The City of Los Angeles is committed to improving the quality of life, independence, health and dignity of our older adults through comprehensive, coordinated, and accessible community-based programs that advocate for the needs of seniors.

The following are programs and services provided to Seniors 60 years & older and Family Caregivers who reside in the City of Los Angeles.

INFORMATION AND ASSISTANCE
Provides seniors and family caregivers with information about available community resources and/or referrals to particular service programs or agencies.

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)
Provides advocacy services for Medicare & Medi-Cal enrollees and educates consumers on how to advocate for themselves. HICAP: (800) 824-0780

ELDER ABUSE COMMUNITY EDUCATION
Is designed to increase public awareness of: peoples who are high risk of abuse; the identification of elder abuse (financial, psychological, neglect, and physical); how to report it; and available community resources to prevent abuse and assist family caregivers.

SENIOR EMPLOYMENT TRAINING
Provides an opportunity for seniors to return to the competitive job market through job training programs, as well as help seniors transition to unsubsidized employment. Participants must be unemployed and 55 years of age or older.

MULTIPURPOSE SENIOR CENTERS (MPC’s)
There are 18 MPC’s throughout the City of Los Angeles. These centers serve as community focal points for senior services, such as:

- **In-Home Assistance and Services**
  provide assistance with household tasks, if eligible.

- **Care Management**
  evaluates the needs of frail seniors and develops a care plan.

- **Emergency Alert Response System (EARS)**
  is for adults 62 years of age or older, who are low income, live alone, and at risk of falling. In an emergency, the client presses a button on a necklace or wristband, and an operator will verify the fall and contact first responders to obtain assistance.

- **Legal Assistance**
  helps seniors in various legal issues, including but not limited to, landlord/tenant disputes and government benefits.

- **Nutrition Services**
  provide a hot nutritious meal five days a week at local congregate meal sites, or for the homebound.

- **Transportation**
  CityRide is a curb-to-curb program that provides transportation to the senior and disabled populations for a discounted rate.
  Door-to-Door is an alternative to CityRide for frail seniors. This service is available at the local MPC’s.

- **Health Screenings**
- **Social/Recreational Activities**

What is a Family Caregiver?
If you provide unpaid assistance to an elderly spouse, relative, neighbor, or friend who is alone or unable to take care of themselves, YOU are a family caregiver.

The Department of Aging provides several free programs and services to support you through the Family Caregiver Support Programs. These include:

- **Family Caregiver Training** on the following topics:
  - Stroke Prevention
  - Emotional and Family Issues of Caregiving
  - Hoarding Behavior in Older Adults
  - Stress Reduction
  - Fall and Injury Prevention
  - Medication Management
  - Legal Issues & Planning Before a Crisis
  - Emergency Preparedness & “Go Kits”
  - Memory Loss & Aging
  (Other Topics as Requested)

- **Family Caregiver Support Groups** are provided on a regular basis throughout the City.

- **One-on-One Training** on how to cope with the responsibilities of taking care of an older adult.

For more information on Department of Aging programs and services, call:

(800) 510-2020 or (213) 482-7252
EVIDENCE BASED PROGRAMS (EBP)

These practical, cost-effective programs aim to maintain and/or improve the health and activities of daily living of seniors and caregivers. They are offered by a team of healthcare and community-based service providers.

REPORTING ELDER ABUSE

If you suspect abuse, report it! You don’t need to prove that abuse is occurring. It is up to the professionals to investigate, and reports can be made anonymously.

ELDER ABUSE HOTLINES:

Adult Protective Services (APS) is the Los Angeles County agency responsible for investigating cases of abuse and neglect for seniors and persons with a disability in the community.

(877) 477-3646

Long Term Care Ombudsman is responsible for investigating cases of abuse and neglect in institutional settings, including skilled nursing facilities, assisted living, adult day care centers, and adult residential facilities for older adults or persons with a disability.

(800) 334-9473

After hours crisis line:
(800) 231-4024

For every one elder abuse reported, 24 cases go unreported. Please report the abuse!

SENIOR FOCUS

on Programs & Services for Seniors and Family Caregivers

221 N. Figueroa St., Suite 500
Los Angeles, CA 90012

(800) 510-2020

or (213) 482-7252
TTY: (213) 473-3231

www.aging.lacity.org
age.webinfo@lacity.org

Hours of Operation
(Monday - Friday, 8A.M. to 5P.M.)
Except Holidays

Los Angeles
Department of Aging

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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.