

## Care Management

Care Management services offered by the City of Los Angeles coordinate community support services so older adults (60+) can remain in their homes as long as possible.

A senior needing help should contact a Care Manager at their local Multipurpose Senior Centers (please see listing on reverse side of this brochure).

**Care Management includes the following steps:**



**Intake** - Initial contact is made with the client, usually by phone to find out his/her needs.

**Assessment** - Begins with a home visit to gather information regarding the senior's current physical, functional, psychological, social, and cognitive well-being. The care manager may need to talk to those familiar with the senior's needs, including their family, physician, and others. Care managers listen closely for information concerning health, financial, and family issues, cultural background(s), personal beliefs and values.

Care managers also assess the home and living environment for safety and functional use.

**Care Plan** - Seniors receiving these services must give their consent. A personalized Care Plan, identifying the client's needs, goals, and steps to achieve the goals, is developed. Then the client, family, care manager and other individuals take part in meeting these goals.

Care Managers review care plans periodically with clients to ensure that goals are met or include any changes in the client's situation.

**Coordination/Implementation of Services** - Care managers coordinate service delivery and communication among providers. Coordination answers the questions: What is going to happen? Where will it take place? When will it take place? And Who will carry it out?

**Follow-up** - Once services are in place, the care manager follows-up and monitors the client's care plan. Communication is maintained with all involved as needed.

## Common Areas of Assistance:

- Nutrition and home delivered meals
- Transportation
- Home Repair
- Telephone Reassurance
- Arranging for Healthcare
- Counseling
- Mediating disputes on client's behalf
- Help in the home
- Applications for benefits



Care Management services are provided throughout the City of Los Angeles by the 16 Multipurpose Senior Centers (MPCs). Please see the listing on the back to find the center nearest you or visit, [www.aging.lacity.org](http://www.aging.lacity.org) for more information.

As a covered entity under Title II of the Americans with Disability Act, the City of Los Angeles does not discriminate on the basis of disability.

Programs and Services provided by the City of Los Angeles Department of Aging are funded by the Older Americans Act.

**City of Los Angeles**  
**Multipurpose Senior Centers (MPCs)**

**Wilkinson MPC (Northwest Valley)**

8956 Vanalden Ave., Northridge, CA 91324  
(818) 756-7741

**Alicia Broadous-Duncan MPC**  
**(Northeast Valley)**

11300 Glenoaks Blvd., Pacoima, CA 91331  
(818) 834-6100

**Sharman Oaks/East Valley MPC**

5056 Van Nuys Blvd., Sherman Oaks, CA 91403  
(818) 981-1284

**Felicia Mahood (Westside)**

11338 Santa Monica Blvd., Los Angeles, CA 90025  
(310) 479-4119

**West Adams MPC (West Adams)**

2528 West Blvd., Los Angeles, CA 90016  
(323) 735-5799

**People Coordinated Services (Southwestern)**

5133 S. Crenshaw Blvd., Los Angeles, CA 90043  
(323) 294-5226

**Bradley MPC (South Central)**

10957 S. Central Ave., Los Angeles, CA 90059  
(323) 923-2755

**Theresa Lindsay (Central)**

429 E. 42nd Place, Los Angeles, CA 90011  
(323) 846-1920

**ONEgeneraion (Southwest Valley)**

18255 Victory Blvd., Reseda, CA 91335  
(818) 705-2345

**Bernardi MPC (Mid Valley)**

6514 Sylmar Ave., Van Nuys CA 91401  
(818) 781-1101

**Freda Mohr MPC (West Wilshire)**

330 N. Fairfax Ave., Los Angeles, CA 90036  
(323) 937-5900

**St. Barnabas MPC (City)**

675 Carondelet St., Los Angeles, CA 90057  
(213) 388-4444

**International Institute (Eastside)**

435 S. Boyle Ave., Los Angeles, CA 90033  
(323) 264-6210

**Wilmington Jaycees (Harbor)**

1371 Eubank Ave., Wilmington, CA 90744  
(310) 518-4533

**Single Room Occupancy**

**(Central Business District)**

400 E. 5th St., Suite #4, Los Angeles, CA 90013  
(213) 229-9672

**Hollywood MPC (Northside)**

1360 N. St. Andrews Place,  
Los Angeles, CA 90028  
(323) 957-3900

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**SENIOR FOCUS**  
**ON**  
**CARE MANAGEMENT**

