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

ECM
ENHANCED CARE MANAGEMENT

Countywide Engagement Division Enhanced Care Management Program

What is ECM?

Los Angeles County Department of Mental Health (LACDMH), 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 LACDMH ECM Program. ECM enrolled Medi-Cal beneficiaries will be matched/assigned to LACDMH 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.

Who is Eligible for ECM Services?

The LACDMH ECM 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.

What Services Does ECM Provide?

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

Services include:

- 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

Service Area Contact

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

Service Area	Contact	Email	Phone Number
1	Jessica Garner	jgarner@dmh.lacounty.gov	213-926-9638
2	Alisa Aslanyan-Zamora	aaslanyanzamora@dmh.lacounty.gov	213-434-2722
3,4	Diane Morales	dklotz@dmh.lacounty.gov	213-308-4467
5,7	Eliette Montiel	emontiel@dmh.lacounty.gov	213-334-1567
6	Steve Danon	sdanon@dmh.lacounty.gov	213-618-7077
8	Reyno Acoba	racoba@dmh.lacounty.gov	213-949-4708

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

If you are interested in learning more about our services, please contact:
Service Area 1-4: **Hosun Kwon**, Program Manager · 213-804-2710
Service Area 5-8**: Lilia G. Padilla**, Program Manager · 213-465-5154

If you are in crisis and need help right away, call our toll-free 24/7 Help Line **800-854-7771** or text "**LA**" to **741741**