	0%
Some Other Race Alone	334,867	14%	154,748	13%	2,274,334	15%	6,921,436	13%	21,863,524	6%
Two or More Races	77,600	3%	40,800	3%	481,418	3%	2,044,492	4%	10,733,077	3%

ESRI Business Information Solutions, 2016

Income

Income data was analyzed JEKMC's service area and compared to Ventura and Los Angeles County, the state of California and the Nation. 2016 census data reveals that Median household income for the service area is lower than Ventura County, but higher than Los Angeles County, California and the Nation.

2016	PSA	Ventura County	Los Angeles County	California	USA
Median Household Income	\$ 65,719	\$ 78,912	\$ 57,190	\$ 62,554	\$ 54,149
Average Household Income	\$ 95,621	\$ 105,062	\$ 85,730	\$ 90,812	\$ 77,008
Per Capita Income	\$ 31,142	\$ 34,214	\$ 28,565	\$ 30,905	\$ 29,472

ESRI Business Information Solutions, 2016

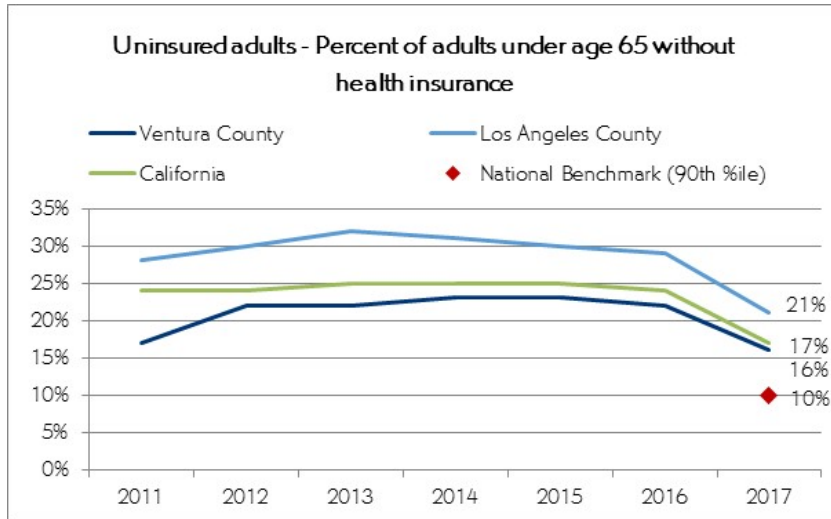
Secondary Data Results

The County Health Rankings display health rankings of nearly every county in the nation and what influences the health of a county. They measure four types of health factors: health behaviors, clinical care, social and economic and physical environment factors. In turn, each of these factors is based on several measures. A subset of the major health rankings are analyzed in this report.

Overall, the Ventura County ranked #10, and Los Angeles County ranked #25 out of 57 Counties ranked in the state for health outcomes based on the data collected by County Health Rankings.

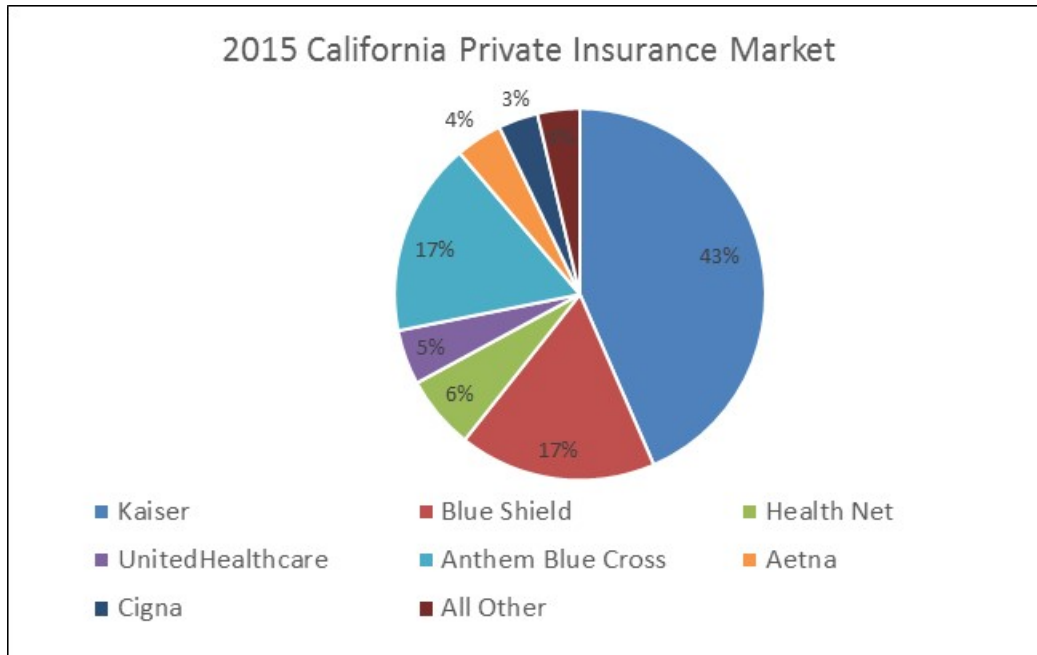
Insurance

Individuals without health insurance often forego care due to high cost, which can lead to a higher prevalence of chronic conditions. The uninsured rate in the Los Angeles County is 21%, which is higher than California, and more than double the national benchmark. The uninsured rate in Ventura County is 16%, which is slightly below California.



County Health Rankings, 2017

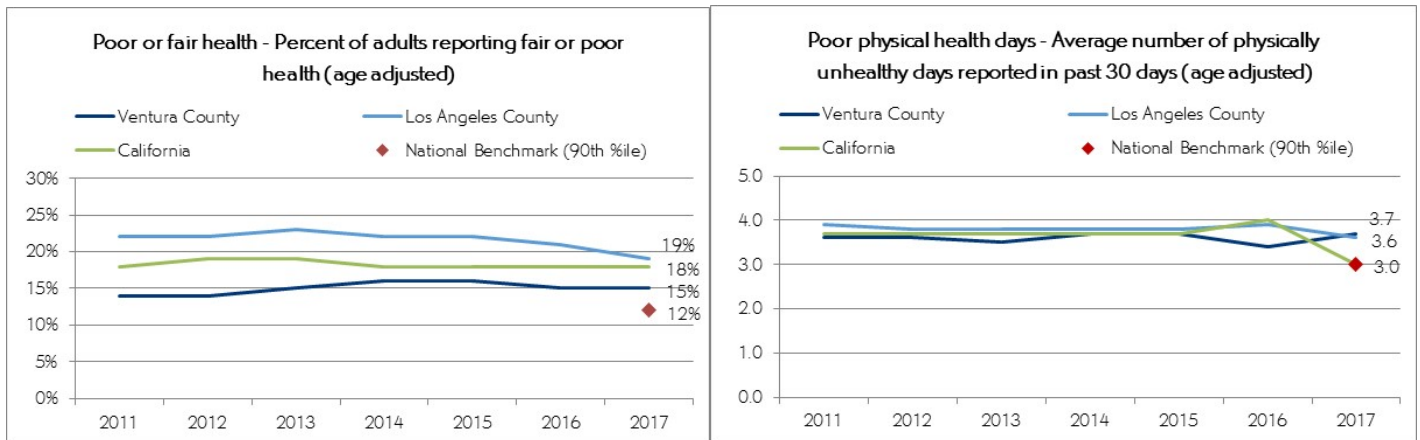
Roughly 43% of the California Private Insurance Market is made up of Kaiser Insurance. Anthem Blue Cross is around 17%, and Blue Shield is around 17%.



California Health Care Almanac

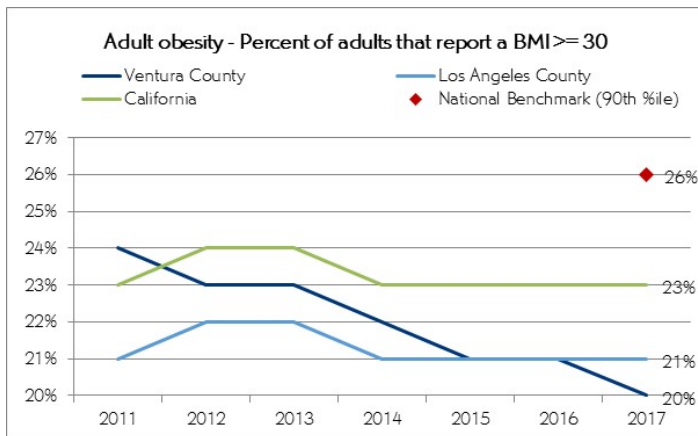
General Population Health

One measure of health among the community included in the County Health Rankings Nationwide study is reported general well-being. Reported general health of “poor or fair health” in the Los Angeles County was slightly above California and well above the national benchmark. What this means is that the population in the Los Angeles County considers themselves to be less healthy in general compared to the State. The rate in Ventura County, on the other hand, was lower than California and approaching the national benchmark. A similar self-reported measure is “poor physical health days,” which refer to days in which an individual does not feel well enough to perform daily physical tasks. Rates in Ventura and Los Angeles Counties were similar, and higher than California and national benchmarks.



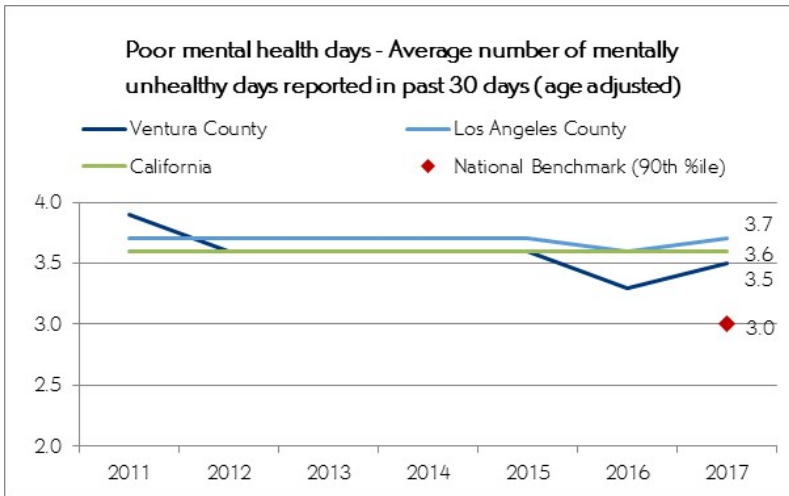
County Health Rankings, 2017

A third measure of general health of the population is the percentage of adult obesity. Nationally, the 90th percentile benchmark rate has been around 26% of the population. California has been around 23% for the past four years. Ventura County has been declining since 2011, and currently is 20%, while Los Angeles County has been flat at around 21%. Both Counties fall below the State and national benchmark.



County Health Rankings, 2017

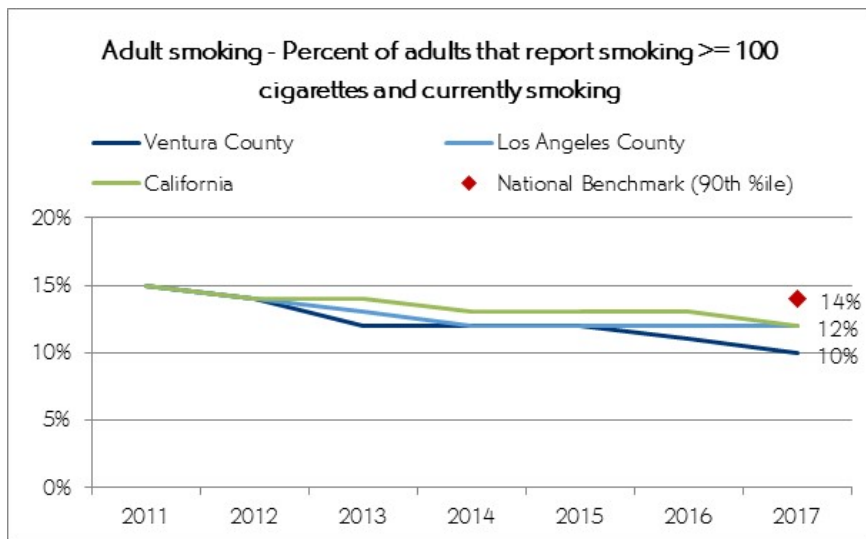
Another indicator, "Poor mental health days," refers to the number of days in the previous 30 days when a person indicates their activities are limited due to mental health difficulties. The reported days in Los Angeles County and Ventura County are in line with California, however they are both above the national benchmark.



County Health Rankings, 2017

Adult Smoking

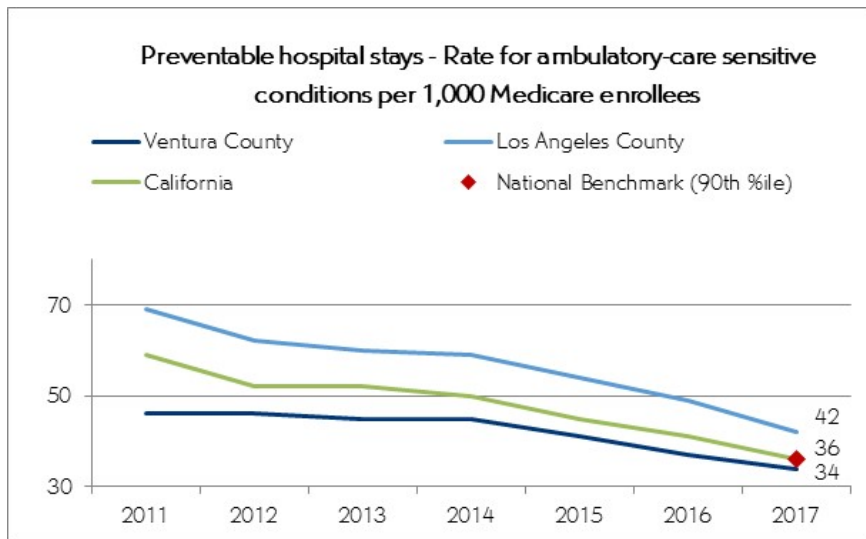
Cigarette smoking is identified as a cause of various cancers, cardiovascular disease, and respiratory conditions, as well as low birthweight and other adverse health outcomes. Measuring the prevalence of tobacco use in the population can alert communities to potential adverse health outcomes and can be valuable for assessing the need for cessation programs or the effectiveness of existing programs. The percentage of adults that report smoking in Ventura County was the lowest, at 10% in 2017. Los Angeles County is in line with California at 12% in 2017, and both counties are below the national benchmark of 14%.



County Health Rankings, 2017

Preventable Hospital Stays

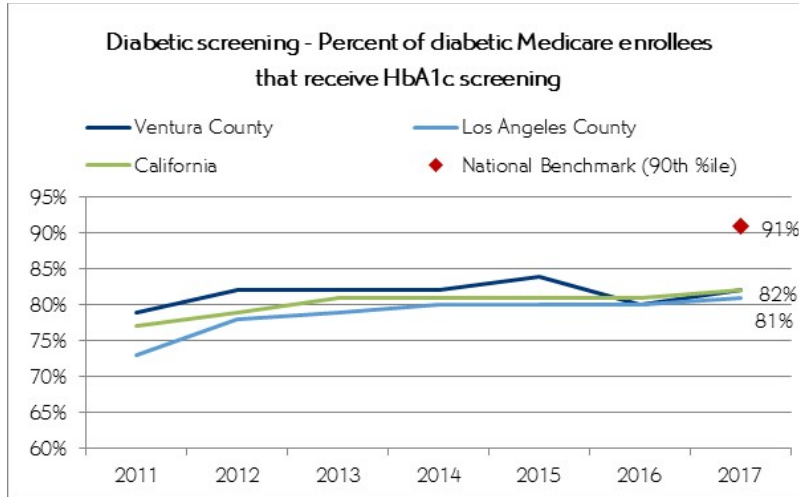
Hospitalization for diagnoses treatable in outpatient services suggests that the quality of care provided in the outpatient setting was less than ideal. The measure may also represent a tendency to overuse hospitals as a main source of care. Rates for Ventura County are lower than the national benchmark and California. Rates for Los Angeles County have been dropping but are still above the national benchmark and California.



County Health Rankings, 2017

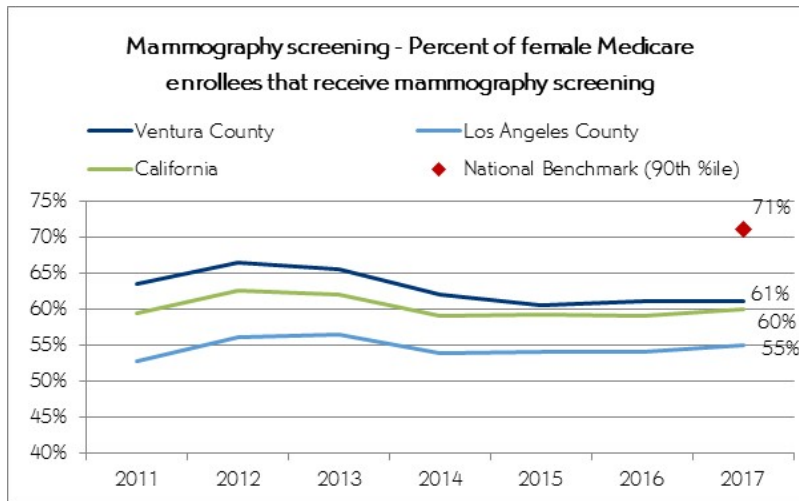
Screening

Screening for potential health issues is a major indicator of future health issues within a community. Diabetes, which is one of the major health issues impacting our society today, was analyzed. Diabetes screening rates in Ventura County and Los Angeles County are in line with California, but below national benchmarks.



County Health Rankings, 2017

Mammography screening rates in Ventura County are in line with California but slightly below national benchmarks. Rates in Los Angeles County are below California, and have been flat over the last several years.



County Health Rankings, 2017

Rates of adults who likely have had serious psychological distress in Los Angeles County is higher than California, while Ventura County rates are lower than California. Rates of adults who needed help for emotional/mental health problems or use of alcohol/drug were higher in Ventura County than Los Angeles County, and both counties are above California. When it comes to adults who saw a healthcare provider for help with mental or alcohol-drug issues, Los Angeles is in line with California at 13.9%, while Ventura County fared higher at 16.3%. Overall, 41.7% of adults in Los Angeles County who sought help did not receive treatment, while the rate was 35% in Ventura County. A higher percentage (15.7%) in Ventura County took prescription medicine for emotional/mental health issues in the past year.

Mental Health Indicators, Adults	Los Angeles County	Ventura County	California
Adults who likely have had serious psychological distress during past year	9.7%	7.0%	8.6%
Adults who needed help for emotional/mental health problems or use of alcohol/drug	17.8%	18.9%	17.6%
Adults who saw any healthcare provider for emotional-mental and/or alcohol-drug issues in past year	13.9%	16.3%	14.0%
Adults who sought/needed help but did not receive treatment	41.7%	35.0%	40.5%
Adults who took prescription medicine for emotional/mental health issue in past year	11.2%	15.7%	12.0%

Source: 2015 California Health Interview Survey

Mental health impairment can impact the work, family life and social life of individuals within the community. According to the 2015 California Health Interview Survey, in Los Angeles County, a higher percentage of adults reported moderate or severe emotional interference with work, compared to Ventura County and California. Los Angeles and Ventura County adults also reported higher moderate interference with family life compared to California. Moderate emotional interference with social life was also higher in Los Angeles County compared to California.

Did your emotions interfere with your work?	Los Angeles County	Ventura County	California
No	87.4%	90.1%	89.2%
Moderate	7.5%	5.5%	6.7%
Severe	5.1%	4.4%	4.1%
Did your emotions interfere with your family life?	Los Angeles County	Ventura County	California
No	84.3%	86.0%	85.8%
Moderate	9.6%	9.5%	8.1%
Severe	6.0%	4.5%	6.0%
Did your emotions interfere with your social life?	Los Angeles County	Ventura County	California
No	84.5%	87.8%	85.6%
Moderate	8.3%	5.2%	7.1%
Severe	7.2%	7.0%	7.3%

Source: 2015 California Health Interview Survey

Appendix 3

Appendix 3 - Community Assets and Resources

Community Asset Mapping is an important aspect of this needs assessment work. The community assets and resources provided in this document help meet the needs of the communities in the JEKMC service area. Each of the following community based organizations can work in partnership with health and social service providers to take a collaborative action to address the identified health needs.

Hospitals

Agency	Address	City	Zip	Telephone
Encino Hospital Medical Center	16237 Ventura Blvd,	Encino	91436	818-995-5000
Kaiser Permanente Panorama City Medical Center	13652 Cantara St,	Panorama City	91402	818-375-2000
Kaiser Permanente Woodland Hills Medical Center	5601 De Soto Ave,	Woodland Hills	91367	818-719-2000
Los Angeles County Olive View / UCLA Medical Center	14445 Olive View Dr,	Sylmar	91342	818-364-1555
Mission Community Hospital	14850 Roscoe Blvd,	Panorama City	91402	818-787-2222
Pacifica Hospital of the Valley	9449 San Fernando Rd,	Sun Valley	91352	818-767-3310
Providence Holy Cross Medical Center	15031 Rinaldi St,	Mission Hills	91345	818-365-8051
Providence Tarzana Medical Center	18321 Clark St,	Tarzana	91356	818-881-0800
Sherman Oaks Hospital and Burn Center	4929 Van Nuys Blvd,	Sherman Oaks	91403	818-981-7111 818-904-4580
Valley Presbyterian Hospital	15107 Vanowen St,	Van Nuys	91405	818-782-6600
West Hills Hospital And Medical Center	7300 Medical Center Dr,	West Hills	91307	818-676-4000

Clinics

Agency	Address	City	Zip	Telephone
Comprehensive Community Health Centers, Inc.	12157 Victory Blvd,	North Hollywood	91606	818-755-8000
Del Carmen Medical Center	19234 Vanowen St,	Reseda	91335	818-705-1157
East Valley District Office	14545 Lanark St,	Panorama City	91402	818-901-4120
Facey Medical Group – Mission Hills	11333 N. Sepulveda Blvd,	Mission Hills	91345	818-869-7200
Facey Medical Group – Northridge	18460 Roscoe Blvd,	Northridge	91325	818-734-3600
Facey Medical Group – Porter Ranch	19950 Rinaldi St, Ste #1	Porter Ranch	91326	818-403-2400
Independence Community Treatment Clinic	19231 Victory Blvd, Ste. 554	Reseda	91335	818-766-1755
Jewish Home Geriatric Clinic	7150 Tampa Ave,	Reseda	91335	818-774-3000
JHA Geriatric Clinic	18855 Victory Blvd,	Reseda	91335	818-774-3354

Clinics

Agency	Address	City	Zip	Telephone
Los Angeles Jewish Home	7150 Tampa Ave,	Reseda	91335	818-774-3000
Clinics				
Agency	Address	City	Zip	Telephone
Comprehensive Community Health Centers, Inc.	12157 Victory Blvd,	North Hollywood	91606	818-755-8000
Del Carmen Medical Center	19234 Vanowen St,	Reseda	91335	818-705-1157
East Valley District Office	14545 Lanark St,	Panorama City	91402	818-901-4120
Facey Medical Group – Mission Hills	11333 N. Sepulveda Blvd,	Mission Hills	91345	818-869-7200
Facey Medical Group – Northridge	18460 Roscoe Blvd,	Northridge	91325	818-734-3600
Facey Medical Group – Porter Ranch	19950 Rinaldi St, Ste #1	Porter Ranch	91326	818-403-2400
Independence Community Treatment Clinic	19231 Victory Blvd, Ste. 554	Reseda	91335	818-766-1755
Jewish Home Geriatric Clinic	7150 Tampa Ave,	Reseda	91335	818-774-3000
JHA Geriatric Clinic	18855 Victory Blvd,	Reseda	91335	818-774-3354
Los Angeles Jewish Home	7150 Tampa Ave,	Reseda	91335	818-774-3000
Medicina Familiar	13500 Van Nuys Blvd,	Pacoima	91331	818-896-2999
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd,	Pacoima	91331	818-686-7300
Mid-Valley Comprehensive Health Center – LAC DHS	7515 Van Nuys Blvd,	Van Nuys	91405	818-947-4000
Mission City Community Network, Inc. – Main Office	15206/15210 Parthenia St,	North Hills	91343	818-895-3100
Mission City Community Network, Inc. – Mission Hills	10200 Sepulveda Blvd, #300A	Mission Hills	91345	818-830-6373
Mission City Community Network, Inc. - Northridge	8363 Reseda Blvd, Ste. 11	Northridge	91324	818-998-7085
Mission City Community Network, Inc. - Pacoima	9919 Laurel Canyon Blvd,	Pacoima	91331	818-686-4290
NEVHC – Canoga Park Health Center	7107 Remmet Ave,	Canoga Park	91303	818-340-3570
NEVHC – Homeless Health Care	7843 Lankershim Blvd,,	North Hollywood	91605	818-765-8656
NEVHC – L.A. Mission College	13356 Eldridge Ave,	Sylmar	91342	818-362-6182
NEVHC – Mobile Medical Clinic	Mobile Clinic			818-270-9500
NEVHC - Pacoima Health Center	12756 Van Nuys Blvd,	Pacoima	91331	818-896-0531
NEVHC – San Fernando Health Center	1600 San Fernando Rd,	San Fernando	91340	818-365-8086
NEVHC – Sun Valley Health Center	7223 N. Fair Ave,	Sun Valley	91352	818-432-4400
NEVHC – Teen Health Center	e in the Los Angeles San	San Fernando	91340	818-365-7517
NEVHC – Van Nuys Pediatric Health Center	7138 Van Nuys Blvd,	Van Nuys	91405	818-778-6240

Clinics

Agency	Address	City	Zip	Telephone
Pacoima Health Center	13300 Van Nuys Blvd,	Pacoima	91331	818-896-1903
San Fernando Health Center – LAC DHS	1212 Pico St,	San Fernando	91340	818-837-6969
Santa Clarita Medical and Mental Health Services	24625 Arch St,	Newhall	91321	661-288-2644
Tarzana Treatment Centers, Inc. – Tarzana	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers, Inc. – Reseda	7101 Baird Ave,	Reseda	91335	818-342-5897
Tarzana Treatment Centers, Inc. – Family Medical Clinic	8330 Reseda Blvd,	Northridge	91324	818-534-1820
Therapeutic Living Centers for the Blind Inc.	7915 Lindley Ave,	Reseda	91335	818-708-1740
Valley Community Clinic	6801 Coldwater Canyon Blvd, 1B	North Hollywood	91605	818-763-8836
Van Nuys Medical and Mental Health Services	6265 Sepulveda Blvd,	Van Nuys	91411	818-779-0555

Adults School and Career Education

Agency	Address	City	Zip	Telephone
El Camino Real Community Adult School	5440 Valley Circle,	Woodland Hills	91367	818-595-8000
Hughes Adult Learning Center	5607 Capistrano Ave,	Woodland Hills	91367	818-587-4335
Kennedy-San Fernando Community Adult School	11254 Gothic Ave,	Granada Hills	91344	818-271-2550
North Valley Occupational Center	11450 Sharp Ave,	Mission Hills	91345	818-365-9645
Pacoima Skills Center	13545 Van Nuys Blvd,	Pacoima	91331	818-896-9558
Reseda Community Adult School	18230 Kittridge St,	Reseda	91335	818-758-3700
Van Nuys Community Adult School	6535 Cedros,	Van Nuys	91411	818-778-6000
West Valley Occupational Center	6200 Winnetka Ave,	Woodland Hills	91367	818-346-3540

Asthma

Agency	Address	City	Zip	Telephone
Allergy and Asthma Institute of the Valley – Granada Hills	10515 Balboa Blvd., #390	Granada Hills	91344	818-366-8112
Allergy and Asthma Institute of the Valley – Studio City	12660 Riverside Dr., #325	Studio City	91607	818-769-5998
Allergy and Asthma Institute – West Hills	7230 Medical Center Dr., Ste. 602	West Hills	91307	818-769-5998

Cancer Screenings and Information

Agency	Address	City	Zip	Telephone
American Cancer Society	4940 Van Nuys Blvd,	Sherman Oaks	91403	818-905-7766
Circle of Hope Inc.	23560 Lyons Ave,	Newhall	91321	661-254-5218
Elysia Skye Breast Cancer Organization	5805 Whitsett Ave. # 211	Valley Village	91607	310-402-5163
Mid Valley Comprehensive Health Center – LAC DHS	7515 Van Nuys Blvd,	Van Nuys	91405	818-947-4026
NEVHC – San Fernando Health Center	1600 San Fernando Rd,	San Fernando	91340	818-365-8086
NEVHC – Sun Valley Clinic	7223 Fair Ave,	Sun Valley	91352	818-432-4400
NEVHC – HOPE Program	Women’s Health			818-898-1388 Ext 51115 or 51116
San Fernando Health Center – LAC DHS	1212 Pico St,	San Fernando	91340	818-837-6969
Tarzana Treatment Centers - Tarzana	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers – Northridge	8330 Reseda Blvd,	Northridge	91324	818-534-1820
Valley Community Clinic	6801 Coldwater Canyon Blvd, 1B	North Hollywood	91605	818-7638836
WeSPARK Cancer Support Center	13520 Ventura Blvd,	Sherman Oaks	91423	818-906-3022

Community Organizations

Agency	Address	City	Zip	Telephone
Activities Recreation & Care (ARC)	6456 Whitsett Ave,	North Hollywood	91606	818-762-4365
Adult Industry Medical Health Care Foundation	14241 Ventura Blvd., Ste. 105	Sherman Oaks	91423	818-981-5681
American Cancer Society	4940 Van Nuys Blvd,	Sherman Oaks	91403	818-905-7766
Build Rehabilitation Industries	12432 Foothill Blvd,	Sylmar	91342	818-898-0020
Build WorkSource	9207 Eton Ave,	Chatsworth	91311	818-701-9800
Chrysalis	14015 Van Nuys Blvd., Ste. E	Pacoima	91331	818-794-4200
Community Enhancement Services (CES)	16743 Schoenborn St,	North Hills	91343	818-891-1448
Haven Hills	6918 Owensmouth Ave,	Canoga Park	91303	818-887-6589
Human Interaction Research Institute	5435 Balboa Blvd., Ste. 115	Encino	91316	818-386-9137
International Institute of Los Angeles	14701 Friar St,	Van Nuys	91411	818-988-1332
Joni and Friends	30009 Ladyface Ct,	Agoura Hills	91301	818-707-5664
L.A. Family Housing	7843 Lankershim Blvd,	North Hollywood	91605	818-982-4091

Community Organizations

Agency	Address	City	Zip	Telephone
Neighborhood Legal Services	13327 Van Nuys Blvd,	Pacoima	91311	818-485-0913
New Horizons	15725 Parthenia St,	North Hills	91343	818-894-9301
Old Town Newhall Association	24336 Main St,	Newhall	91321	661-253-0730
ONEgeneration	17400 Victory Blvd,	Van Nuys	91406	818-705-2345
ONEgeneration Senior Enrichment Center	18255 Victory Blvd,	Reseda	91335	818-705-2345
Operation Gratitude	16444 Refugio Rd,	Encino	91436	818-909-0039
Pacoima Beautiful	11243 Glenoaks Blvd., Ste. 1	Pacoima	91331	818-899-2454
Partners in Care Foundation	732 Mott St., Ste.150	San Fernando	91340	818-837-3775
Partnership for Prescription Assistance	N/A	N/A	N/A	888-477-2669
Pleasantview Industries Inc.	27921 Urbandale Ave,	Santa Clarita	91350	661-296-6700
Project GRAD Los Angeles	10200 Sepulveda Blvd., Ste. 255	Mission Hills	91345	818-810-5034
Project SAFE - The Help Group Administration	16360 Roscoe Blvd., 2nd Floor	Van Nuys	91406	818-901-4830
Pueblo y Salud Inc.	1024 N. Maclay Ave,	San Fernando	91340	818-837-2272
Ride On L.A.	10860 Topanga Canyon Blvd,	Chatsworth	91311	818-700-2971
Special Olympics Southern California - Tri-Valley	24779 Valley St,	Newhall	91321	818-342-0017
The Church on the Way	14300 Sherman Way,	Van Nuys	91405	818-779-8000
The Valley Economic Alliance	5121 Van Nuys Blvd,	Sherman Oaks	91403	818-379-7000
Topanga Station Boosters	21501 Schoenborn St,	Canoga Park	91304	818-756-4800
Total Family Support Clinic	13788 Foothill Blvd., Unit 8	Sylmar	91342	818-833-9789
UCP Wheels for Humanity	12750 Raymer St, Unit 4	North Hollywood	91605	818-255-0100
United Cerebral Palsy of Los Angeles, Ventura and Santa Barbara Counties	6430 Independence Ave,	Woodland Hills	91367	818-782-2211
Valley Economic Development Center	5121 Van Nuys Blvd., 3rd Floor	Van Nuys	91403	818-907-9977
Valley Industry & Commerce Association (VICA)	5121 Van Nuys Blvd., #203	Sherman Oaks	91403	818-817-0545
Valley Interfaith Council	4505 Las Virgenes Rd., #211	Calabasas	91302	818-880-4842
Valley Village	20830 Sherman Way,	Winnetka	91306	818-587-9450
Volunteer Center of Los Angeles	8134 Van Nuys Blvd., #200	Panorama City	91402	818-908-5066
Volunteers of America San Fernando Office #1	454 S. Kalisher St,	San Fernando	91340	818-837-0097
Volunteers of America San Fernando Office #2	604 S. Maclay Ave,	San Fernando	91340	818-365-6677
Wellness Works Therapy	6400 Laurel Canyon Blvd., 560	North Hollywood	91606	818-763-0136

Community Organizations

Agency	Address	City	Zip	Telephone
WeSpark Cancer Support Center	13522 Ventura Blvd,	Sherman Oaks	91423	818-906-3022
West Valley Police BOOSTERS	17547 Ventura Blvd., #201	Encino	91316	818-377-2277
Zonta Club of Santa Clarita Valley	23642 Lyons Ave., #220117	Newhall	91321	661-252-9351

County of Los Angeles Departments

Agency	Address	City	Zip	Telephone
LAC Department of Public Social Services (DPSS) – San Fernando Sub Office	9188 Glendale Blvd,		91352	818-613-3777
LAC Department of Public Social Services (DPSS) Calworks Program - Valley West - 82	21415-21615 Plummer St,		91311	818-701-8200
Los Angeles County Services Information Line				211

Crisis Assistance Prevention

Agency	Address	City	Zip	Telephone
American Red Cross	14717 Sherman Way,	Van Nuys	91405	818-376-1700
County of Los Angeles Dept. of Mental Health (LAC DMH) West Valley Mental Health	7621 Canoga Ave,	Canoga Park	91304	818-598-6900
El Centro De Amistad Inc.	566 S. Brand Blvd,	San Fernando	91342	818-898-0223
El Centro De Amistad Inc.	6800 Owensmouth Ave,	Canoga Park	91303	818-347-8565
Los Angeles County Department of Health Services - San Fernando Health Center	10605 Balboa Blvd., Ste. 100	Granada Hills	91344	818-832-2400
Los Angeles County Department of Mental Health - West Valley Mental Health Center	7621 Canoga Ave,	Canoga Park	91304	818-598-6900
Los Angeles Police Department Foothill Jeopardy Family Center	11844 Glenoaks Blvd,	San Fernando	91340	818-837-1167
Pine Grove Behavioral Healthcare System	7011 Shoup Ave,	Canoga Park	91307	818-348-0500
Tarzana Treatment Centers - Tarzana	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers - Tarzana	18700 Oxnard St,	Tarzana	91356	818-654-3950
Tarzana Treatment Centers – Reseda	7101 Baird Ave,	Reseda	91335	818-342-5897
Tarzana Treatment Centers - Northridge	8330 Reseda Blvd,	Northridge	91324	818-534-1820
The Los Angeles Police Department	12760 Osborne St,	Pacoima	91331	818-756-8866

Crisis Assistance Prevention

Agency	Address	City	Zip	Telephone
Therapeutic Living Centers for the Blind	7915 Lindley Ave,	Reseda	91335	818-708-1740
Valley Center for Prevention of Family Violence	13655 Victory Blvd., Ste. 201	Van Nuys	91405	818-786-2079
Valley Center for Prevention of Family Violence	20944 Sherman Way., Ste. 209	Canoga Park	91303	818-883-2132
Valley Community Clinic	6801 Coldwater Canyon Blvd, 1B	North Hollywood	91605	818-763-8836
Valley Trauma Center	7116 Sophia Ave,	Van Nuys	91406	818-886-0453

Dental Programs

Agency	Address	City	Zip	Telephone
Comprehensive Community Center - North Hollywood	12157 Victory Blvd,	North Hollywood	91606	818-755-8000
Gary N. Herman, DDS Comprehensive Dental Care	12849 Magnolia Blvd,	Valley Village	91607	818-766-3777
Meet Each Need With Dignity (MEND)	134060 Van Nuys Blvd	Pacoima	91331	818-686-7300
Mid Valley Comprehensive Health Center - LAC DHS	7515 Van Nuys Blvd,	Van Nuys	91405	818-947-4026
NEVHC – Sun Valley Dental Clinic	7223 Fair Ave,	Sun Valley	91352	818-432-4400
NEVHC – San Fernando Dental Clinic	1600 San Fernando Rd,	San Fernando	91340	818-365-8086
San Fernando Valley Dental Society	9205 Alabama Ave., Ste. B	Chatsworth	91311	818-576-0116
UCLA Dental Clinic – San Fernando Valley Community Health Clinic MCH San Fernando Co	732 Mott St., Ste. 110	San Fernando	91340	818-837-0398
Valley Community Clinic	6801 Coldwater Canyon Blvd, 1B	North Hollywood	91605	818-763-8836

Diabetes Resources

Agency	Address	City	Zip	Telephone
Mid Valley Comprehensive Health Center – Diabetes Classes	7515 Van Nuys Blvd,	Van Nuys	91405	818-947-4026
Mission Community Hospital - San Fernando Campus For Health and Education (Diabetes Teaching Kitchen)	700 Chatsworth Dr,	San Fernando	91340	818-365-5059
NEVHC – San Fernando Health Center	1600 San Fernando Rd,	San Fernando	91340	818-365-8086
Valley Community Clinic	6801 Coldwater Canyon Blvd, 1B	North Hollywood	91605	818-763-8836

Domestic Violence

Agency	Address	City	Zip	Telephone
Counseling West	20700 Ventura Blvd., Ste. 210	Woodland Hills	91364	818-999-6164
Domestic Abuse Center	8817 Reseda Blvd., Ste. C	Northridge	91324	818-772-0176
Haven Hills	6918 Owensmouth Ave,	Canoga Park	91303	818-887-6589
Jewish Family Services	22622 Vanowen St,	West Hills	91307	818-464-3333
National Domestic Violence Hotline				800-799-7233
Tarzana Treatment Centers - Tarzana	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers - Tarzana	18700 Oxnard St,	Tarzana	91356	818-654-3950
Tarzana Treatment Centers - Reseda	7101 Baird Ave,	Reseda	91335	818-342-5897
Valley Center for Prevention of Family Violence	13655 Victory Blvd., Ste. 201	Van Nuys	91405	818-786-2079
Valley Center for Prevention of Family Violence	20944 Sherman Way., Ste. 209	Canoga Park	91303	818-883-2132
Valley Family Center	302 S. Brand Blvd,	San Fernando	91340	818-365-8588
Valley Trauma Counseling Center	7116 Sophia Ave,	Van Nuys	91406	818-886-0453

Drug and Alcohol Recovery Programs

Agency	Address	City	Zip	Telephone
AA Alcoholics Anonymous	7417 Van Nuys Blvd., Ste. E	Van Nuys	91405	818-988-3001
Cocaine Anonymous				818-760-8402
CRI-Help Inc.	8330 Lankershim Blvd,	North Hollywood	91605	818-504-0505
El Dorado Community Service Center	24625 Arch St,	Newhall	91321	661-288-2644
El Nido Services	10200 Sepulveda Blvd., #350	Mission Hills	91345	818-830-3646
El Sereno Manor Sylmar Health and - Rehabilitation Center	12220 Foothill Blvd,	Sylmar	91342	818-834-5082 ext. 118
I-ADARP - Drug and Substance Abuse Programs	6911 Hayvenhurst Ave., Ste. 101	Van Nuys	91406	818-994-7454
NEVHC – Drug and Alcohol Recovery Programs	DUI, Drug and Alcohol, Smoking Cessation Programs			818-361-1211 818-365-2571 818-270-9508
Now & Forever Foundation	8745 Parthenia Place,	North Hills	91343	818-895-5002
People in Progress	8140 Sunland Blvd,	Sun Valley	91352	818-768-7494
Phoenix House	11600 Eldridge Ave,	Sylmar	91342	818-896-1121 877-769-9668

Drug and Alcohol Recovery Programs

Agency	Address	City	Zip	Telephone
Pueblo Y Salud, Inc.	10224 N. Maclay Ave., M-13	San Fernando	91340	818-837-2272
San Fernando Valley Partnership	1131 Celis St,	San Fernando	91340	818-837-7767
Santa Clarita Drug Abuse Treatment Programs				800-943-0566
Substance Abuse				800-564-6600
Tarzana Treatment Centers – Tarzana	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers – Tarzana	18700 Oxnard St,	Tarzana	91356	818-654-3950
Tarzana Treatment Centers - Reseda	7101 Baird Ave,	Reseda	91335	818-342-5897
Total Family Support Clinic	13788 Foothill Blvd,	Sylmar	91342	818-833-9789

Emergency Assistance and Basic Needs

Agency	Address	City	Zip	Telephone
American Red Cross – West SFV District Office	6800 Owensmouth., Ste. 140	Canoga Park	91303	818-593-3500
LA County Dept. of Public Social Services	14545 Lanark St,	Panorama City	91402	818-901-4101
LA County DPSS – District 82	21415 Plummer St,	Chatsworth	91311	818-701-8200
Guadalupe Community Center	21600 Hart St,	Canoga Park	91303	818-340-2050
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd,	Pacoima	91331	818-686-7300
North Valley Caring Services	15435 Rayen St,	North Hills	91343	818-891-0481
Salvation Army	14917 Victory Blvd,	Van Nuys	91411	818-781-5739

Employment and Job Training

Agency	Address	City	Zip	Telephone
Build Worksource	9207 Eton Ave,	Chatsworth	91311	818-701-9800
Canoga Park Work Source Center	21010 Vanowen St,	Canoga Park	91303	818-596-4448
Center for Living and Learning	14549 Archwood St., #221	Van Nuys	91405	818-781-1073
Chatsworth Work Source Center	9207 Eton Ave,	Chatsworth	91311	818-701-9800
Chrysalis	14015 Van Nuys Blvd., Ste. E	Pacoima	91331	818-794-4200
El Camino Community Adult School (LAUSD)	5440 Valley Circle,	Woodland Hills	91367	818-595-8000
Employment Development Department	11623 Glenoaks Blvd,	Pacoima	91331	818-890-9400
Goodwill	14760 Ventura Blvd,	Sherman Oaks	91403	818-990-0421
Kennedy Community Adult School (LAUSD)	11254 Gothic Ave,	Granada Hills	91340	818-271-2550

Employment and Job Training

Agency	Address	City	Zip	Telephone
Loaves & Fishes II - Van Nuys	14640 Keswick St,	Van Nuys	91405	818-997-0943
L.A. ORT Technical Institute - Van Nuys Campus	14519 W. Sylvan St,	Van Nuys	91411	818-646-4714
Meet Each Need with Dignity (MEND)	10641 N. San Fernando Rd,	Pacoima	91331	818-896-0246
North Valley Occupational Center (LAUSD)	11450 Sharp Ave,	Mission Hills	91345	818-365-9645
Pacoima Skills Center (LAUSD)	13545 Van Nuys Blvd,	Pacoima	91331	818-896-9558
Pleasantview Industries Inc.	27921 Urbandale Ave,	Santa Clarita	91350	661-296-6700
West Valley Occupational Center (LAUSD)	6200 Winnetka Ave,	Woodland Hills	91346	818-346-3540

Food and Clothing Programs

Agency	Address	City	Zip	Telephone
Alpa Food Bank	7336 Bellaire Ave,	North Hollywood	91605	818-255-0080
Cornerstone Christian Ministry	11449 Sproule Ave,	Pacoima	91331	818-899-5900
El Centro de Amistad	566 S. Brand Blvd,	San Fernando	91340	818-898-0223
Family Rescue Center	22103 Vanowen St,	Canoga Park	91303	818-884-7587
Fish of the West Valley (Congregational Church)	20440 Lassen St,	Chatsworth	91311	818-882-3474
Guadalupe Community Center	6933 Remmet Ave,	Canoga Park	91303	818-340-2050
Hope of the Valley Rescue Mission	8165 San Fernando Rd,	Sun Valley	91352	818-392-0020
Interfaith Food Pantry Coalition Greater Community Church	10824 Topanga Canyon Blvd., #7	Chatsworth	91311	818-718-6460
Loaves and Fishes II	14640 Keswick St,	Van Nuys	91405	818-997-0943
Manna From Heaven (Valley Vineyard) – Valley Food Bank	6642 Reseda Blvd,	Reseda	91335	818-343-3626
Meet Each Need with Dignity (MEND)	10641 San Fernando Rd,	Pacoima	91331f	818-896-0246
North Valley Caring Services	15435 Rayen St,	North Hills	91343	818-891-0481
Our Lady of Peace Catholic Church	15444 Nordhoff,	North Hills	91343	818-891-0481
Our Lady of The Holy Rosary Parish	7800 Vineland Ave,	Sun Valley	91352	818-765-3350
Panorama Baptist Church of Pacoima Valley Food Bank	8767 Woodman Ave,	Arleta	91331	818-894-2281
Rock of the Valley – Church of Christ in God – Valley Food Bank	7722 Kester Ave,	Van Nuys	91405	818-781-4156
Salvation Army Corps Community Center - San Fernando Valley	14917 Victory Blvd,	Van Nuys	91411	818-781-5739

Food and Clothing Programs

Agency	Address	City	Zip	Telephone
San Fernando Rescue Mission	13422 Saticoy St,	North Hollywood	91605	818-785-4476
San Fernando Valley Japanese - American Community Center	12953 Branford St,	Pacoima	91331	818-899-1989
Santa Clarita Valley Food Pantry	34133 Railroad Ave,	Santa Clarita	91321	661-255-9078
Santa Clarita Valley Service Center	24271 S. Main St,	Newhall	91321	661-254-0070
SOVA Food Pantry - Valley	16439 Vanowen St,	Van Nuys	91406	818-988-7682
St. Didacus Church Parish Center	14339 Astoria St,	Sylmar	91342	818-896-0263
St. Elizabeth Parish – Van Nuys	6635 Tobias Ave,	Van Nuys	91405	818-779-1756
St. Ferdinand Outreach Center	1109 Coronel St,	San Fernando	91340	818-365-3194
Total Family Support Clinic	13788 Foothill Blvd., Unit 8	Sylmar	91342	818-833-9789
Tujunga United Methodist	9901 Tujunga Canyon Blvd,	Tujunga	91402	818-352-1481
Valley Food Bank	12701 Van Nuys Blvd,	Pacoima	91331	818-510-4140
Valley Interfaith Council	10824 Topanga Canyon Blvd., #7	Chatsworth	91311	818-718-6460
Volunteer League – Centre Clothes Corner	14603 Hamlin St,	Van Nuys	91411	818-785-4134
West Valley Food Pantry	5700 Rudnick Ave,	Woodland Hills	91367	818-346-5554
WIC Program (Women, Infants, and Children)	21013 Sherman Way,	Canoga Park	91303	818-361-7541
Women’s Care Cottage	6040 Vineland Ave,	North Hollywood	91606	818-753-4580

Heart Disease Resources

Agency	Address	City	Zip	Telephone
American Heart Association	4741 Laurel Canyon Blvd,	Valley Village	91607	818-984-0004
Right at Home-San Fernando Valley	9548 Topanga Canyon Blvd,	Chatsworth	91311	424-238-0403

HIV Resources

Agency	Address	City	Zip	Telephone
AHF Healthcare Center – San Fernando Valley	4835 Van Nuys Blvd., Ste. 200	Sherman Oaks	91403	818-380-2626
LAC DHS - Olive View UCLA Medical Center and Health Center	14445 Olive View Dr,	Sylmar	91342	818-364-1555
Los Angeles Mission College-Student Health Center	13356 Eldridge Ave,	Sylmar	91342	818-364-7600

HIV Resources

Agency	Address	City	Zip	Telephone
Mid Valley Comprehensive Health Center – LAC DHS	7515 Van Nuys Blvd,	Van Nuys	91405	818-947-4026
NEVHC – San Fernando Health Center	1600 San Fernando Rd,	San Fernando	91340	818-365-8086
Tarzana Treatment – Transitional Housing for Parolees with HIV/ AIDS - Reseda	7101 Baird Ave,	Reseda	91335	818-342-5897
San Fernando Health Clinic – LAC DHS	1212 Pico St,	San Fernando	91340	818-837-6969
Tarzana Treatment Centers - Tarzana	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Center - Northridge	8330 Reseda Blvd,	Northridge	91324	818-534-1820
Tarzana Treatment Centers - Tarzana	18700 Oxnard St,	Tarzana	91356	818-654-3950
Valley Community Clinic	6801 Coldwater Canyon Ave., 1B	North Hollywood	91605	818-763-1718

Homeless Services and Shelters

Agency	Address	City	Zip	Telephone
5th Street Facility	531 5th St., Ste. A	San Fernando	91340	818-270-9700
Beyond Shelter	11243 Glenoaks Blvd., #6	Pacoima	91331	818-834-4885
Department of Public Social Services (DPSS)	12847 Arroyo St,	Sylmar	91342	818-837-6393
Eliza Shanks Home, Inc.	13055 Weidner St,	Pacoima	91331	818-335-1233
Independent Living Program (ILP)	12516 Chandler Blvd., # 103	North Hollywood	91607	213-351-0100
Jewish Family Services of Los Angeles - Family Violence Project	13949 Ventura Blvd,	Sherman Oaks	91423	818-789-1293
L.A. Family Housing	7843 Lankershim Blvd,	North Hollywood	91605	818-982-0425
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd,	Pacoima	91331	818-686-7300
NEHHC – Homeless Health Care Services	7843 Lankershim Blvd,	North Hollywood	91605	818-765-8656
NEVHC – San Fernando Health Clinic	1600 San Fernando Rd,	San Fernando	91340	818-365-8086
Tarzana Treatment Centers	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers	7101 Baird Ave,	Reseda	91335	818-342-5897
Tamar House (Confidential Site)		Panorama City	91402	818-505-0900
Valley Interfaith Council	10824 Topanga Canyon Blvd., #7	Chatsworth	91311	818-718-6460

Housing

Agency	Address	City	Zip	Telephone
Concepts for Living: Senior Assisted Living	6351 Owensmouth Ave,	Woodland Hills	91367	818-340-7272
Department of Public Social Services - Cal Works, West Valley	21415 Plummer St,	Chatsworth	91311	818-718-5000 818-718-5216
Fair Housing Council	8134 Van Nuys Blvd., #206	Panorama City	91402	818-373-1185
Habitat for Humanity San Fernando/Santa Clarita	21031 Ventura Blvd., #610	Woodlands Hills	91364	818-884-8808
L.A. Family Housing	7843 Lankershim Blvd,	North Hollywood	91605	818-982-4091
Neighborhood Legal Services	13327 Van Nuys Blvd,	Pacoima	91331	818-896-5211
Tarzana Treatment Centers - Tarzana	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers - Reseda	7101 Baird Ave,	Reseda	91335	818-342-5897
United Cerebral Palsy of Los Angeles, Ventura and Santa Barbara Counties	6430 Independence Ave,	Woodland Hills	91367	818-782-2211

Legal Assistance

Agency	Address	City	Zip	Telephone
Los Angeles County Public Defender	900 3rd St, 2nd Floor,	San Fernando	91340	818-898-2440
Los Angeles County Public Defender	16350 Filbert St,	Sylmar	91342	818-364-2133
Neighborhood Legal Services - San Fernando Valley	13327 Van Nuys,	Pacoima	91331	818-896-5211 800-433-6251
San Fernando Valley Bar Association	5567 Reseda Blvd,	Tarzana	91356	818-227-0490
Tarzana Treatment Centers	18646 Oxnard St,	Tarzana	91356	800-996-1051
Tarzana Treatment Centers	18700 Oxnard St,	Tarzana	91356	818-654-3950
Tarzana Treatment Centers	7101 Baird Ave,	Reseda	91335	818-342-5897

Mental Health Services

Agency	Address	City	Zip	Telephone
31st District PTSA	17445 Cantlay St,	Van Nuys	91406	818-344-3581
Activities Recreation & Care (ARC)	6456 Whitsett Ave,	North Hollywood	91606	818-762-4365
Asian Pacific Counseling and Treatment Center	5900 Sepulveda Blvd., #425	Van Nuys	91406	818-267-1100

Mental Health Services

Agency	Address	City	Zip	Telephone
Aviva Center	5200 Lankershim Blvd,	North Hollywood	91606	818-980-3200
Bridge Focus, Inc.	14418 Chase St., Ste. 205	Panorama City	91402	818-895-5132
BRIDGES TruStart Inc.	6267 Variel Ave., Ste. B	Woodland Hills	91367	818-657-0411
Center for Assault Treatment Services	14531 Gault Street,	Van Nuys	91405	818-908-8632
Center for Hope and Health	7334 Topanga Canyon., Blvd., #213	Canoga Park	91303	818-708-8541
Center For Individual and Family Counseling	5445 Laurel Canyon Blvd,	North Hollywood	91607	818-761-2227
Center for Psychological Services (Catholic Charities of LA)	7120 Hayvenhurst Ave., #200	Van Nuys	91406	818-883-6015
Counseling West	4419 Van Nuys Blvd., Ste. 310	Sherman Oaks	91403	818-990-9898
Down Syndrome Association of Los Angeles	16461 Sherman Way., Ste.#180	Van Nuys	91406	818-786-0001
El Centro De Amistad	566 S. Brand Blvd,	San Fernando	91340	818-898-0223
El Centro De Amistad	6800 Owensmouth Ave., Ste. 310	Canoga Park	91303	818-347-8565
El Nido Services	13460 Van Nuys Blvd,	Pacoima	91331	818-896-7776
El Nido Services Administration Office	10200 Sepulveda Blvd., Ste.350	Mission Hills	91345	818-830-3646
Family Focus Resource Center – SFV	15400 Sherman Way., 3rd Floor	Van Nuys	91406	818-677-6854
Family Phases Counseling	21243 Ventura Blvd., Ste. 121	Woodland Hills	91364	818-883-9962
Friends of the Family	15350 Sherman Way., #140	Van Nuys	91406	818-988-4430
Grandparents As Parents, Inc.	22048 Sherman Way., Ste. 217	Canoga Park	91303	818-264-0880
Hillview Community Mental Health Center	12450 Van Nuys Blvd., Ste. 200	Pacoima	91331	818-896-1161
Hollywood and Vine Recovery Center	19642 Ballinger Street,	Northridge	91324	818-917-8500
Imagination Connection	9667 Natick Ave,	North Hills	91343	818-522-7904
Jewish Big Brothers and Big Sisters	4419 Van Nuys Blvd., Ste. 208	Sherman Oaks	91403	818-907-3871
Jewish Family Service of Los Angeles	13949 Ventura Blvd., #308	Sherman Oaks	91423	818-789-1293
Jewish Family Services of LA – SOVA	16439 Vanowen St,	Van Nuys	91406	818-988-7682

Mental Health Services

Agency	Address	City	Zip	Telephone
Jewish Family Services of LA – Storefront Senior Center	12821 Victory Blvd,	North Hollywood	91606	818-984-1380
Los Angeles County Department of Mental Health - West Valley Mental Health Center	7621 Canoga Ave,	Canoga Park	91304	818-598-6900
Mitchell Family Counseling Clinic	18111 Nordhoff St,	Northridge	91324	818-677-2568
NAMI -San Fernando Valley	14545 Sherman Cir,	Van Nuys	91405	818-994-6747
Narcotics Anonymous World Services	P. O. Box 9999	Pacoima	91331	818-773-9999
National Council on Alcoholism and Drug Dependence of the San Fernando Valley	6166 Vesper Ave,	Van Nuys	91411	818-997-0851
New Horizons Housing and Independent Living	15725 Parthenia St,	North Hills	91343	818-894-9301
North Los Angeles County Regional Center	15400 Sherman Way., #170	Van Nuys	91406	818-778-1900
Olive View Community Mental Health Urgent Care Center	14659 Olive View Dr,	Sylmar	91342	818-485-0888
Our House	21860 Burbank Blvd., Ste. 195	Woodland Hills	91367	818-222-3344
Pacific Asian Counseling Services	6851 Lennox Ave., #400	Van Nuys	91405	818-989-9214
Penny Lane Center Headquarters	15305 Rayen St,	North Hills	91343	818-894-3384
Penny Lane Centers - Burbank	10526 Dubnoff Way,	North Hollywood	91606	818-755-4950
Personal Growth Institute Inc.	5536 Tampa Ave,	Tarzana	91356	818-609-9989
Phillips Graduate Institute	19900 Plummer St,	Chatsworth	91311	818-386-5699
Phillips Graduate Institute/CalFam Counseling Center	18757 Burbank Blvd,	Tarzana	91356	818-654-1700
Phoenix House of Los Angeles	11600 Eldridge Ave,	Lake View Terrace	91342	818-686-3000
Ride On L.A.	10860 Topanga Canyon Blvd,	Chatsworth	91311	818-700-2971
San Fernando Mental Health Center (LAC Dept. of Mental Health)	10605 Balboa Blvd., Ste. 100	Granada Hills	91344	818-832-2400
SFV Community Mental Health Center for Family Living	11565 Laurel Canyon Blvd., Ste. 100 & 102	Mission Hills	91340	818-365-4723
SFV Community Mental Health Center for Family Living	14545 Sherman Circle,	Van Nuys	91405	818-901-4854
SFV Community Mental Health Center Inc.	6842 Van Nuys., 5th Floor	Van Nuys	91405	818-901-4830
SFV Community Mental Health Center, Inc.	14660 Oxnard St,	Van Nuys	91411	818-901-4836

Mental Health Services

Agency	Address	City	Zip	Telephone
SFV Community Mental Health Center, Inc. - Cornerstone	16360 Roscoe Blvd., 2nd Floor	Van Nuys	91406	818-901-4830
SFV Community Mental Health Center, Inc. - MacDonald Carey East Valley MHC	11631 Victory Blvd., Ste. 203	North Hollywood	91606	818-908-3855
SFV Community Mental Health Center, Inc. - Victory Wellness Center	14411 Vanowen St,	Van Nuys	91405	818-989-7475
SFV Community Mental Health Center, Inc.	6824 Van Nuys Blvd., 6th Floor	Van Nuys	91405	818-901-4830
San Fernando Valley Counseling Center	8350 Reseda Blvd,	Northridge	91324	818-341-1111
Santa Clarita Valley Mental Health Center	23501 Cinema Dr., Ste. 210	Valencia	91335	661-288-4800
Sherman Oaks Hospital	4929 Van Nuys Blvd,	Sherman Oaks	91403	818-907-2835
Sherman Oaks Hospital - Outpatient	4911 Van Nuys Blvd,	Sherman Oaks	91403	818-907-2835
Specialized Health Services, Inc.	6400 Laurel Canyon Blvd., #580	North Hollywood	91606	818-762-3855
Stirling Behavioral Health Institute	6931 Van Nuys Blvd., Ste. 102	Van Nuys	91405	818-376-0134
Tarzana Treatment Center - Tarzana	18646 Oxnard St,	Tarzana	91356	818-996-1051
Tarzana Treatment Centers - Tarzana	18700 Oxnard St,	Tarzana	91356	818-654-3950
Tarzana Treatment Centers - Reseda	7101 Baird Ave,	Reseda	91335	818-342-5897
Tarzana Treatment Centers - Northridge	8330 Reseda Blvd,	Northridge	91324	818-534-1820
The Help Group	15339 Saticoy St,	Van Nuys	91405	818-267-2747
The Help Group - Summit View (AB3632 only)	6455 Coldwater Canyon Blvd,	Valley Glen	91606	818-623-6300
The Village Family Services	6736 Laurel Canyon Blvd., Ste. 200	North Hollywood	91607	818-755-8786
Total Family Support Clinic	13788 Foothill Blvd., Unit 8	Sylmar	91342	818-833-9789
Valley Center for Prevention of Family Violence	13655 Victory Blvd., Ste. 201	Van Nuys	91405	818-786-2079
Valley Center for Prevention of Family Violence	20944 Sherman Way., Ste. 209	Canoga Park	91303	818-883-2132
Valley Community Clinic	6801 Coldwater Canyon Blvd, Ste.1B	North Hollywood	91605	818-763-8836
Valley Community Treatment Center	22110 Roscoe Blvd., Ste. 204	Canoga Park	91304	818-713-8700
Valley Counseling	16633 Ventura Blvd., Ste. 1008	Encino	91436	818-995-0368
Valley Family Center	302 S. Brand Blvd,	San Fernando	91340	818-365-8588
Valley Trauma Center	7116 Sophia Ave,	Van Nuys	91406	818-756-5330

Mental Health Services

Agency	Address	City	Zip	Telephone
Valley Trauma Counseling Center	8700 Reseda Blvd., Ste. 209	Northridge	91324	818-772-9982
Valley Women's Center	14430 Sherman Way,	Van Nuys	91405	818-785-9119
Valley Women's Center	22110 Roscoe Blvd., Ste.204	Canoga Park	91304	818-713-8700
Veterans Administration Greater L.A Healthcare System - Sepulveda Ambulatory Care Center	16111 Plummer St,	North Hills	91343	818-891-7711
West Valley Mental Health Center	7621 Canoga Ave,	Canoga Park	91304	818-598-6900 800-854-7771
Wrap Family Services (Pacific Asian Counseling Services)	6851 Lennox Ave., #400	Van Nuys	91405	818-989-9214

Senior Services

Agency	Address	City	Zip	Telephone
Alicia Broadous Duncan M/P Senior Center	11300 Glenoaks Blvd,	Pacoima	91331	818-834-6100
Bernardi Multipurpose Senior Center Meals on Wheels	6514 Sylmar Ave,	Van Nuys	91406	818-781-1101 818-374-5350
Concepts for Living: Senior Assisted Living	6351 Owensmouth Ave,	Woodland Hills	91367	818-340-7272
Elder Abuse Hotline				800-992-1660
Guadalupe Center	6933 Remmet Ave,	Canoga Park	91303	818-340-2050
Mid-Valley Senior Citizens Center	14450 Valerio St,	Van Nuys	91406	818-785-8488
ONEgeneration S. Mark Taper Intergenerational Center	17400 Victory Blvd,	Van Nuys	91406	818-705-2345
ONEgeneration Senior Enrichment Center	18255 Victory Blvd,	Reseda	91335	818-705-2345
Partners in Care Foundation	732 Mott St., Ste. 150	San Fernando	91340	818-837-3775
Santa Clarita Adult Day Health	22903 Soledad Canyon Rd,	Santa Clarita	91350	661-253-0700
Santa Clarita Adult Day Health Care Center	23911 Calgrove Blvd,	Santa Clarita	91321	661-253-0700
Santa Clarita Valley Senior Center	22900 Market St,	Santa Clarita	91321	661-259-9444
Senior Center Friendly Valley	19310 Avenue of the Oaks,	Santa Clarita	91321	661-299-4595
Sherman Oaks - SAGE Program	5000 Van Nuys Blvd., Ste. 201	Sherman Oaks	91403	818-341-7243
The Adult Skill Center	17400 Vanowen St,	Van Nuys	91406	818-996-3761
Valley Interfaith Council – Calabasas	4505 Las Virgenes Rd., #211	Calabasas	91302	818-880-4842
Valley Storefront Senior Center - JFS	12821 Victory Blvd,	North Hollywood	91606	818-984-1380
Valley Village	20830 Sherman Way,	Winnetka	91306	818-587-9450

Transportation

Agency	Address	City	Zip	Telephone
City Dial-A-Ride	117 Macnell St,	San Fernando	91340	818-366-4119
Mission City Transit	Tickets may be purchased at 208 Park Ave,	San Fernando		818-366-4119
ONEgeneration Senior Enrichment Center	18255 Victory Blvd,	Reseda	91335	818-705-2345

Vision

Agency	Address	City	Zip	Telephone
Mid Valley Comprehensive Health Center – DHS	7515 Van Nuys Blvd,	Van Nuys	91405	818-947-4026
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd,	Pacoima	91331	818-686-7300
San Fernando Health Center – LAC DHS	1212 Pico St,	San Fernando	91340	818-837-6969
Valley Community Clinic	6801 Coldwater Canyon Blvd, Ste.1B	North Hollywood	91605	818-763-8836

Appendix 4

Joyce Eisenberg-Keefer
Medical Center of the Los
Angeles Jewish Home

Implementation Plan



2017

Priority 1A: Lack of Geriatric Psychiatric Inpatient Beds

Priority 1B: Lack of Geriatric Psychiatric Providers

Objective/Strategy

- Explore feasibility of inpatient bed expansion (1A)
- Explore opportunity to expand or increase provider base in geriatric psychiatry (1B)
 - (UCLA didn't fill any geriatric spots for the year, there are 5 open)

Tactics (How)

- Continue planning identified in 2014; Architect, designer, plans, and Office of Statewide Health Planning and Development approval completed already (1A)
- Continue to fund raise in the next three years to enhance feasibility of adding additional beds (1A)
- Internal and external provider recruitment efforts (1B)

Programs/Resources to Commit

- Fund development department that is out in the community with donors and looking for opportunities. (1A)
- Contract with internal/external providers (1B)

Impact of Programs/Resources on Health Need

- Ability to increase inpatient bed capacity to admit more patients (1A)
- Additional provider capacity (1B)

Accountable Parties

- Administration in conjunction with fund development department
- Contracted hospitalists
- Contracted providers

Partnerships/Collaboration

- Donors (1A)
- Community (1A)
- Contracted hospitalist (1B)
- Collaboration with Academic Universities (1B)

Priority 2: Untreated Mental Health, Care Management, and Community Education

Objective/Strategy

- Educate community on normal healthy aging vs. mental illness
- Educate families and the community to recognize the symptoms of mental illness: Depression, anxiety, memory disorders
- Ensure continuity of care upon patient discharge

Tactics

- Provide ongoing educational seminars and newsletters to promote education
- Enhance care coordination upon discharge with receiving agency (i.e. community based clinics, etc.)
- Enhance patient hand off, and follow up with patient on discharge instructions

Programs/Resources to Commit

- Internal resources – clinical community
- Outreach department
- Hospital Leadership Committee to ensure objectives are met
- Social services care coordination
- Financial assistance

Impact of Programs/Resources on Health Need

- Better recognition and proactive treatment of mental health illness
- More proactive family outreach to loved ones

Accountable Parties

- Hospital Leadership Committee
- Contracted Vendor
- Social Services Department
- Case Management

Partnerships/Collaboration

- Contracted Vendor
- Department of Mental Health
- Community Based Clinics
- Community Speakers
- Kaiser
- Regional Mental health Meetings
- National Association of Mental Illness
- California Hospital Association Behavioral Health Group

Priority 3: Pre/Post-Discharge Care

Objective/Strategy

- Enhance screening of patients who are admitted to the hospital
- Ensure appropriate patient handoff at discharge

Tactics

- Screening tools
- Involving providers on screening
- Ensuring transition of care in discharge with social services

Programs/Resources to Commit

- Hospital Leadership Committee
- Social Services
- Nursing Staff

Impact of Programs/Resources on Health Need

- Reduction in re-admissions
- Meeting mental health needs

Accountable Parties

- Auerbach Geriatric Psychiatric Unit
- Jewish Home
- Department of Mental Health
- Kaiser

Partnerships/Collaboration

- Providing the community resources necessary to maintain health in the community
- PACE