



# Partnership in Senior and Caregiver Services in the City and County of Los Angeles



The City and County of Los Angeles are committed to improving the quality of life, independence, health and dignity of our senior citizens and their caregivers through community-based senior programs that are comprehensive, coordinated and accessible, and advocating for the needs of seniors.



# Partnership in Senior and Caregiver Services

## Information and Assistance 800 510 2020

Information and Assistance provides seniors and caregivers with information about available community resources and/or referrals to service programs or agencies.

Information and Assistance staff will direct you to the appropriate agency for services and follow up to make sure that you have received the help you need.

Multilingual specialists speak Spanish, Korean, Tagalog, Chinese, and Vietnamese. In addition, our InfoVans travel throughout the City and County of Los Angeles to inform the public about the services available.

## Multipurpose Senior Centers

Centers throughout the City and County of Los Angeles provide a wide range of social and supportive services and act as focal points for the coordination of services for seniors and caregivers in the community.

## Minor Home Modification

Provides minor modification to seniors' homes that are necessary to facilitate the ability to remain at home (e.g., grab bar installation, automatic lights, replacing locks, or rental equipment such as TDD devices or emergency response systems).



## In-Home Supportive Services (IHSS)

The IHSS Program helps pay for caregiver services to eligible seniors so they can remain safely in their own homes. Services can include: household chores, personal care services, and accompaniment to medical appointments.

## Geriatric Evaluation Networks Encompassing Services, Information and Support (GENESIS)

GENESIS provides mobile health screenings and mental health services to frail homebound disabled adults and older adults.

## Family Caregiver Support Programs

A caregiver is a family member, friend or neighbor who provides support and care to family or friends who may be chronically ill or frail and elderly in the community. There are several support systems and services for caregivers throughout the City and County of Los Angeles. These include:

### Respite Care

Respite care consists of services intended to support and provide relief to unpaid caregivers who provide full-time care to frail elderly or functionally impaired older adults at home.

### Alzheimer's Day Care Resource Centers (ADCRC)

ADCRCs are centers in the community that provide specialized day care for persons living with Alzheimer's disease or related dementias.

### Legal Services

Legal services are available to caregivers offering assistance with legal documents, housing and advocating for other support services.

### Caregiver Training

Caregiver training classes are held throughout the City and the County. For more information about these trainings contact your local Area Agency on Aging at 800 510 2020.



### Care Management

Care management services are available for eligible clients (frail elderly and functionally impaired adults, ages 18 and older and their caregivers) to coordinate services in order to remain living independently in the community and/or to access community-based care services.

### Nutrition Services

**Congregate Meals** are designed to maintain or improve the physical and social well-being of older adults through appropriate nutrition services in a group setting.

**Home-Delivered Meals** are provided to maintain or improve the physical and social well-being of homebound older adults.

### Nutritional Health Assessment

Registered dietitians administer nutrition screening, counseling, and intervention services at congregate meal sites or homes of older adults found to be high risk for nutrition-related health problems.

### Telephone Reassurance

Homebound seniors receive phone calls from staff and volunteers at least twice a week to provide telephone reassurance. Additionally, all persons who receive home-delivered meals receive calls.

### Senior Community Service Employment Program (SCSEP)

SCSEP also known as Title V provides and promotes training opportunities in community service employment for older adults and assists in the transition of program participants to permanent employment.

### Legal Assistance

Provides legal representation by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar. Types of services include: legal information, referral, advice, counseling, administrative representation, and legal representation to an individual or group.

### Adult Protective Services (APS)

APS investigates situations involving elders (ages 65 plus and dependent adults, physically or mentally impaired, ages 18 to 64), who are reported to be endangered by physical, sexual or financial abuse, abandonment, isolation, abduction, neglect, or self-neglect. Contact APS with any questions or concerns at **800 992 1660**.

### Long-Term Care Ombudsman Program

The primary responsibility of the program is to investigate and attempt to resolve complaints made by, or on behalf of, individual residents in long-term care facilities (e.g., skilled-nursing facilities, assisted living and group homes).

### Health Insurance Counseling and Advocacy (HICAP)

HICAP provides multilingual counseling, advocacy, and assistance to Medicare beneficiaries about Medicare, private health insurance, and related healthcare coverage plans. The program also provides public education on Medicare and health-coverage issues.

### Transportation

**Access Services** is a door-to-door transportation program for seniors and persons with a disability. Services are available to residents of the City and County of Los Angeles.

Additionally, there are two transportation programs that serve seniors in the City of Los Angeles.

**CityRide** is a curb-to-curb program that provides transportation to the senior and the disabled populations.

**Paratransit** is a door-to-door program for frail seniors that need assistance with transportation.

**For more information about these services and others contact your local Area Agency on Aging at 800 510 2020.**





**Department of Aging**  
City of Los Angeles  
3580 Wilshire Blvd., Suite 300  
Los Angeles, CA 90010  
[www.lacity.org/da](http://www.lacity.org/da)  
[www.lacitynetworkofcare.org](http://www.lacitynetworkofcare.org)  
e-mail: [age.webinfo@lacity.org](mailto:age.webinfo@lacity.org)

Laura Trejo, General Manager  
James Don, Assistant General Manager  
Ed Woods, President of Council on Aging



**Community and Senior Services**  
County of Los Angeles  
3175 West 6th Street  
Los Angeles, CA 90020  
[www.dcss.co.la.ca.us](http://www.dcss.co.la.ca.us)  
<http://ltconnection.lacounty.info>  
e-mail: [webcontact@css.co.la.ca.us](mailto:webcontact@css.co.la.ca.us)

Cynthia D. Banks, Director, Community and Senior Services  
Melinda M. Fonseca, Director, Area Agency on Aging  
Peter McGrath, President Area Agency on Aging Advisory Council

## Partnership in Senior and Caregiver Services

### Information and Assistance Hours of Operation

Monday - Friday  
8AM - 5PM  
24-hour message line

### Toll-free Number

1 (800) 510-2020

### City-Wide Information and Assistance

3-1-1

### County-Wide Information and Assistance

2-1-1