

Service Area (SA) Contact

Los Angeles County is comprised of 8 service planning areas. Each service area has a designated ECM team.

SA	Name
1, 2	Jessica Anderson janderson@dmh.lacounty.gov 213.926.9638
3, 4	Tiffany Granja tgranja@dmh.lacounty.gov 213.921.6560
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8	Reyno Acoba racoba@dmh.lacounty.gov 213.949.4708

To find out which SA you belong to, enter your residential address at <https://gis.lacounty.gov/districtlocator>.

To learn more about our services, contact:

Service Area 1-4:
Hosun Kwon, Program Manager
213.804.2710

Service Area 5-8:
Lilia G. Padilla, Program Manager
213.465.5154

LACDMH Values

Integrity. We conduct ourselves professionally according to the highest ethical standards.

Respect. We recognize the uniqueness of every individual and treat all people in a way that affirms their personal worth and dignity.

Accountability. We take responsibility for our choices and their outcomes.

Collaboration. We work together toward common goals by partnering with the whole community, sharing knowledge, building strong consensus and sharing decision-making.

Dedication. We will do whatever it takes to improve the lives of our clients and communities.

Transparency. We openly convey our ideas, decisions and outcomes to ensure trust in our organization.

Quality and Excellence. We identify the highest personal, organizational, professional and clinical standards and commit ourselves to achieving those standards by continually improving every aspect of our performance.

If you are in crisis and need help right away, call our 24/7 toll-free Help Line:

800.854.7771

562.651.2549 TDD/TTY

dmh.lacounty.gov



▶▶ **Countywide Engagement Division
Enhanced Care
Management Program**



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.



About

Los Angeles County Department of Mental Health's Enhanced Care Management (ECM) Program focuses on addressing the clinical and non-clinical needs of Medi-Cal beneficiaries, enrolled in Medi-Cal Managed Care Plans (MCPs), with complex medical and social needs.

Medi-Cal beneficiaries enrolled in an L.A. County MCP, who agree to receive ECM Services and are authorized by the MCP for ECM, will be enrolled in the DMH ECM Program. ECM enrolled Medi-Cal beneficiaries will be matched/assigned to DMH ECM Service Providers in a thoughtful and intentional manner to support the cultural and linguistic needs of the beneficiaries. Interpretation and translation services will be utilized when needed, including American Sign Language services.

Eligibility for Services

The Enhanced Care Management Program is designed to serve adults who meet the following:

1. Meet the eligibility criteria for participation in or obtaining services through the county Specialty Mental Health system.
2. Are actively experiencing at least one complex social factor influencing their health.
3. Meet one or more of the following criteria:
 - Are high risk for institutionalization, overdose and/or suicide;
 - Use crisis services, emergency rooms, urgent care, or inpatient stays as the sole source of care;
 - Experienced two or more emergency department visits or hospitalizations due to serious mental illness or substance use disorder in the past 12 months; or
 - Pregnant and postpartum (12 months from delivery)

ECM services are provided from a "whatever it takes" approach and may be delivered in person, telephonically, or via online video conferencing.

Services Provided

The services provided in the LACDMH ECM Program complement clinical and case management services that the ECM-enrolled Medi-Cal beneficiary receives within the LACDMH system of care.

- Outreach and engagement
- Comprehensive assessment and care management planning
- Enhanced coordination of care
- Health promotion
- Comprehensive transitional care
- Member and family support
- Coordination of and referral to community and social supports

