

# Community Health Needs Assessment Implementation Strategy

2013





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# 2013 ENCINO HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT

## EXECUTIVE SUMMARY

The Patient Protection and Affordable Care Act (ACA) enacted on March 23, 2010, added new requirements, which nonprofit hospital organizations must satisfy to maintain their tax-exempt status under section 501(c) 3 of the Internal Revenue Code. One such requirement added by ACA, Section 501(r) of the Code, requires nonprofit hospitals to conduct a Community Health Needs Assessment (CHNA) at least once every three years. As part of the CHNA, each hospital is required to collect input from designated individuals in the community, including public health experts, as well as members, representatives or leaders of low-income, minority, and medically underserved populations and individuals with chronic health conditions.

A Community Health Needs Assessment (CHNA) was directed by Encino Hospital for around 1.7 million residents belonging to the hospital service area, located in a total of 44 zip codes (incorporated and unincorporated cities/communities) of the San Fernando Valley, LA County, and Ventura County. This extremely established area is interposed with rural communities, mountain ranges and public open spaces. Encino Hospital service area provides services to this geographically, economically, and ethnically diverse region.

Encino Hospital service area contracted HFS consultants to oversee the process of developing a CHNA directly addressing needs in Encino Hospital's service area. This CHNA is designed to comply with California's Senate Bill 697 (SB 697) and also to meet the new requirements under the Patient Protection and Affordable Care Act. HFS subcontracted with Valley Care Community Consortium (VCCC) to help conduct the 2013 Community Health Needs Assessment VCCC has over 15 years of experience in conducting CHNAs and has significant research expertise that harnesses the collective wisdom of its membership representing multiple institutions and disciplines. The process and the outcome of the CHNA are described in this report. To better understand the health needs in the hospital service area, HFS and VCCC reviewed numerous state and county sources. A local literature review was conducted, and community assets and resources were documented.

A total of 32 health needs were identified through the focus groups, key informant interviews and surveys conducted and through a prioritization process a total of 10 most immediate health needs for the hospital service area were established. A summary for each immediate health need is provided below, listed in order from highest to lowest priority.

1. **Affordable Insurance** - Health insurance is mostly provided by the employer, or purchased by an individual who can afford it. Affordable health insurance is a unique term, as it differs from one person to another with respect to their income status. Participants of the primary data collection process recognized that affordable health insurance and high quality health coverage is needed in the hospital service area. Health insurance is a key driver of health status. Due to the current health care system and the cost of health care, people without health insurance may not receive needed health care. In the Encino Hospital service area, 19% of the population between ages 0-64 is uninsured compared to 31.2% of individuals in SPA 2 (LACDPH, Key Indicators of Health, 2013).
2. **Healthcare Access** - Lack of access to care presents barriers to good health. The supply and accessibility of facilities and physicians, rate of uninsured, financial hardships, transportation barriers, cultural competency, and coverage limitations affect access. This indicator is relevant because a shortage of healthcare professionals contributes to access and health status issues. Stakeholders noted that this issue was particularly acute for the adult population. While data was unavailable for the hospital service area, 9.6% of children ages 0-17 years and 28.9% of adults have difficulty accessing medical care in SPA 2. In addition, 3.5% of children and 16.8% of adults did not see a doctor when needed in the past year because they could not afford it (LACDPH, Key Indicators of Health, 2013).
3. **Mental Health (Depression)**  
Depression is a serious illness. Many people with depression may not seek treatment. However, with proper treatment, majority of the patients can get better. Medications, psychotherapies, and other methods can effectively treat people with depression (NIMH, 2013). According to the primary data collected via key informant interviews, focus groups and surveys, many of the health care providers, professionals identified mental health as a major issue in the Encino hospital service area. A total of 149,720 people were estimated to have depression and anxiety in the Encino Hospital service area. The cities with high number of people with depression and anxiety include North Hollywood (19,087), Sherman Oaks (10,758), Encino (10,259), Arleta (8,555) and Northridge (8,319) (Thomson Reuters, 2012).
4. **Preventative Screenings** – A Pap test, mammography, colonoscopies, and other preventive screenings are necessary to ensure the long-term health of the community and to reduce health care costs. Being uninsured, as well as some of the cultural beliefs may be some of the barriers to accessing these services. Stakeholders expressed that cost savings would be achieved if patients obtained screenings regularly in order to detect health issues at an early stage. In SPA 2, 84.0% of women ages 18-65 years had a pap smear within the past 3 years and 82.8% of women ages 50-74 years had a mammogram within the past 2 years. Also, 65.0% of adults aged 50-74 years have been screened for colon cancer (LAC DPH, Key Indicators of Health, 2013).

5. **Primary Care** – A primary care practice serves as the patient's first point of entry into the health care system and as the continuing focal point for all needed health care services. Primary care practices provide health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses in a variety of health care settings. While data was unavailable for the hospital service area, Los Angeles County had 80.67 primary care providers per 100,000 population (HRSA, 2011).
6. **Heart Disease**  
Cardiovascular disease includes congestive heart failure, heart attack, coronary heart disease/coronary artery diseases and stroke. Coronary heart disease occurs when plaque builds inside the coronary artery, which supplies oxygen-rich blood to the heart muscle. When the plaque hardens or breaks, the coronary artery pathways become narrower reducing the flow of oxygen rich blood to the heart. When the plaque breaks away from the coronary artery it can cause a clot blocking blood flow through the coronary artery (NIH, 2012). Out of the total coronary heart disease cases (51,269) the highest number of cases are in North Hollywood (5,984), Encino (4,118), Sherman Oaks (3,739), Northridge (3,222), Woodland Hills (2,727) and Barrington (2,158) (Thomson Reuters, 2012). In the hospital service area 2,893 deaths were due to diseases of the heart disease (U.S. Census Bureau, 2010). In SPA 2, the heart disease rate is 129.9 per 100,000 populations which is higher than Healthy People 2020 target rate of 100.8 (per 100,000 population) (LAC DPH, Key Indicators of Health, 2013).
7. **Lack of Knowledge about Health Services**  
Knowledge is learning something through practice or guidance. Not acquiring information on available health care services creates a barrier in accessing health care services. It is important to understand the health care setting in order to be able to receive and or seek the appropriate health services needed. During primary data collection process, health care professionals and service providers shared that there is a lack of knowledge regarding the existing health care services among their constituents. This lack of knowledge regarding low cost health care services makes it difficult for their clients to access the care they need.
8. **Chronic Disease Case Management**  
Chronic diseases are long-term illnesses, such as heart disease, cancer, and diabetes. Individuals with multiple chronic diseases need good case management in place to provide navigation through the health care system and education about managing their conditions. Data was unavailable for the hospital service area.
9. **Cancer**  
Cancer is one of the leading causes of death in the U.S. There were a total of 2,373 cancer related deaths in the Encino Hospital area. Estimated breast, cervical, colorectal, prostate, lung, skin and uterine cancer cases are high in North Hollywood, Encino,

Sherman Oaks, Northridge, and Woodland Hills. This could be due to the higher number of residing living in these communities compared to a smaller city with fewer residents living. Disease prevalence is naturally high in highly dense communities. The communities with the highest number of breast cancer cases include North Hollywood (1,852 cases) followed by Encino (1,311), Sherman Oaks (1,198), Northridge (1,014) and Woodland Hills (866). Same communities are identified with the burden of high number of other cancers. Cervical cancer is high in North Hollywood (930), Sherman Oaks (581), Encino (513), Northridge (386) and woodland Hills (349). Colorectal cancer cases are prevalent in North Hollywood (348), Encino (479), Sherman Oaks (431), Northridge (364), and Woodland Hills (325) (The Neilson and Thomson Reuter, 2012).

10. **Obesity**

Overweight or obesity is an accumulation of excess body fat that affects a person’s overall health. It is calculated by using the Body Mass Index where the weight of the person divided by the square of their height. Overweight is a BMI equal to or more than 25 points and obesity is where the BMI is over 30 (WHO, 2012). Obesity has been identified as a health need among adults and children, and is a risk factor to other chronic diseases such as hypertension, high cholesterol, heart disease, and diabetes. While data was unavailable for the hospital service area, 19.8% of children (grades 5, 7 & 9) and 21.1% of adults are obese in SPA 2 (CDPH, Key Indicators of Health, 2013).

## **ACKNOWLEDGMENTS**

This CHNA 2013 is the result of the commitment and efforts of many individuals who contributed time, expertise and resource to create a comprehensive and effective community assessment. Special thanks go to the Steering Committee and the Advisory Committee members, the staff at Encino Hospital, Community leaders and organizations that participated in our interviews and members of the community that took the survey and shared their experiences and information for the benefit of this assessment.

## METHODOLOGY

### Primary Data

Primary data was collected utilizing various methods, such as key informant interviews, focus groups with both health professionals and community residents, and online surveys that were conducted with congregants from the Church on The Way.

#### *Key Informant Interviews:*

A total of 8 key informant interviews were conducted for Encino Hospital service area. Each interview lasted between 30 to 45 minutes. The key informants included individuals from the Los Angeles County Departments of Health, Mental Health, and Public Health, as well as public health experts from academia, local hospitals, and clinics. For the key informant interview questionnaire please refer to **Appendix D**.

#### *Focus Groups:*

Utilizing a focus group facilitation guide, five one-hour focus groups were conducted with 55 community members, leaders, and service providers. For a copy of the facilitation guide and focus group questions, please refer to **Appendix D**.

#### *Community Surveys:*

A total of 170 online surveys were administered to participants made up of congregants from The Church on The Way.

The community stakeholders that participated in the CHNA represented the broad interests of the community, and included public health experts and other individuals knowledgeable about the health needs found in the community. The complete list of the stakeholders is provided in the following tables.

### Secondary Data

Secondary data was retrieved through a review of publicly-collected demographic and health statistics. Except on rare occasions, data was retrieved via electronic data searches. Demographic data such as age, ethnicity, income, insurance, disease prevalence, and five-year projected estimate information was extracted from the Nielson Company, Thomson Reuter 2012 report. Additional data on education attainment, region of birth, grandparents caring for their grandchildren, and English proficiency was gathered from the U.S. Bureau of Census (American Factfinder). In addition, the Catholic Healthcare West (CHW) Community Need Index (CNI) tool was reviewed to assist with the identification of high need areas. Information for this report consisted of both secondary and primary data, and therefore the collection of data came from multiple sources.

Data gathered was analyzed using methods such as grouping and statistical analysis. Data was grouped according to the health conditions, co-morbidities, age, gender, and ethnicity, in addition to other specific needs for the CHNA report. The zip code level

data collected was used to compare various communities in the Encino Hospital service area service area. This comparative data was presented to show the disparities between communities.

### CNI Data

In an attempt to identify the areas with the greatest healthcare needs, Catholic Healthcare West (now Dignity Health) partnered with Solucient, LLC to apply a scientific model to develop a tool to fulfill community benefit needs. The resulting Community Needs Index (CNI) provides detailed data down to a zip code level, where data is available. The CNI tool assesses underlying social and economic barriers that affect health. Those barriers include income, culture/language, education, insurance, and housing. Scores are assigned to each barrier, which are then added to create a total score per zip code. A score of 1.0 indicates a zip code with low need while a score of 5.0 indicates an area with the most need.

Dignity Health’s research has shown that the CNI applies to hospital readmissions. Residents of communities with the highest CNI scores (4.2 to 5.0) are twice as likely to be hospitalized for manageable conditions, like pneumonia and asthma, as the communities with lower CNI scores. Hospital readmissions for preventable conditions contribute to an increase in health care costs for not only the families, but also the hospitals.

Out of the 44 zip codes in the Encino Hospital service area service area, 17 zip codes received between a 4.2 and 5 point score, and thus fall under a high need area. About 49% (840,687 people) of the total Encino Hospital service area population falls under a high need area. The following table depicts the scores for the zip codes with highest need.

**Table 1: Zip Codes with Highest CNI Score (4.2 to 5)**

Zip Codes	City/Community	2013 Total Population	2013 CNI Score
91343	North Hills	61,579	4.8
91606	North Hollywood	45,667	4.8
91303	Canoga Park	27,653	4.6
91331	Pacoima	104,778	4.6
91402	Panorama City	71,069	4.6
91352	Sun Valley	47,757	4.6
91401	Van Nuys	39,674	4.6
91405	Van Nuys	51,761	4.6
91411	Van Nuys	24,162	4.6
91605	North Hollywood	56,704	4.6
91306	Winnetka	45,852	4.4
91335	Reseda	75,345	4.4
91340	San Fernando	35,429	4.4

91601	North Hollywood	38,881	4.4
91304	Canoga Park	50,907	4.2
91321	Newhall	35,996	4.2
91324	Northridge	27,473	4.2

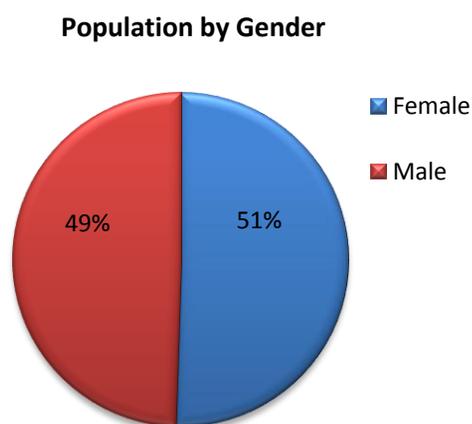


## COMMUNITY PROFILE

### Demographic Data

#### *Age and Gender*

Encino Hospital service area covers 44 zip codes in Northern Los Angeles County, San Fernando Valley, Thousand Oaks, and Simi Valley in Ventura County and is home to more than 1.7 million residents. Data gathered from the 2012 Thomson Reuters and The Nielsen Company estimates show that male and female populations are split almost equally.



The cities consisting of a large number of people over the age of 65 years include Barrington, Canoga Park, Encino, North Hollywood, Northridge, Sherman Oaks and Woodland Hills.

Out of the total Encino Hospital service area service area population (1,715,291), 21.1% is adults 65 year or older. About 25,900 are older adults ages 85 plus. There are twice as many females ages 85+ (17,210) compared to males (8,690) (Thomson Reuters, 2012).

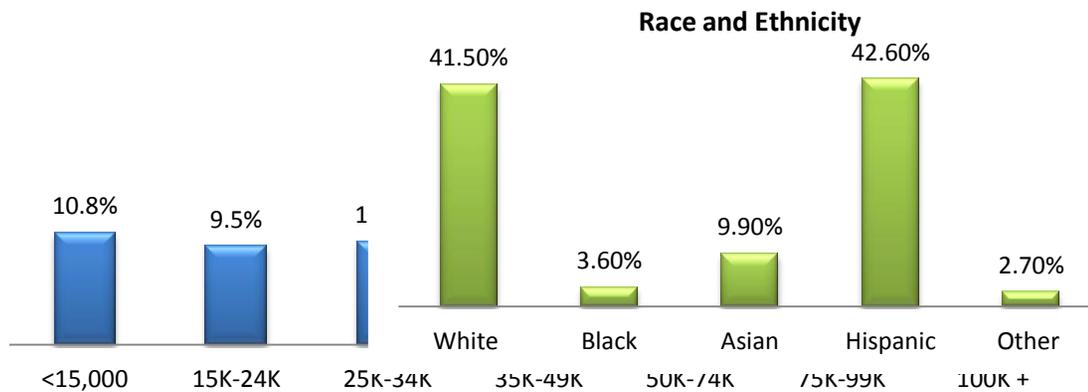
Encino Hospital area has a total female population of 861,520. Out of which, female total population infants and children ages less than 5 years old are high in Panorama City 35.9%, Sherman Oaks 23.0%, Canoga Park 17.4%, Northridge 16.4% and San Fernando 10.5%. In the Encino Hospital service area service area, North Hollywood, Sherman Oaks and Encino consistently have the high female

population within each age group.

The total male population in the Encino Hospital service area service area is 853,771. Within the total male population North Hollywood 36.4%, Sherman Oaks 24.2%, Encino 18.4%, Northridge 18.2% and Canoga Park 15.6% are the communities that contain the largest male population under the age of 5. As the male ages, North Hollywood 35.6%, Sherman Oaks 24.2% and Encino 18.0% are the communities to have more males between the ages of 10-14. On the other hand, more males from 20-24 reside on North Hollywood 32.0%, Northridge 23.0% and Sherman Oaks 20.1%.

**Ethnicity**

The ethnic composition of the Encino Hospital area is largely Hispanic (42.6%) followed by White (41.5%), Asian (9.9%) and Black (3.6%). The communities with the largest Hispanic population are San Fernando (91340), Arleta (91331) and Sylmar (91342). The largest White population is in Los Angeles (90046), Asian population is in Northridge (91326), and Black population is in Northridge (91325).

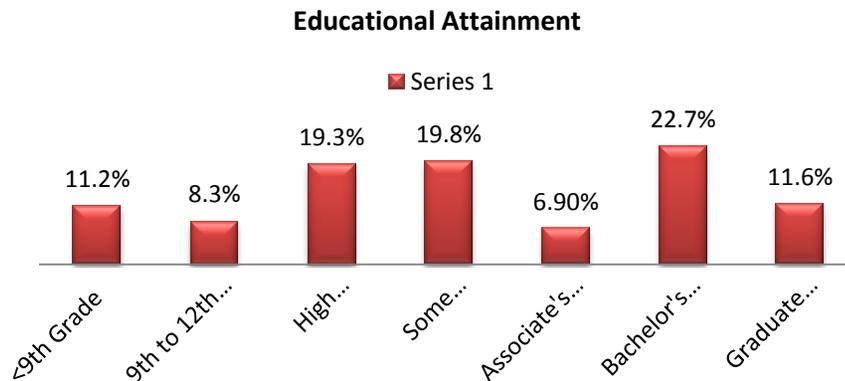


**Education Attainment**

Education plays a very significant role in all aspects of life, including maintaining a healthy life style. In Encino Hospital service area, the highest percentage of adults 25 years or older with less than 9<sup>th</sup> grade education includes the communities of North Hollywood (57.7%), Sherman Oaks (33.2%), Arleta (33.0%), Canoga Park (32.3%) and San Fernando (29.3%).

The highest percentage for graduate or professional degrees within the Encino Hospital service area service area is Barrington (74%), North Hollywood (66.8%), Sherman Oaks (56.4%), Encino (54.8%) and Northridge (42.7%).

Low literacy levels create employment. Lack of employer paid health insurance accessing health care services.



barriers for gaining employment and causes problems for

**Income Level**

Low income levels create

obstacles to gaining access

to medical services, purchasing healthy foods, and other necessities. As it is indicated, 10.8% of Encino Hospital service area service area earns less than \$15,000 and 9.5% of the total household earn less than \$25,000 annually.

Communities in the Encino Hospital area with the high numbers of households with an annual income less than \$15,000 are Arleta (91331), Barrington (90049), Canoga Park (91303, 91306), Encino (91316, 91335), Farmer Market (90036), Friendly Valley (91321), La Tuna (91352), Lake Balboa (91405), Los Angeles (90046), North Hills (91343), North Hollywood (91601, 91605, 91606, 91607), Northridge (91324), Panorama City (91402), San Fernando Road (91340), Sherman Oaks (91401, 914011) and Van Nuys (91406).

However, communities who have an annual income over \$100,000 are Agoura Hills (91301), Barrington (90077), Bell Canyon (91307), Calabasas (91302), Encino (91436), Northridge (91326), Thousand Oaks (91362), and Woodland Hills (91367).

### **Health Insurance**

The Encino Hospital service area has a total population of 1,715,291. Out of the total population 15.9% of people have Medicaid and 7.6% of people have Medicare. For those who need insurance and are Medicare Dual Eligible, 3.8% is applied. People in Encino Hospital area that are under Medicaid coverage are in Lake Balboa, North Hollywood, Los Angeles, Panorama City, Sherman Oaks and Van Nuys. High Medicare recipients are located in Barrington, Encino, and Woodland Hills.

Uninsured population experience difficulty accessing primary, specialty, dental, and mental health care services. Uninsured population in the Encino Hospital area is high in North Hollywood (53,076), Sherman Oaks (24,006), Encino (23,096), Arleta (20,946), and Panorama City (19,298).

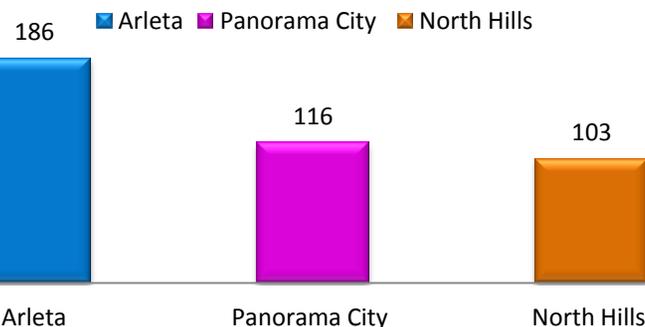
### **Birth Profile**

In 2011, there were a total of 21,004 live births in the Encino Hospital service area. Out of the total births in the service area, 55.6% (11,684) were among Hispanic and 28.88% (6,068) were among the Whites. The highest percentage of births were among women 20-29 (41.93%) years of age, followed by 30-34 (28.42%) and 35 and older (23.60%). Teenage (mothers age less than 20 years) birthrates were considerably lower.

However, during the primary data collection, residents, leaders and health care providers felt that teen pregnancy was an issue in the Encino Hospital service area service area. Communities were high rates of births under the age of 20 years were seen in Arleta (186), Panorama City (116) and North Hills (103) (CDPH,

### **Fertility Rates for Ages 15 to 50**

**Birth to Mothers under 20 Years of Age**



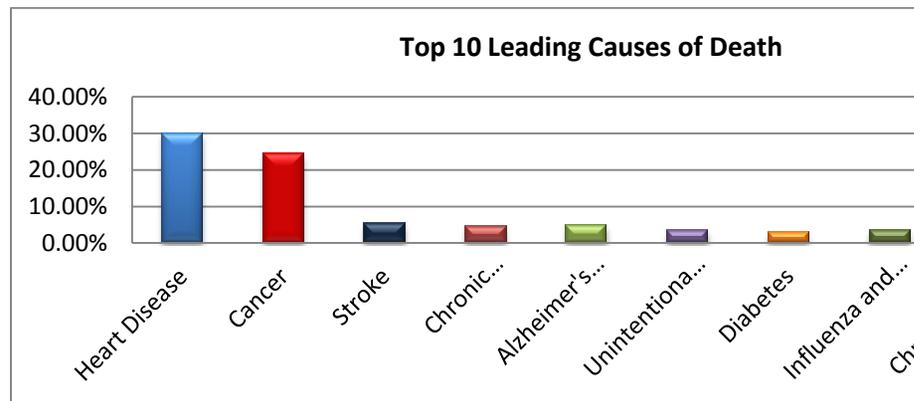
In 2011, there were a total 22,427 births in the Encino Hospital service area. Highest number of births was among women ages betw50 34 years. The highest number of teen mothers was in North Hollywood, Canoga Park, Sherman Oaks and Northridge.

North Hollywood had the highest number of total births (2,357), followed by Encino (1,883), Sherman Oaks (1,394) and Canoga Park (1,308).

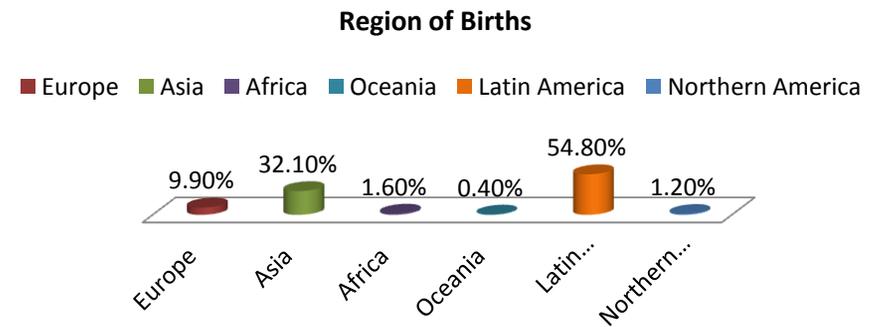
**Death Profile**

The top leading causes of death in Encino Hospital service area were heart disease (29.81%), cancer (24.44%), stroke (5.26%), Alzheimer’s (4.83%), chronic lower respiratory disease-CLD (4.46%), influenza and pneumonia (3.45%), injury (3.38%), diabetes (2.93%), suicide (1.65%) and chronic liver disease and cirrhosis (1.48%).

Within the Encino Hospital service area, Encino (91335) had the high number of deaths (221) among the 85 and older population. However, Encino (91335) also had the second highest number of heart disease (139) and second highest number of cancer (100). Sylmar (91342) had the second highest total deaths (129) among the 85 and older population, but had the highest number of deaths in heart disease (141) and cancer (115). Barrington – (90077) had the least total number of deaths (62) compared to other zip codes in the Encino Hospital area.



Source: California Department of Public Health, Death Records, 2010



**Region of Birth**

According to the U.S. Census American Community Survey 2007-2011, in Encino Hospital service area service area, the total population of region of birth for foreign born is 619,941. Out of the foreign born population, North Hollywood (80,019), Encino (48,413), Arleta (44,297) and Sherman Oaks (39,917) have the highest population of foreign born in the region of birth.

In addition, Latin America population contributes to (54.8%) of the foreign born population followed by Asia at (32.1%).

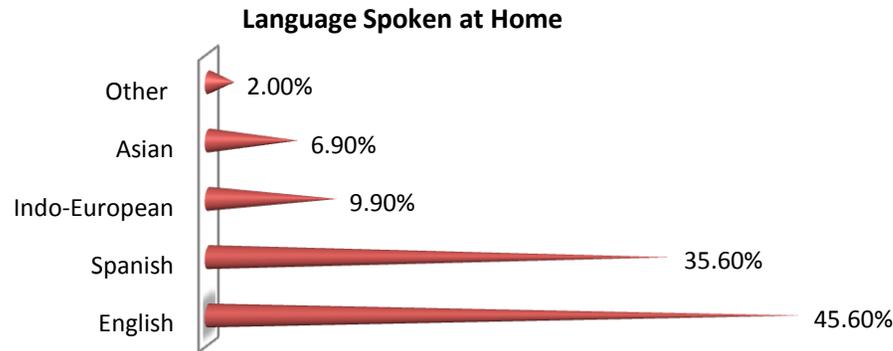
**Born in U.S and Foreign Born**

The total 2011 population in Encino Hospital service area was 1,637,119 among which (63.0%) was born in the United States. All zip codes have a high percentage of people born in the U.S, for example, Northridge - 91326 (11,699 or 83.3%), Thousand Oaks – 91362 (29,236 or 82.9%), or 81.3%) and Agoura 81.1%). The foreign throughout the Encino Panorama City has the born people with

**Language Spoken at**

The language spoken diversity within the Some of the zip codes have a high

speaks a language other than English at home. The service area consist mostly of Hispanic (42.6%) followed by White (41.5%). Only 15% of the total population in Pacoima speaks English at home. The majority (80%) in Pacoima speak Spanish at home. Similarly, 77.8% in San Fernando speak Spanish at home.



Santa Susana – 93063 (44,613 Hills – 91301 (20,557 or born population is spread Hospital service area, but highest occurrence of foreign 53.3%.

**Home**

at home represents the ethnic Encino Hospital service area. in the Encino Hospital area percentage of population that

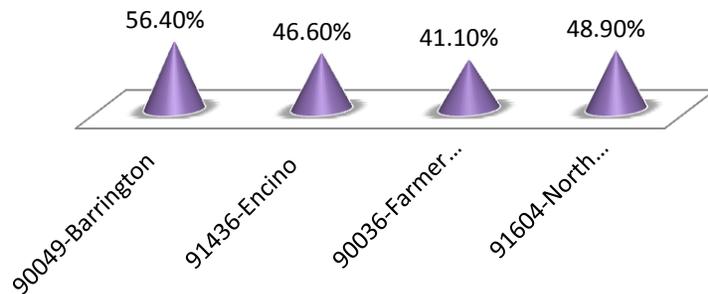
**Speak English Less than Very Well**

Inability to speak, write or understand English creates communication barriers. Agoura Hills - 91301 (78.6%), Thousand Oaks -91356 (78.4%) and North Hollywood - 91604 (75.5%) are few zip codes with high percentages of English speakers. Population speaking a language other than English is Arleta - 91331(84.6%), Panorama City - 91402 (82.5%) and La Tuna - 91352 (80.0%).

However, zip codes that have more than 35% of the population speaking English less than very well include Panorama City - 91402 (47.3%), North Hollywood - 91605 (44.4%), Arleta - 91331 (42.2%), Sun Valley - 91352 (38.5%), North Hollywood - 91606 (38.2%), Van Nuys - 91405 (37.3%) and San Fernando - 91340 (36.3%).

Despite of health information being available in multiple languages through various sources, the inability to read any language increases the probability of not being able to understand the materials being presented. During the primary data collection process, many of the health care providers expressed that the literacy levels and language barriers are a major issue in delivering culturally appropriate services both in the hospital and clinic settings. Many of the health care professionals shared that even providing materials in written format sometimes does not help their clients to follow the prescribed medical regimen.

**Zip Codes with Percentages of Grandparents Caring for Grandchildren**

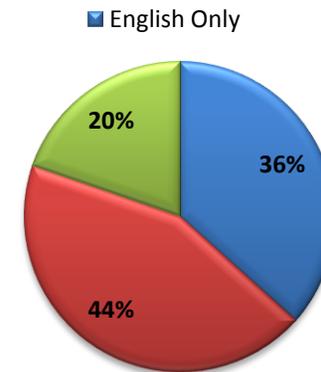


the highest percentages of grandparents living with their grandchildren. High percentage of grandparents responsible for their grandchildren is evident in zip codes such as Barrington-90049 (56.4%), North Hollywood-91604 (48.9%), Encino-91436 (46.6%), Farmer Market-90036 (41.1%), and Newhall-91321 (38.9%).

**Grandparents Caring for Grandchildren**

In the Encino Hospital service area a total of 47,857 grandparents live with their own grandchildren who are less than 18 years of age. Arleta-91331 (6,726), Sylmar-91342 (3,895), Encino-91335 (3,193), Panorama City-91402 (2,984) and North Hollywood-91605 (2,312) have

**Speak English Less Than Very Well**



### ***Crime Statistic***

The crime data presented herewith reflects one year (June 2012 to June 24, 2013) of crime stats reported in the Encino Hospital service area zip codes for Encino, North Hills, North Hollywood, Pacoima and Sherman Oaks all of which belong to the Los Angeles Public Department Division. Data presented includes various types of crimes such as vehicle break in/theft, theft, motor vehicle theft, burglary, assault, robbery, sex crimes and homicide.

In the Encino Hospital service area, Sherman Oaks had 308 vehicle break-ins, and 265 theft /larceny cases compared to Encino that had 143 vehicle break-ins and 90 cases of theft and larceny. In the service area, Pacoima has the highest incidents of motor vehicle theft (177), burglary (122) and assault (93) within a year. North Hills has the highest cases for robbery (72) and sex crimes (9). Data for homicide was not available for any of the zip codes.

With crime statistic provided for vehicle break-in, theft/ larceny, motor vehicle theft, burglary, assault, robbery, sex crimes and homicide a total of 1087 cases for vehicle break in surpassed all other crimes reported for this area by the Compstat unit.

### **HEALTH STATUS IN ENCINO HOSPITAL MEDICAL SERVICE AREA**

Measuring the morbidity and mortality of the hospital service area will help to bridge the gaps in services, assessing the linkage between the social determinants of health and available assets in the community to improve the health outcome of the residents to whom the hospital provides services. In this section of the report, the health status of the communities will be discussed and the prevalence of major health issues will be presented. They will be benchmarked against the SPA, LA County, California, the nation, and the Healthy People 2020 when possible. Data at the zip code level (unless otherwise specified) was acquired from The Nielson Company and Thomson Reuter, 2012 data source.

#### **Arthritis**

As the leading cause of disability in the nation, Arthritis refers to diseases and conditions, such as Rheumatoid Arthritis, Childhood Arthritis, Fibromyalgia, Gout, General Arthritis, Osteoarthritis, and Systemic Lupus that affect joints, surrounding tissue, and other connective tissue (LACDPH, 2006). In the Encino Hospital service area service area, North Hollywood (12.21%), Encino (7.68%), Northridge (6.08%), Sherman Oaks (7.61%), and Woodland Hills (5.19%) have the highest numbers of Arthritis cases (Thomson Reuters, 2012). In SPA 2, 16.4 per every 100,000 adults are diagnosed with Arthritis (CDPH, Key Indicators of Health, 2013). The prevalence of Arthritis is higher among the population under 65 years of age (62.40%) compared to the population over 65 years of age (37.60%).

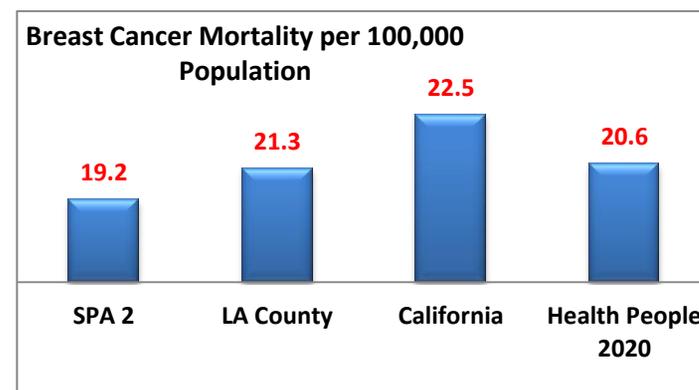
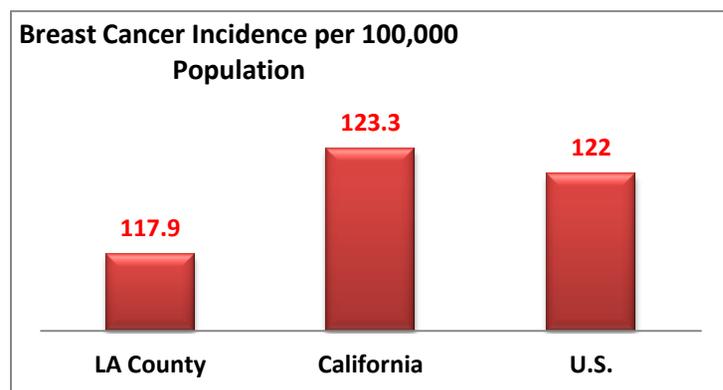
## Cancers

### Breast Cancer

Breast Cancer is a cancer that forms in the breast tissue, usually in milk ducts and glands that produce milk. It is rare among the male population (NCI, 2012). Out of the total amount of Breast Cancer cases (15,923) in the Encino Hospital service area service area, North Hollywood (1,852), Encino (1,311), Sherman Oaks (1,198), Northridge (1,014), Woodland Hills (866), and Barrington (657) have the highest numbers of cases (Thomson Reuters, 2012). The Breast Cancer death rate is 19.2 per 100,000 females in SPA 2 (LAC DPH, Key Indicators of Health 2013).

Breast Cancer Prevalence:

City/Community	2012 Estimated cases <65	2012 Estimated cases 65+
North Hollywood	900	954
Encino	524	786
Sherman Oaks	555	641
Northridge	452	562
Woodland Hills	355	510
Barrington	259	399

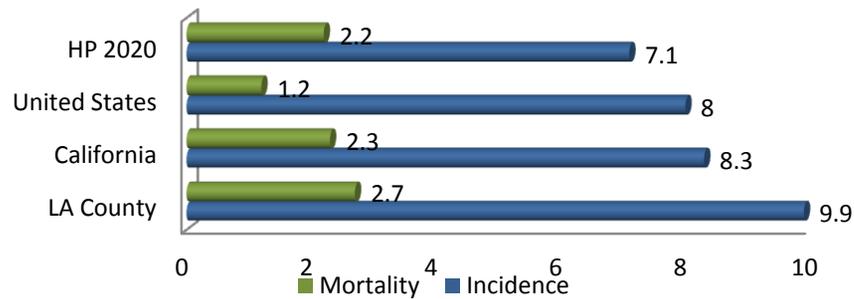


Related indicators for Breast Cancer mortality include heavy alcohol consumption, alcohol expenditures, breast cancer screening (mammogram), and overweight and obesity.

### ***Cervical Cancer***

Cervical Cancer occurs in the tissue of the cervix (the organ connecting uterus and vagina). This slow-growing, symptomless cancer can be detected by a Pap test. Human Papilloma Virus (HPV) is almost always the cause (NCI, 2012). In the Encino Hospital service area, out of the total number of cervical cancer cases (7,005) the communities with the highest number of cases are North Hollywood (930), Sherman Oaks (581), Encino (513), Northridge (386), Woodland Hills (349), and Barrington (245) (Thomson Reuters, 2012). While there was no data to show how many deaths have occurred due to cervical cancer, the communities of the Encino Hospital service area experienced a total of 2,060 deaths due to all forms of cancer (CDPH, 2010).

### Cervical Cancer per 100,000 Population



### Colorectal Cancer

Colorectal Cancer is a cancer that develops in the colon or rectum. Risk factors include family history, ages above 50 years, polyps in the colon or rectum, smoking, diet, and history of cancer (NCI, 2012). With 5,725 total colorectal cancer cases in the Encino Hospital service area, the communities with the highest number of cases are North Hollywood (658), Encino (479), Sherman Oaks (431), Northridge (364), and Woodland Hills (325) (Thomson Reuters, 2012). In SPA 2, about 65% of adults ages 50 to 74 have been screened for colon cancer. In addition, the death rate for colorectal cancer is 13.5 per 100,000 population (LAC DPH, Key Indicators of Health, 2013).

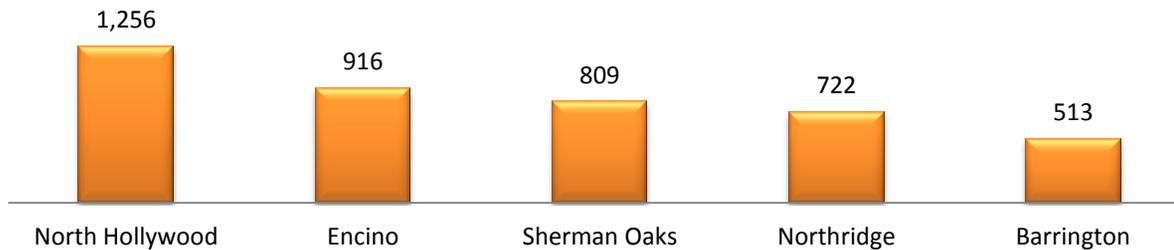
### Lung Cancer

Cigarette smoking is the primary cause of Lung Cancer. Other causes include breathing secondhand smoke, being exposed to substances such as asbestos or radon at home or work, and having a family history of Lung Cancer (CDC, 2013). The Lung Cancer prevalence is high in North Hollywood (260), Encino (188), Sherman Oaks (170), Northridge (142), and Woodland Hills (126) (Thomson Reuter, 2012). In SPA 2, 13.8% of the adults reported smoking. In addition, the Lung Cancer death rate is 32.0 per 100,000 population (LAC DPH, Key Indicators of Health, 2013).

### Prostate Cancer

The prostate is a part of the male reproductive system. The prostate is located below the bladder and in front of the rectum. Prostate Cancer is one of the most common cancers among men of all ethnicities and is the second most common cause of death in men of many ethnicities (CDC, 2013). Out of the total Prostate Cancer cases in the Encino Hospital service area service area (10,915), the cities with the highest number of cases are North Hollywood (1,256), Encino (916), Sherman Oaks (809), Northridge (722), and Barrington (513) (Thomson Reuter, 2012).

**Cities with the Highest Number of Prostate Cancer Cases**



***Skin Cancer***

There are two common types of skin cancer: One is the basal cell and squamous cell carcinomas, and the other is melanoma cancer. Melanoma cancer develops from the uncontrolled growth of the pigment-making cells of the skin due to exposure to ultraviolet light, and is more dangerous (American Cancer Society, Skin Cancer, 2013). The Encino Hospital service area has a total of 6,610 skin cancer cases, and the cities with the highest prevalence include North Hollywood (831), Sherman Oaks (563), Encino (558), Woodland Hills (423), and Northridge (417) (Thomson Reuter, 2012).

***Uterine Cancer***

Uterine Cancer occurs when the cells of the uterus muscle grow out of control. Treatment is most effect if uterine cancer is found in the early stages (CDC, Uterine Cancer, 2012). North Hollywood (489), Encino (329), Sherman Oaks (309), Northridge (273), and Woodland Hills (215) have a high prevalence of uterine cancer (Thomson Reuter, 2012). While there was no data to show how many deaths have occurred due to uterine cancer, the communities of the Encino Hospital service area experienced a total of 2,373 deaths due to all forms of cancer (CDPH, 2010).

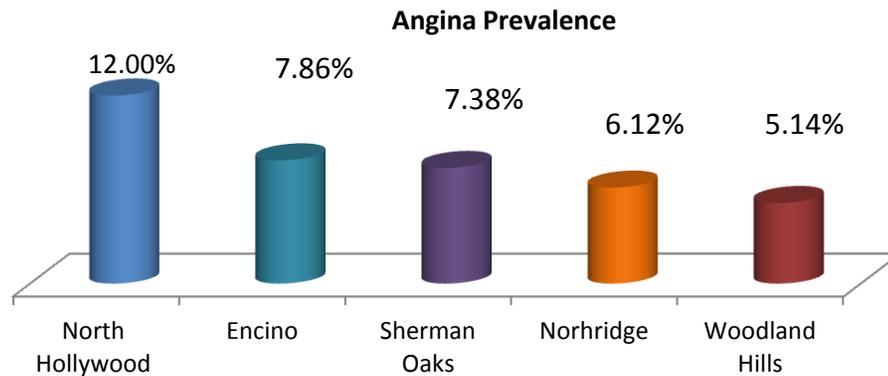
**Cardiovascular Disease**

Heart disease is one of the leading causes of death in the U.S. Cardiovascular disease includes other conditions such as Coronary Heart Disease, Heart Attack, Congestive Heart Failure and Stroke. Risk factors for cardiovascular disease include high cholesterol, hypertension, tobacco use, lack of physical activity, poor nutrition, overweight, obesity, diabetes, family history, age, gender, and ethnicity.

***Angina***

Angina is when chest pain or discomfort occurs because the heart does not receive the amount of blood and oxygen needed. Plaque forms over time, clogging the arteries and restricting the blood flow (American Heart Association, 2012). Angina cases are estimated to be high in North Hollywood (3,181), Encino (2,082), Sherman Oaks (1,955), Northridge (1,621), and Woodland Hills (1,363). The

zip codes with the highest percent of Angina among those under 65 years of age include Arleta – 91331 (4.73%), Sylmar- 91342 (4.63%), and Encino- 91335 (4.06%) (Thomson Reuters, 2012).



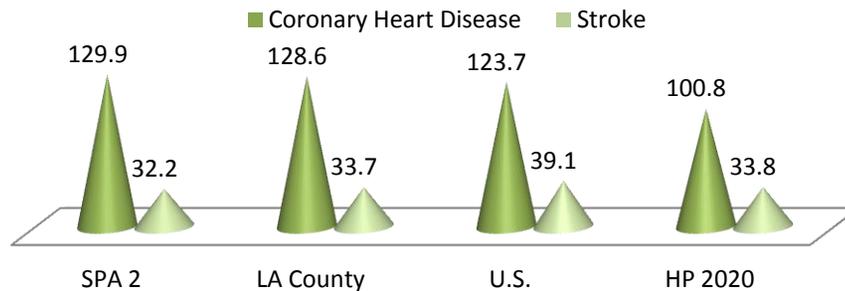
### ***Coronary Heart Disease***

Coronary Heart Disease occurs when plaque builds inside the coronary artery, which supplies oxygen-enriched blood to the heart muscle. When the plaque hardens or breaks, the coronary artery pathways become narrower, reducing the flow of oxygenated blood to the heart. When the plaque breaks away from the coronary artery it can cause a clot, blocking blood flow through the coronary artery (NIH, 2012). In the Encino Hospital service area service area, communities such as North Hollywood (11.67%), Encino (8.04%), Sherman Oaks (7.29%), Northridge (6.29%), and Woodland Hills (5.32%) have a higher prevalence of Coronary Heart Disease (Thomson Reuters, 2012). Out of the total deaths in the Encino Hospital service area (51,269), the highest number of deaths (2,893) was due to heart disease (CDPH, 2010).

### ***Stroke***

A stroke, sometimes called a brain attack, occurs when a clot blocks the blood supply to part of the brain, or when a blood vessel in or around the brain bursts. In either case, parts of the brain become damaged, sometimes irreversibly (CDC, 2013). Out of the 32,156 total stroke cases in the Encino Hospital service area, the highest number of cases can be found in North Hollywood (3,838), Encino (2,575), Sherman Oaks (2,362), Northridge (1,988), and Woodland Hills (1,632) (Thomson Reuters, 2012). In SPA 2, the stroke death rate is 32.2 per 100,000 population (LAC DPH, Key Indicators of Health, 2013).

**Death Rates for Coronary Heart Disease and Stroke  
(Per 100,000 population)**



***Heart Attack***

Heart Attacks occur when the oxygen delivery through blood flow to the heart muscle is drastically reduced or stopped. Over time coronary arteries that supply blood to the heart can get blocked by an accumulation of a waxy substance, called fat, or cholesterol, called plaque. The slow process of fat buildup is called Arteriosclerosis (American Heart Association, 2012). The highest number of heart attack cases can be found in North Hollywood (4,661), Encino (3,174), Sherman Oaks (2,906), Northridge (2,476), and Woodland Hills (2,100) (Thomson Reuters, 2012).

***Congestive Heart Failure***

Congestive Heart Failure is a result of fluid buildup in the lungs, arms and legs, liver, and gastrointestinal tract. This serious condition is a result of the heart not being able to pump the amount of blood that the body needs. The cities with the highest rates of Congestive Heart Failure include Barrington (2,785), North Hollywood (2,383), Encino (1,656), Sherman Oaks (1,495) and Northridge (1,296) (Thomson Reuters, 2012).

***Hypertension or High Blood Pressure***

Hypertension, or high blood pressure, is a serious condition that can lead to coronary heart disease, heart failure, stroke, kidney failure, and other health issues (NIH, 2012). There were 354,563 total cases of Hypertension in the Encino Hospital service area in 2012. The cities with the highest numbers of hypertension cases include North Hollywood (43,048), Encino (26,449), Sherman Oaks (25,622), Northridge (21,667) and Woodland Hills (16,787) (Thomson Reuter, 2012). In SPA 2, 23.9% of adults were ever diagnosed with hypertension (LAC DPH, Key Indicators of Health, 2013).

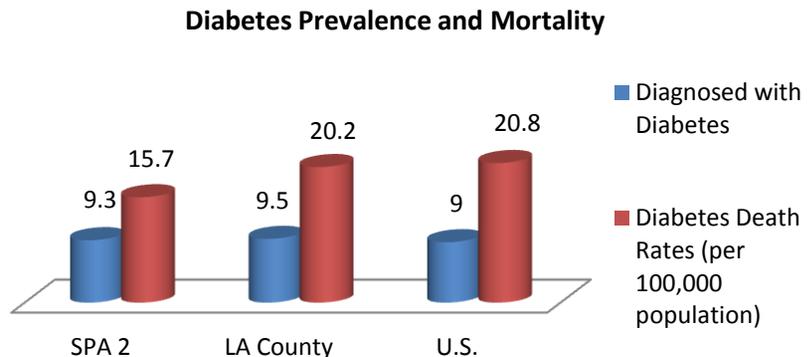
### High Cholesterol

Cholesterol is a waxy fat-like substance that the body requires. Too much cholesterol in the blood can build up in the walls of the arteries and lead to heart disease and stroke (CDC, 2012). Low-density lipoprotein (LDL) or bad cholesterol, can build up in the artery walls, narrowing them and causing heart dilemmas. In SPA 2, 28.4% of adults were ever diagnosed with high cholesterol (LAC DPH, Key Indicators of Health, 2013). Data was unavailable for the hospital service area.

### Diabetes

Diabetes is a condition resulting from high blood sugar levels. There are three types of Diabetes: Type I, where the pancreas produces little or no insulin; Type II (which is most commonly a result of overweight and obesity) where the body becomes resistant to insulin; and gestational diabetes, where pregnant women who were free of diabetes in the past develop high blood sugar (CDC, 2012). In the Encino Hospital service area, North Hollywood (13,685), Encino (8,444), Sherman Oaks (7,790), Northridge (6,932) and Arleta (6,700) had the highest amount of cases of diabetes (Thomson Reuters, 2012). In 2010, out of the total number of deaths in the Encino Hospital service area (9,514), Diabetes accounted for 367 deaths (CDPH, 2010). In SPA 2, 9.3% of adults were ever diagnosed with Diabetes (LAC DPH, Key Indicators of Health, 2013).

Nutrition is the intake of food based on the body's dietary needs. Poor nutrition reduces immunity and makes a person more susceptible to diseases, physical/mental development issues, and causes a reduction in productivity (WHO, 2013). The lack of affordable healthy foods and access to grocery stores that provide fresh fruits and vegetables prevents the individual from making better food choices. Data was unavailable for the hospital service area. However, in SPA 2, only 17.1% of the adults reported consuming five or more servings of fruits and vegetables on a daily basis. About 37.9% of adults and 44.4% of children reported eating fast food at least once a week. One third of children and adults in SPA 2 reported consuming at least one soda or sweetened drink a day (LAC DPH, Key Indicators of Health, 2013).



Overweight, or obesity, is an accumulation of excess body fat that affects a person's overall health. It is calculated by using the Body Mass Index where the weight of the person is divided by their height squared. Overweight is a BMI equal to or more than 25 points and obesity is where a person's BMI is over 30 (WHO, 2012). Obesity has been identified as a health need among adults and children, and is a risk factor for other chronic diseases such as

Hypertension, High Cholesterol, Heart Disease, and Diabetes. While data was unavailable for the hospital service area, 19.8% of children (grades 5, 7 & 9) and 21.1% of adults are obese in SPA 2 (CDPH, Key Indicators of Health, 2013).

### **Mental Health (Depression/Anxiety)**

Depression is a serious illness and many people with depression may not seek treatment. However, with proper treatment, depression can be treated effectively (NIMH, 2013). According to the primary data collected via key informant interviews, focus groups and surveys, many of the health care providers and mental health professionals identified mental health as a major issue in the Encino Hospital service area. In Encino Hospital service area a total of 149,720 people were estimated to have depression and anxiety. The cities with the highest numbers of people with depression and anxiety are North Hollywood (19,087), Sherman Oaks (10,758), Encino (10,259), Arleta (8,555), and Northridge (8,319) (Thomson Reuters, 2012).

### **Respiratory Diseases**

Chronic Obstructive Pulmonary Disease, or COPD, is a group of diseases that cause airflow blockage and breathing-related problems, including chronic bronchitis, emphysema, and chronic asthma. Tobacco smoke is a key factor in the development of COPD, although exposure to air pollutants in the home and workplace, genetic factors, and respiratory infections play a role as well (CDC, 2012). In the Encino Hospital service area, the total number of deaths caused by COPD was 1,433 (CDPH, 2010). Currently, COPD is the fourth leading cause of death in the United States (American Lung Association, 2013).

#### ***Asthma***

Asthma is a chronic lung condition where the airways get inflamed and narrow, causing wheezing, chest tightness, coughing, and shortness of breath. Asthma can affect people of all ages and frequently begins in childhood (NIH: Asthma, 2012). North Hollywood (19,077), Sherman Oaks (11,027), Encino (10,406), Northridge (8,853), and Arleta (7,324) have the highest percentages of asthma cases in the Encino Hospital service area service area (Thomson Reuter, 2012). Currently, asthma affects 9.1% of children ages 0-17 years in SPA 2 (CDPH, Key Indicators of Health, 2013). The prevalence of asthma among adults 18 years and over in SPA 2 is 11.3% and 12.5% in LA County, compared to the State at 13.7% and the nation at 13.09%. The Encino Hospital service area service area zip codes weigh better than the state and the national percentages for asthma (CHIS, 2009 and CDC, 2006-2010).

#### ***Chronic Bronchitis***

The common chest cold (acute bronchitis) is a condition where the bronchial tubes get swollen and produce mucus, causing a person to cough. This condition could last two weeks or more and is commonly caused by smoking (CDC, 2012). The cities with the highest numbers of cases of chronic bronchitis include North Hollywood (5,976), Sherman Oaks (3,660), Encino (3,447), Northridge (2,761) and Woodland Hills (2,320) (Thomson Reuters, 2012).

### Emphysema

Emphysema is a lung disease that makes it harder to breath. The highest numbers of cases of emphysema were found in North Hollywood (2,321), Encino (1,563), Sherman Oaks (1,491), Northridge (1,214) and Woodland Hills (1,097) (Thomson Reuters, 2012).

### Poverty

The income barrier describes the percent of elderly, children, and single parents that are living in poverty. Populations living in poverty in the Encino Hospital service area, have a barrier to accessing health care services. Low wage earners are less likely to be covered by the employer provided health insurance, and are often less able to pay the co-payment for the services received.

There are 18 zip codes with high score of poverty levels for elderly, children, and single parents with kids in the Encino Hospital service area. The city of North Hills (91343) has a greater need of single parents (48.70%) with children and Van Nuys (91405) has the highest percent of children (28.09%) and elderly (21.38%) living in poverty.

Table 2: Zip Codes with Highest Poverty Scores

Zip Code	City/Community	Elderly Poverty	Child Poverty	Single Poverty	Parent	Barrier Score
91343	North Hills	13.92%	24.98%	48.70%		4
91606	North Hollywood	18.62%	21.65%	41.09%		4
91331	Pacoima	13.64%	22.75%	36.86%		3
91304	Canoga Park	8.08%	20.35%	36.30%		3
91303	Canoga Park	19.89%	24.97%	35.63%		3
91306	Winnetka	12.83%	16.13%	33.04%		3
91335	Reseda	16.50%	17.37%	33.12%		3
91321	Newhall	12.41%	17.60%	40.40%		3
91352	Sun Valley	10.33%	20.32%	38.80%		3
91405	Van Nuys	21.38%	28.09%	34.76%		3
91601	North Hollywood	15.22%	21.19%	37.15%		3
91605	North Hollywood	14.62%	22.81%	33.70%		3
91324	Northridge	7.64%	16.97%	35.04%		3
91402	Panorama City	15.24%	26.73%	35.67%		3
91340	San Fernando	9.18%	19.79%	30.26%		3
91401	Van Nuys	14.85%	23.91%	37.98%		3
91411	Van Nuys	15.01%	21.13%	37.47%		3

### Culture

Culture/Language defines the percent of minority populations in the communities, as well as the English proficiency among the residents of each community. Limited ability to communicate in English creates barriers in patient and care giver communication; no

English speaking skills creates a barrier for understanding the health needs protocols. Minority populations with limited English

speaking skills may face difficulty communicating effectively with the health care professionals, understanding the health care materials, and treatment options presented.

Out of the 44 zip codes in the Encino Hospital service area, 17 zip codes have the highest minority population percentage that is limited to English speaking skills. The communities to use limited English are Panorama City (91402), North Hollywood (91605) and Pacoima (91331).

**Table 3: Culture/ Language**

Zip Code	City/Community	Limited English	Minority	Barrier Score
91331	Pacoima	24.59%	96.45%	5
91304	Canoga Park	13.02%	62.95%	5
91303	Canoga Park	20.46%	78.36%	5
91306	Winnetka	16.12%	74.39%	5
91335	Reseda	18.27%	71.33%	5
91321	Newhall	12.61%	60.39%	5
91352	Sun Valley	22.24%	83.15%	5
91405	Van Nuys	23.58%	74.18%	5
91343	North Hill	18.94%	80.56%	5
91601	North Hollywood	14.68%	58.57%	5
91605	North Hollywood	25.16%	77.26%	5
91606	North Hollywood	21.72%	67.39%	5
91324	Northridge	12.02%	64.76%	5
91402	Panorama City	28.03%	90.95%	5
91340	San Fernando	20.00%	95.82%	5
91401	Van Nuys	20.08%	53.90%	5
91411	Van Nuys	19.27%	64.78%	5

### Education

Education is an important factor to all aspects of life. Having greater knowledge not only helps better understand the health care system but also get a well-paying job with adequate earning levels. Out of the Encino Hospital service area service area, 13 zip codes with no high school diploma showed to have a great need. The highest percent of the population without a high school diploma in the Encino Hospital service area are Pacoima (91331), San Fernando (91340), and Panorama City (91402).

**Table 4: Zip Codes with Low Education**

Zip Code	City/Community	No High School	Barrier Score
91331	Pacoima	50.97%	5

91303	Canoga Park	28.73%	5
91306	Winnetka	24.01%	5
91335	Reseda	25.06%	5
91352	Sun Valley	38.63%	5
91405	Van Nuys	29.16%	5
91343	North Hills	30.99%	5
91605	North Hollywood	37.90%	5
91606	North Hollywood	30.42%	5
91402	Panorama City	40.08%	5
91340	San Fernando	44.79%	5
91401	Van Nuys	23.53%	5
91411	Van Nuys	26.16%	5

### Insurance

Health insurance is an important factor to maintain a healthy life style. Temporary employment does not provide health insurance and causes barriers to primary, specialty, dental, and mental health care. There are 11 zip codes with high percentages of unemployment that are also experiencing no insurance coverage. Due to the cost of health care, people without health insurance might not seek appropriate care.

The zip code with the highest unemployment percentage is North Hollywood (91605, 91606, and 91601), Van Nuys (91405) and Pacoima (91331). However, the cities who have residents without insurance are Van Nuys (91405, 91401), North Hollywood (91605, 91606), Panorama City (91402) and Canoga Park (91303).

**Table 5: Unemployment and Insurance Coverage**

Zip Code	City/Community	Unemployment	Uninsured	Barrier Score
91331	Pacoima	12.62%	19.90%	5
91303	Canoga Park	10.52%	24.16%	5
91352	Sun Valley	11.52%	21.78%	5
91405	Van Nuys	13.27%	28.18%	5
91343	North Hills	9.18%	21.65%	5
91601	North Hollywood	12.90%	22.19%	5
91605	North Hollywood	14.60%	22.95%	5
91606	North Hollywood	14.29%	26.21%	5

91402	Panorama City	12.82%	24.85%	5
91401	Van Nuys	10.84%	24.99%	5
91411	Van Nuys	11.98%	20.14%	5

## Housing

In today's economy people are losing their homes or cannot afford to buy a home due to their household income. The annual income that prevents a family to buy a home is reflected in the 17 zip codes below. The population in the Encino Hospital service area show high rates of renting locations than having their own mortgage.

**Table 6: Population Renting**

Zip Code	City/Community	Renting	Barrier Score
91331	Pacoima	40.36%	5
91304	Canoga Park	46.46%	5
91303	Canoga Park	72.61%	5
91306	Winnetka	41.57%	5
91335	Reseda	48.53%	5
91321	Newhall	40.13%	5
91352	Sun Valley	44.21%	5
91405	Van Nuys	71.48%	5
91343	North Hills	46.81%	5
91601	North Hollywood	80.72%	5
91605	North Hollywood	59.12%	5
91606	North Hollywood	66.90%	5
91324	Northridge	46.24%	5
91402	Panorama City	65.02%	5
91340	San Fernando	44.43%	5
91401	Van Nuys	63.49%	5
91411	Van Nuys	71.54%	5

## PRIMARY DATA KEY FINDINGS

### Community Input

The long standing partnership and collaboration with various local agencies including L.A County departments helped VCCC to identify representatives from health and mental health departments who serve the broad interests of the communities in the Encino Hospital service area. In addition, focus groups were conducted with patients, church members, and other community residents. A list of stakeholders can be found in the Appendix.

Encino Hospital's Health Need Ranking identified 37 needs. They include the following:

- |                                 |   |
|---------------------------------|---|
| Access to Vision Care           | High Cholesterol                        |
| Affordable insurance            | Homeless Issues                         |
| Affordable long term care       | Hypertension                            |
| Alzheimer's                     | Lack of emotion support                 |
| Arthritis                       | Lack of knowledge about Health Services |
| Asthma                          | Mental Health                           |
| Cancer                          | Nutrition                               |
| Chronic Disease Case Management | Obesity                                 |
| Stress and Isolation            | Preventative Screenings                 |
| COPD                            | Primary care                            |
| Dental Care (Older Adults)      | STD's                                   |
| Depression                      | Stroke                                  |
| Diabetes                        | Substance Abuse                         |
| Health Education                | Suicide                                 |
| Healthcare Access               | Teen Pregnancy                          |
| Heart Disease                   | Transportation                          |

### ***Access to Vision Care (Elderly)***

Vision care is important to prevent falls, make mobility possible, and promote safety. The elderly may not seek services due to the high cost of eye exams and prescription eyeglasses. Data is unavailable for the hospital service area.

### ***Affordable Insurance***

Health insurance is an important key driver to the health status of the individual. Due to the current health care system and the cost of health care, people without health insurance may not receive the proper health care. The 2012 insurance coverage estimates from Thomson Reuters show that 19.0% of the total population (1,715,291) in Encino Hospital services area are uninsured (Thomson Reuters, 2012). The Key Indicators of Health report from the LA County of Department of Public Health reports that 4.2 % of children ages 0-17 years and 27.0% of adults ages 18-64 are uninsured (LAC DPH, Key Indicators of Health, 2013).

### ***Affordable Long-Term Care***

Affordable long-term care is an issue for the elderly and disabled since many insurance plans do not cover community-based supports and services. Offering affordable options will create a longer, healthier life for these vulnerable populations and their families, who shoulder high out-of-pocket costs, and the broader community. Data was unavailable for the hospital service area.

### ***Alzheimer's***

Alzheimer's disease is the most common form of dementia among older adults. Alzheimer's disease involves parts of the brain that control thought, memory, and language and can seriously affect a person's ability to carry out daily activities (CDC, 2013). Zip code level data for Alzheimer's disease prevalence is currently not available for Encino Hospital service area. However, according to the California Department of Public Health (CDPH) Death by Zip code report out of 9,706 total deaths in Encino service area, 469 deaths were due to Alzheimer's disease (CDPH, 2010).

### ***Arthritis***

As the leading cause of disability in the nation, arthritis refers to diseases and conditions, such as rheumatoid arthritis, childhood arthritis, fibromyalgia, gout, general arthritis, osteoarthritis and systemic lupus that affect joints, the surrounding tissue, and other connective tissue (LACDPH, 2006). The 2012 arthritis estimates from Thomson Reuters show the estimated total cases of arthritis from the Encino Hospital service area to be 250,432. The communities who show high percentages of arthritis cases are North Hollywood 12.21%, Encino 7.68%, Sherman Oaks 7.60%, Northridge 6.07% and Woodland Hills 5.18% (Thomson Reuters, 2012). In SPA 2, California Department of Public Health reports 16.4% of adults are diagnosed with arthritis (CDPH, Key Indicators, 2013).

### ***Asthma***

Asthma is a chronic lung condition where the airways get inflamed and narrow, causing wheezing, chest tightness, coughing, and shortness of breath. Asthma can affect people of all ages and frequently begins in the childhood (NIH: Asthma, 2012). According to the California Department of Public Health, 9.1% of children from 0-17 years of age are currently with asthma (CDPH, Key Indicators of Health, 2013). In addition, 2012 Thomson Reuters reports that, individuals who are less than 65 years of age within the Encino Hospital service area have 128,301 estimated cases of asthma compared to the 20,859 estimated cases of 65 and older adults (Thomson Reuters, 2012).

### ***Breast Cancer***

Breast cancer is a cancer that forms in the tissues of the breast, usually in milk ducts and glands that produce milk. Although, breast cancer can occur in both women and men, it is a very rare cancer among the male population (NCI, What You Need to Know about Breast Cancer, 2012). According to the key indicators of health in the County of Los Angeles Department of Public Health, the rates of 19.2 per 100,000 females die from breast cancer in the SPA 2 (CDPH, Key Indicators of Public Health, 2013). However, in the state of California, the California Department of Public Health does not identify the cancer, but reports an overall of 2,373 deaths in the Encino Hospital service area due to cancer (CDPH, 2010).

### ***Cervical Cancer***

Cervical Cancer occurs in the tissue of the cervix (the organ connecting uterus and vagina). This slow growing, symptomless cancer can be detected by a Pap smear test. Human Papilloma Virus (HPV) almost always is the cause of cervical cancers (NCI, 2012). The 2012 cervical cancer estimates from Thomson Reuters, reports 7,005 estimated total cases. Within the estimates total cases, high estimated rates of cervical cancer was reported in the communities of North Hollywood (930), Sherman Oaks (581), Encino (513), Northridge (386) and Woodland Hills (349) (Thomson Reuters, 2012).

### ***Chronic Disease Case Management***

Chronic diseases are long-term illnesses, such as heart disease, cancer, and diabetes. Individuals with multiple chronic diseases need good case management in place to provide navigation through the health care system and education about managing their conditions. Data was unavailable for the hospital service area.

### ***Chronic Obstructive Pulmonary Disease (COPD)***

COPD is group of diseases that cause airflow blockage and breathing-related problems which include chronic bronchitis, emphysema and chronic asthma. Tobacco smoke is a key factor in the development of COPD, although exposure to air pollutants in the home and workplace, genetic factors, and respiratory infections play a role (CDC, 2012). Data on asthma in Encino Hospital area was discussed in the earlier section of this document. The other two conditions of COPD are chronic bronchitis and emphysema. Chronic bronchitis is high in North Hollywood (5,976), Sherman Oaks (3,660), Encino (3,447), Northridge (2,761) and Woodland Hills

(2,320). The same communities are also effected by high emphysema cases North Hollywood (2,321), Encino (1,563), Sherman Oaks (1,491), Northridge (1,214), and Woodland Hills (1,097) (Thomson Reuters, 2012). In Encino hospital area, the total number of deaths caused by COPD is 433 (CDPH, 2010).

### ***Colorectal Cancer***

Colorectal cancer is a cancer that develops in the colon or rectum. Risk factors include family history, age 50+ years, polyps in colon or rectum, smoking, diet, and history of cancer (NCI, 2012). In addition, Thomson Reuters reports 3,632 estimated cases those who are 65 and older compared to 2,096 estimates cases who are less than 65 years of age who reported to have colorectal cancer. In the SPA 2, 13.5 per 100,000 population die from colorectal cancer (CDPH, Key Indicators of Health, 2013).

### ***Coronary Heart Disease***

Coronary heart disease occurs when plaque builds inside the coronary artery, which supplies oxygen-rich blood to the heart muscle. When the plaque hardens or breaks, the coronary artery pathways become narrower reducing the flow of oxygen rich blood to the heart. When the plaque breaks away from the coronary artery it can cause a clot blocking blood flow through the coronary artery (NIH, 2012). Out of the total coronary heart disease cases (51,269) the highest number of cases are in North Hollywood (5,984), Encino (4,118), Sherman Oaks (3,739), Northridge (3,222), Woodland Hills (2,727) and Barrington (2,158) (Thomson Reuters, 2012). In the hospital service area 3,893 deaths were due to heart disease (U.S. Census Bureau, 2010). In SPA 2, the coronary heart disease death rate is 129.9 per 100,000 populations which is higher than Healthy People 2020 target rate of 100.8 (per 100,000 population) (LAC DPH, Key Indicators of Health, 2013).

### ***Dental Care***

For residents who live in areas where a dentist is not available or who cannot afford treatment, getting dental care can be difficult. This indicator is relevant because engaging in preventive behaviors decreases the likelihood of developing future dental health problems. While data was unavailable in the hospital service area, in SPA 2, 22.0% of children ages 0-17 and 49.0% of adults ages 18-64 do not have dental insurance. In addition, 9.6% of children (3-17 years) and 29.8% adults (18+) did not obtain dental care (including check-ups) in the past year due to the cost (LAC DPH, Key Indicators of Health, 2013).

### ***Diabetes***

Diabetes is a condition resulting from high blood sugar levels. There are three types: Type I, where the pancreas produces little or no insulin; Type II, which is most commonly a result of overweight and obesity, where the body becomes resistant to insulin; and gestational diabetes, where pregnant women who were free of diabetes in the past develop high blood sugar (CDC, 2012). Out of 115,722 cases of diabetes in Encino hospital service area, the highest number of cases was found in North Hollywood (13,685),

Encino (8,444), Sherman Oaks (7,790), Northridge (6,932) and Arleta (6,700) (Thomson Reuters, 2012). In 2012, out of the 115,722 estimated total cases of diabetes, 74,733 were among populations under the age of 65. In SPA 2, 9.3% of adults are ever diagnosed with diabetes. Diabetes related death rate in SPA 2 is 15.7 per 100,000 population (LAC DPH, Key Indicators of Health, 2013).

### ***Healthcare Access/Access to Primary Care***

A lack of access to care presents barriers to good health. The supply and accessibility of facilities and physicians, the rate of uninsured, financial hardship, transportation barriers, cultural competency, and coverage limitations affect access. This indicator is relevant because a shortage of health professionals contributes to access and health status issues. While data was unavailable for the hospital service area, 9.6% of children ages 0-17 years and 28.9% of adults have difficulty accessing medical care in SPA 2. In addition, 3.5% of children and 16.8% of adults did not see a doctor when needed in the past year because they could not afford it (LAC DPH, Key Indicators of Health, 2013).

### ***Health Education***

Health education involves a trained health professional such as a health educator, nutritionist, dietician, or nurse teaching a patient about a specific health issue. Health education is a preventative approach that educates the community residents on how to reduce the risk factors that could contribute to future ill health. The need for health education was brought up by the health and mental health care professionals during a focus group discussion.

### ***High Cholesterol***

Cholesterol is a waxy fat-like substance that the body needs. Having too much cholesterol in the blood can build up in the walls of the arteries and lead to heart disease and stroke (CDC, 2012). Data was unavailable for the hospital service area.

### ***Homeless Issues***

Chronic homelessness is when: “An unaccompanied disabled person who has been continuously homeless for over one year or has had at least four episodes of homelessness in three years; or a family is considered chronically homeless if at least one member meets the definition of chronic homelessness” (LAHSA, 2011). While data from the recent homeless count will be released soon, 8,110 people are estimated to be homeless in SPA 2 (2013 Greater Los Angeles Homeless Count, LAHSA, June 2013). In SPA 2, 53.1% of adults were unable to pay their rent or mortgage in the past 2 years and 9.6% of adults reported income below 300% FPL and being homeless in the past 5 years (LAC DPH, 2013).

### ***Hypertension (High Blood Pressure)***

High blood pressure is a serious condition that can lead to coronary heart disease, heart failure, stroke, kidney failure, and other health issues (NIH, 2012). Thomas Reuter reports a total of 354,563 cases of hypertension in Encino Hospital service area. The cities with the highest prevalence of hypertension include North Hollywood (43,048), Encino (26,449), Sherman Oaks (25,622), Northridge

(21,667) and Woodland Hills (16,787) (Thomson Reuter, 2012). In the hospital service area there were a total of 124 deaths due to hypertension (CDPH, 2010). In SPA 2, 23.9% of adults were ever diagnosed with hypertension (LAC DPH, Key Indicators of Health, 2013).

### ***Lack of Emotional Support***

Adequate social and emotional support is critical for navigating the challenges of daily life, which is the foundation needed to support good mental health. Social and emotional support is also linked to educational achievement and economic stability. While data was unavailable for the hospital service area, SPA 2 has about 63.5% of adults reported receiving the social and emotional support they needed (LAC DPH, Key Indicators of Health, 2013). However, the elderly care givers and mental health professional expressed that the family members or professional care givers do not receive the emotional support they need to continue providing care for the elderly/disabled.

### ***Lack of Knowledge about Health Services***

Knowledge is learning something through practice or guidance. Not acquiring information on available health care services creates a barrier in accessing health care services. It is important to understand the health care setting in order to be able to receive and or seek the appropriate health services needed. During primary data collection process, health care professionals and service providers shared that there is a lack of knowledge regarding the existing health care services among their constituents. This lack of knowledge regarding low cost health care services makes it difficult for their clients to access the care they need.

### ***Lung Cancer***

Lung cancer begins in the lungs. Cigarette smoking is the primary cause. Other causes include other types of tobacco, breathing secondhand smoke, being exposed to substances such as asbestos or radon at home or work, and having a family history of lung cancer (CDC, 2013). In Encino Hospital service area North Hollywood (260), Encino (188), Sherman Oaks (170), Northridge (142), and Barrington (106) are communities that have higher cases of lung cancer (Thomson Reuter, 2012). In SPA 2, the lung cancer death rate is 32.0 (per 100,000 population) and 13.8% of adults smoke cigarettes (LAC DPH, Key Indicators of Health, 2013).

### ***Mental Health (Depression)***

Depression is a serious illness. Many people with depression may not seek treatment. However, with proper treatment, majority of the patients can get better. Medications, psychotherapies, and other methods can effectively treat people with depression (NIMH, 2013). According to the primary data collected via key informant interviews, focus groups and surveys, many of the health care providers, professionals identified mental health as a major issue in the Encino hospital service area. A total of 149,720 people were estimated to have depression and anxiety in the Encino Hospital service area. The cities with high number of people with depression and anxiety include North Hollywood (19,087), Sherman Oaks (10,758), Encino (10,259), Arleta (8,555), and Northridge (8,319) (Thomson Reuters, 2012).

### ***Nutrition***

Nutrition is the intake of food based on the body's dietary needs. Poor nutrition reduces immunity and makes a person more susceptible to diseases, physical/mental development issues, and reduction of productivity (WHO, 2013). The lack of affordable healthy foods and access to grocery stores that provide fresh fruits and vegetables prevents the individual from making better food choices. Data was unavailable for the hospital service area. However, in SPA 2, only 17.1% of the adults reported consuming five or more servings of fruits and vegetables on a daily basis. About 37.9% of adults and 44.4% of children reported eating fast food at least once a week. One third of children and adults in SPA 2 reported consuming at least one soda or sweetened drink a day (LAC DPH, Key Indicators of Health, 2013).

### ***Obesity***

Overweight or obesity is an accumulation of excess body fat that affects a person's overall health. It is calculated by using the Body Mass Index where the weight of the person is divided by the square of their height. Overweight is a BMI equal to or more than 25 points and obesity is where the BMI is over 30 (WHO, 2012). Obesity has been identified as a health need among adults and children, and is a risk factor for other chronic diseases such as hypertension, high cholesterol, heart disease, and diabetes. While data was unavailable for the hospital service area, 19.8% of children (grades 5, 7 & 9) and 21.1% of adults are obese in SPA 2 (CDPH, Key Indicators of Health, 2013).

### ***Preventative Screenings***

Pap test, mammography, colonoscopy, and other preventive screenings are necessary to ensure the long-term health of the community and to reduce the health care costs. Being uninsured and cultural beliefs may be some of the barriers to accessing these services. Data was unavailable for the hospital service area. However, in SPA 2, 84.0% of women ages 18-65 years had a pap smear within the past 3 years and 82.8% of women ages 50-74 years had a mammogram within the past 2 years. Also, 65.0% of adults ages 50-74 years have been screened for colon cancer (LAC DPH, Key Indicators of Health, 2013).

Prostate is a part of male reproductive system. The prostate is located below the bladder and in front of the rectum. Prostate cancer is one of the most common cancers among men of all ethnicities and is the second most common cause of death in men (CDC, 2013). Out of the total prostate cancer cases in the hospital service area (10,915), the cities with the highest cases of prostate cancer are North Hollywood (1,256), Encino (916), Sherman Oaks (809), Northridge (722) and Woodland Hills (640) (Thomson Reuter, 2012).

### ***Sexual Transmitted Disease***

Sexually transmitted diseases (STDs) are infections that are transmitted through sexual intercourse with a person who has the infection. The causes of STDs are bacteria, parasites and viruses. There are more than 20 types of STDs (NIH, 2012). While data was unavailable for the hospital service area, in SPA 2 incidence of HIV/AIDS among adolescents (ages 13+ years) is at 13.2 (per 100,000 populations) and HIV infection-related mortality rate is at 1.4 (per 100,000 populations for adults). The incidence of chlamydia is at 320.5 (per 100,000 population) while gonorrhea incidence is at 57.9 per 100,000 population in SPA 2 (LAC DPH, Key Indicators of Health, 2013).

### ***Skin Cancer***

There are two most common types of skin cancer, one is the basal cell and squamous cell carcinomas and the other one is melanoma cancer. Melanoma cancer is more dangerous and it is cancer that develops from the uncontrolled growth of the pigment-making cells of the skin due to exposure to ultraviolet light (American Cancer Society, Skin Cancer, 2013). Encino Hospital service area has a total of 6,610 cases of skin cancer. The cities with the highest prevalence of skin cancer include North Hollywood (831), Sherman Oaks (563), Encino (558), Woodland Hills (423), and Northridge (417) (Thomson Reuter, 2012).

### ***Stress and Isolation***

Stress is frequently described as physical or emotional tension. Stress is caused by a situation when the person may feel anxious or threaten. Different reactions exist to stress for example wanting to be alone, sleeping too much or too little and fear of anxiety about the future (CDC, 2013). Primary data showed that the elderly population suffering loss of a loved one experiences isolation and stress. Loss of a longtime companion or partner creates anxiety for the future. Stress management was suggested as an intervention to help the seniors cope with loss of a loved one. The second issue with loss was identified as loss of independent living and driving privileges.

### ***Stroke***

A stroke, sometimes called a brain attack, occurs when a clot blocks the blood supply to part of the brain or when a blood vessel in or around the brain bursts. In either case, parts of the brain become damaged or die (CDC, 2013). Encino Hospital service area has a total number (32,156) of estimated cases of stroke. The cities with high number of stroke cases include North Hollywood (3,838), Encino (2,575), Sherman Oaks (2,362), Northridge (1,988), and Woodland Hills (1,632) (Thomson Reuters, 2012). In the hospital service area there has been a total of 511 deaths due to stroke (CDPH, 2010).

### ***Substance Abuse/Addiction***

Substance abuse is a pattern of harmful use of any substance for mood-altering purposes. Substance abuse is an important health need to address because it alters neurological functions that can have a detrimental effect on mental and overall health. While data is unavailable for the hospital service area, in SPA 2 there is 14.9% of adults who binge drink and a 4.4% of adults who misuse prescription drugs (LAC DPH, Key Indicators of Health, 2013).

### ***Suicide***

Suicide is an indicator of poor mental health. The suicide rate in Los Angeles County is 7.72 per 100,000 populations (CDC, 2006-2010). There have been a total of 161 deaths due to suicide in the hospital service area (CDPH, 2010). The suicide rate in SPA 2 is 8.3 per 100,000 populations (LAC DPH, Key Indicators of Health, 2013).

### ***Teen pregnancy***

Early teenage childbearing has been recognized to have negative consequences for adolescent mothers, their children, and society as a whole (CDPH, 2011). Out of the 21,004 total births in the Encino Hospital service area 1,268 were among mothers who are under 20 years of age. The highest births among the teen mothers are in the communities of Arleta/Pacoima (186), North Hollywood (143), Panorama City (116), and North Hills (103). In SPA 2 18.9 per every 1,000 live births were among women ages 15-19 years (LAC DPH, Key Indicators of Health, 2013).

### ***Transportation***

Lack of access to transportation creates a barrier to accessing health and social services necessary in addition to increasing the number of missed appointments. No available data for hospital service area. Transportation was identified as an issue for especially the elderly population.

### ***Uterine Cancer***

Uterine cancer occurs when cells of the uterus muscle grow out of control. Treatment is most effective if provided in the earlier stages of uterine cancer (CDC, Uterine Cancer, 2012). Encino Hospital service area has a total number of 4,105 uterine cancer cases. The cities with the highest number of uterine cancer are North Hollywood (489), Encino (329), Sherman Oaks (309), Northridge (273), and Woodland Hills (215) (Thomson Reuter, 2012). While mortality data for uterine cancer is not available for the hospital service area, a total of 2,373 deaths in the Encino Hospital area were accounted for all forms of cancer (CDPH, 2010).

## IMPLEMENTATION STRATEGY

### Introduction

Over the past year, Encino Hospital has worked through gathering and analyzing primary and secondary data to assess the needs of its total service area. The results were reported in the CHNA report provided above. Following the determination of needs, the Steering and Advisory Committee met with the scope of addressing the severity of the needs identified and establish a process to allow prioritization and create goals and tasks to address the needs of the community in the future. The implementation strategy below aims at providing a summary of how best to address, based on current capacity and resources, the priorities highlighted.

### Prioritization Process

A total of 32 health needs were identified through the focus groups, key informant interviews and surveys conducted. In order to cut down the list of 32 health needs, a multi-voting approach was executed. A total of 10 individuals participated in the prioritization process. The participants were instructed to recognize and mark the most important health needs out of the 32 needs identified during the primary and secondary data collection process. This process streamlined the list to 14 top health needs. In the second part of the multi-voting approach, the participants were asked to rank the 14 health needs from 1 (being most important) to 10 (being least important). Each health need was assigned a point value (1=10, 2=9, 3=8 and so on). During the aggregation process, if two health needs were a tie, the health needs was discussed with the group in order to break the tie and rank it accordingly.

A prioritization process with consensus resulted in a list of the 10 most immediate health needs for the hospital service area.

### Priority Needs and Issues

A summary for each of the ten immediate health need is provided below, listed in order from highest to lowest priority.

**Affordable Insurance** - Health insurance is mostly provided by the employer, or purchased by an individual who can afford it. Affordable health insurance is a unique term, as it differs from one person to another with respect to their income status. Participants of the primary data collection process recognized that affordable health insurance and high quality health coverage is needed in the hospital service area. Health insurance is a key driver of health status. Due to the current health care system and the cost of health care, people without health insurance may not receive needed health care. In the Encino Hospital service area, 19% of the population between ages 0-64 is uninsured compared to 31.2% of individuals in SPA 2 (LACDPH, Key Indicators of Health, 2013).

**Healthcare Access** - Lack of access to care presents barriers to good health. The supply and accessibility of facilities and physicians, rate of uninsured, financial hardships, transportation barriers, cultural competency, and coverage limitations affect access. This indicator is relevant because a shortage of healthcare professionals contributes to access and health status issues.

Stakeholders noted that this issue was particularly acute for the adult population. While data was unavailable for the hospital service area, 9.6% of children ages 0-17 years and 28.9% of adults have difficulty accessing medical care in SPA 2. In addition, 3.5% of children and 16.8% of adults did not see a doctor when needed in the past year because they could not afford it (LACDPH, Key Indicators of Health, 2013).

**Mental Health (Depression)**

Depression is a serious illness. Many people with depression may not seek treatment. However, with proper treatment, majority of the patients can get better. Medications, psychotherapies, and other methods can effectively treat people with depression (NIMH, 2013). According to the primary data collected via key informant interviews, focus groups and surveys, many of the health care providers, professionals identified mental health as a major issue in the Encino hospital service area. A total of 149,720 people were estimated to have depression and anxiety in the Encino Hospital service area. The cities with high number of people with depression and anxiety include North Hollywood (19,087), Sherman Oaks (10,758), Encino (10,259), Arleta (8,555) and Northridge (8,319) (Thomson Reuters, 2012).

**Preventative Screenings** – A Pap test, mammography, colonoscopies, and other preventive screenings are necessary to ensure the long-term health of the community and to reduce health care costs. Being uninsured, as well as some of the cultural beliefs may be some of the barriers to accessing these services. Stakeholders expressed that cost savings would be achieved if patients obtained screenings regularly in order to detect health issues at an early stage. In SPA 2, 84.0% of women ages 18-65 years had a pap smear within the past 3 years and 82.8% of women ages 50-74 years had a mammogram within the past 2 years. Also, 65.0% of adults aged 50-74 years have been screened for colon cancer (LAC DPH, Key Indicators of Health, 2013).

**Primary Care** – A primary care practice serves as the patient's first point of entry into the health care system and as the continuing focal point for all needed health care services. Primary care practices provide health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses in a variety of health care settings. While data was unavailable for the hospital service area, Los Angeles County had 80.67 primary care providers per 100,000 population (HRSA, 2011).

**Heart Disease** – Cardiovascular disease includes congestive heart failure, heart attack, coronary heart disease/coronary artery diseases and stroke. Coronary heart disease occurs when plaque builds inside the coronary artery, which supplies oxygen-rich blood to the heart muscle. When the plaque hardens or breaks, the coronary artery pathways become narrower reducing the flow of oxygen rich blood to the heart. When the plaque breaks away from the coronary artery it can cause a clot blocking blood flow through the coronary artery (NIH, 2012). Out of the total coronary heart disease cases (51,269) the highest number of cases are in North Hollywood (5,984), Encino (4,118), Sherman Oaks (3,739), Northridge (3,222), Woodland Hills (2,727) and Barrington (2,158) (Thomson Reuters, 2012). In the hospital service area 2,893 deaths were due to diseases of the heart disease (U.S.

Census Bureau, 2010). In SPA 2, the heart disease rate is 129.9 per 100,000 populations which is higher than Healthy People 2020 target rate of 100.8 (per 100,000 population) (LAC DPH, Key Indicators of Health, 2013).

**Lack of Knowledge about Health Services** – Knowledge is learning something through practice or guidance. Not acquiring information on available health care services creates a barrier in accessing health care services. It is important to understand the health care setting in order to be able to receive and or seek the appropriate health services needed. During primary data collection process, health care professionals and service providers shared that there is a lack of knowledge regarding the existing health care services among their constituents. This lack of knowledge regarding low cost health care services makes it difficult for their clients to access the care they need.

**Chronic Disease Case Management** – Chronic diseases are long-term illnesses, such as heart disease, cancer, and diabetes. Individuals with multiple chronic diseases need good case management in place to provide navigation through the health care system and education about managing their conditions. Data was unavailable for the hospital service area.

**Cancer** – Cancer is one of the leading causes of death in the U.S. There were a total of 2,373 cancer related deaths in the Encino Hospital area. Estimated breast, cervical, colorectal, prostate, lung, skin and uterine cancer cases are high in North Hollywood, Encino, Sherman Oaks, Northridge, and Woodland Hills. This could be due to the higher number of residing living in these communities compared to a smaller city with fewer residents living. Disease prevalence is naturally high in highly dense communities. The communities with the highest number of breast cancer cases include North Hollywood (1,852 cases) followed by Encino (1,311), Sherman Oaks (1,198), Northridge (1,014) and Woodland Hills (866). Same communities are identified with the burden of high number of other cancers. Cervical cancer is high in North Hollywood (930), Sherman Oaks (581), Encino (513), Northridge (386) and woodland Hills (349). Colorectal cancer cases are prevalent in North Hollywood (348), Encino (479), Sherman Oaks (431), Northridge (364), and Woodland Hills (325) (The Neilson and Thomson Reuter, 2012).

**Obesity** – Overweight or obesity is an accumulation of excess body fat that affects a person’s overall health. It is calculated by using the Body Mass Index where the weight of the person divided by the square of their height. Overweight is a BMI equal to or more than 25 points and obesity is where the BMI is over 30 (WHO, 2012). Obesity has been identified as a health need among adults and children, and is a risk factor to other chronic diseases such as hypertension, high cholesterol, heart disease, and diabetes. While data was unavailable for the hospital service area, 19.8% of children (grades 5, 7 & 9) and 21.1% of adults are obese in SPA 2 (CDPH, Key Indicators of Health, 2013).

## Encino Hospital Discussion of Prioritized Needs and Action Plan

Encino Hospital's focus on emergent care, and rehabilitation services makes it an excellent partner for patients transitioning in and out of hospital care, and provides ability to be a one-source provider for patients whose medical issues do not justify a long hospital stay, but are not yet capable of going home. By adding capability to assist patients as they transition to home after their medical stay, a continuum of care can be established that allows maximum independence while limiting need for re-hospitalization.

Each of the prioritized needs listed above is considered to be a priority for attention from healthcare providers in the community. It is important to note that not every need can be resolved by the actions of a single hospital, and several of the needs listed are beyond the ability of any single provider to address. This section deals with the hospital's capacity to address each of the needs listed and discusses the implementation strategies planned for those issues the hospital can address.

It should be noted that several of the prioritized needs listed are, in essence, different statements of a similar underlying problem. In designing implementation strategies, similar needs were combined to be address as a single overarching issue, and strategies were designed to address the separate problems outlined in each of the subgroups. The consolidating of needs resulted in six larger categories:

1. Affordable Insurance, Healthcare Access and Lack of Knowledge about Health Services
2. Mental Health
3. Preventive Screening, Primary Care and Chronic Disease Case Management
4. Heart Disease
5. Cancer
6. Obesity

Each of these categories is discussed in detail below, with Action Plans to deal with the issues.

- 1. Affordable Insurance, Healthcare Access and Lack of Knowledge about Health Services** - These issues were all addressed by provisions of the Patient Protection and Affordable Care Act (ACA), although subsequent events have resulted in different degrees of implementation. The ACA has set up specified services for all ACA-compliant insurance policies, and is using the tax code to make these policies affordable to low-income groups. Since the initial insurance will not commence until after this report is made available, it is too soon to tell how affordable the coverage will be. Healthcare Access is also subject to the requirements of the ACA, which allows insurers to select certain providers and exclude others. The ACA's redefinition of Affordable insurance and Healthcare Access provisions contributes to a general revision of what all health providers and users "know" about healthcare. Education of clients as to the hospital's participation in various provider networks will be important in maintaining continuity of services for existing clients, and for integrating new clients under new plans.

### Action Plan

- Review insurance coverage offered by conforming policies and develop services that provide appropriate care for those services required.
- Provide education to staff regarding requirements for services under these policies, and develop orientation materials for patients being admitted.
- In public forums such as health fairs, provide orientation materials for attendees that outline the hospital's ability to meet the needs covered by those policies.
- Develop and disseminate lists of providers of services within the community that can supplement and/or coordinate care for patients discharged from the hospital.
- In public forums, provide data on insurance providers which cover care at the hospital, along with financial provisions that that pertain to those policies.
- Provide data to Emergency Department admits on how their insurance coverage applies to charges at the ED.

**2. Mental Health** is an area in which Encino Hospital has expertise, through its gero-psych program, LPS designated program and other mental health services. The ACA's requirement that all health insurance policies include mental health coverage will allow more clients to access the hospital's services.

### Action Plan

- Continue to provide inpatient, partial hospitalization and intensive outpatient behavioral health services.
- Continue to offer free screening to address symptoms and behaviors and free transportation to and from the hospital to patients
- The hospital is adding 26 gero-psyche beds to its existing program to increase its ability to serve community needs.
- The hospital will expand its education program for social service providers and work to coordinate care programs with outpatient providers in the area. Working with insurers to offer services meeting insurance requirements is also imperative.
- The hospital will create a community support group for families of mental health patients admitted to the hospital, providing follow-up interactions with family members to aid them in caring for their family members in the home.

**3. Preventive Screening, Primary Care and Chronic Disease Case Management** - The process of treatment for most hospitalizations does not end when the patient is discharged. Under ideal conditions, many illnesses that result in hospitalization could be addressed in non-acute settings and prevent hospitalization in the first place. One of the goals of the

ACA is to encourage continuing care for clients, both before and after they leave the hospital, and “population health” is a buzzword of the act. This means that either the hospital or its proxy has a responsibility to assure that patients are adequately educated to avoid preventable initial or return trips to the hospital. Education, screening and primary care are all considered a part of this ongoing obligation to the community, in the hope that many of the conditions that result in hospital admission can be identified and addressed or prevented in community settings. Chronic diseases are major contributors to hospitalization, and often the patient’s failure to complete the course of treatment prescribed by hospital staff is a contributing factor to relapse and/or readmission.

### Action Plan

- Preventive Screenings are an important option for new clients insured by ACA-compliant policies. Under the ACA, annual health screenings are a covered free service, and it is expected that many people who had previously avoided the expense of routine screenings will choose these options. While most of the issues revealed should be relatively simple matters for the primary providers to address, some more serious issues are bound to arise. The hospital can assist by advising primary care providers of options for additional screenings and referrals to specialty providers, as well as making its advanced diagnostic capabilities available to patients needing these services.
- Provide Primary Care providers in the area with data on specific diseases and public health needs, and offer resources to deal with issues encountered by these providers. As noted earlier, preventive screening appointments are covered as free services under the ACA, and many primary care physicians will see patients they have never encountered before. Many of these patients may have issues beyond the ability of the primary care provider to handle, and be referred to acute care providers. The hospital can expedite this process by contacting primary providers in the area and notifying them of services that they many need when new clients present with ailments or symptoms that don’t lend themselves to in-office treatment.
- Review all admissions for evidence of chronic conditions that merit ongoing management. Develop plans for follow-up on discharged patients that target conditions which may lead to readmission. Develop coordination protocols with patients, their families, social service agencies and step-down providers to assure that treatment protocols are followed, and that conditions in the home are conducive to healing.
- Develop educational programs for health maintenance and improvement, and offer them both on site and in community settings. The hospital has contacts throughout the area with community groups and social service agencies. Many of these organizations provide educational forums, and need presentations for those forum. The hospital can provide speakers and content for these venues. In addition, for clients admitted to the hospital, discussions regarding the course of treatment, and expectations of continuing compliance with treatment regimens after discharge must be provided, along with understandable instructions for completing treatment courses.

- The hospital already operates a subacute unit to provide step-down services to clients no longer in need of acute care, but unable to transition directly to home. This unit is a crucial step in the rehabilitation process for many complex conditions transitioning out of the hospital, and staff at both units will continue to coordinate care between the two units and monitor patients discharged as they continue their recovery process.
  - Review patient discharge data for information of non-English-speaking clients and assure that native-speakers in those languages are available to translate and educate clients as to the treatment process and requirements for continuing care after discharge. To the extent that specific languages correlate with high incidences of unique diseases, assure that language-specific written instructions are available for distribution to clients and their caregivers. In many cases, it may be necessary to follow up with calls or home visits by staff to ensure compliance with treatment guidelines.
- 4. Heart Disease** – The various conditions associated with heart disease are one of the most common causes of death in SOH service area. Encino Hospital is a primary receiver of acute cardiac conditions via its Emergency Department, and while this interface is a poor place to provide prevention information, it is an ideal location to begin the healing process for survivors of cardiac incidents. This process should proceed along two tracks. First, the patient will require education and follow-up regarding his/her responsibilities to participate in the rehabilitation process. Second, a surviving patient has the opportunity to modify his/her lifestyle to prolong life, including changes in diet, exercise and living conditions. The hospital can aid in both of these tracks to better health.

#### Action Plan

- Prepare educational materials that explain the rehabilitation process and clarify the patient’s role in advancing the process.
- Provide in-facility education to patients to orient them to the process ahead and begin the coordination process with out-or-hospital providers working in the rehabilitation process.
- Maintain lists of, and relationships with, sub-acute and community service providers to facilitate the hand-off processes dictated by the rehabilitation protocols.
- Develop follow-up protocols to assure adequate compliance with rehabilitation plans, including coordination with subsequent providers and periodic contacts with patient or their representatives to monitor compliance and progress with the course of care.
- Provide educational materials regarding lifestyle changes that will advance health status. To the extent possible, connect clients with social services agencies capable of assessing clients’ environmental issues and addressing items that will enhance recovery prospects, such as better monitoring of medications, adjustments to diet, elimination of dangerous conditions in the home, or assisting clients to follow rehabilitation instructions.

5. **Cancer** - Cancer is a major killer of residents throughout the San Fernando Valley, and cancer-related admissions constitute a large portion of Encino Hospital's patient volume. As a preventable disease category, however, it has few options that a hospital can directly impact. Lifestyle changes such as smoking cessation and avoidance of cancer-inducing materials are most appropriately advocated by community groups and regulatory agencies. The actions available to any hospital, aside from helping physicians manage treatment for existing cancers, are essentially limited to providing support for community prevention initiatives.

Action Plan

- Publicize the hospital's activities in treating specific cancers and in screening for cancerous conditions.
- Contact local community groups active in cancer prevention and treatment to offer services complementing their programs.
- Offer educational programs regarding specific cancer types that can be presented to local community and charitable organizations, and participate in local health fairs addressing cancer issues.

6. **Obesity** - Obesity was an often-mentioned medical condition in interviews and focus groups. It was most often linked to diabetes, both in adults and increasingly in children. But obesity is a contributor to many illnesses and conditions that impact quality of life. The "obesity epidemic" has attracted White House attention as well as major emphasis in medical circles. While the search for a "magic pill" to counteract obesity continues, some interventions are already in progress and others are in development stages. The hospital's participation in curbing the obesity epidemic, aside from treatment of acute symptoms, should be focused on support of community efforts.

Action Plan

- To the extent possible, support Provide obesity education, intervention and treatment services to patients hospitalized at the facility as appropriate. The hospital can provide treatment regimens, lifestyle change programs, and follow-up care to allow patients to modify their behavior.
- Participate in local community outreach programs, including health fairs, exercise programs, and educational efforts to combat the sources of obesity.
- efforts to guide local residents to healthy diet choices, both in home meal preparation and menu selection, and in finding and patronizing restaurants offering healthy diet selections.

### **Community and Healthcare Agencies**

Numerous community and healthcare agencies are located within Encino's service area. A comprehensive list is included in Appendix C.

## APPENDIX A

### STEERING COMMITTEE

- The steering committee for the CHNA is composed of the operating management of the hospital, along with board members overseeing the foundation.

Name	Title	Phone	Address	Role in Community	E-mail
Prem Reddy, MD	Chairman of the Board	(760) 241-8222	3300 E. Guasti Road Ontario, CA 91761	Chairman	<a href="mailto:premreddy@premreddy.com">premreddy@premreddy.com</a>
J. Nathan Rubin, MD	Chief of Staff	(818) 501-1455	4940 Van Nuys Blvd, Suite 200 Sherman Oaks, CA 91403	Chief of Staff	<a href="mailto:jnrubinmd@yahoo.com">jnrubinmd@yahoo.com</a>
Sundeep Bhatia, MD	Medical Director	(818) 528-1260	4940 Van Nuys Blvd, Ste. 200 Sherman Oaks, CA 91403	Medical Director	<a href="mailto:sunnybhatiamd@gmail.com">sunnybhatiamd@gmail.com</a>
Bockhi Park	Chief Executive Officer	(818) 995-5002	16327 Ventura Blvd. Encino, CA 91436	Chief Executive Officer	<a href="mailto:bpark@primehealthcare.com">bpark@primehealthcare.com</a>
Kanner Tillman	Chief Financial Officer	(818) 995-5002	16327 Ventura Blvd. Encino, CA 91436	Chief Financial Officer	<a href="mailto:ktillman@primehealthcare.com">ktillman@primehealthcare.com</a>
Jason Greenspan, MD	Member-at-Large	(818) 515-3014	13636 Ventura Blvd., Ste 448 Sherman Oaks, CA 91423	Physician	<a href="mailto:jgreenspanmd@gmail.com">jgreenspanmd@gmail.com</a>
Chief James Cairns	Member-at-Large	310-575-8509 818-416-2817 cp 818-716-1353	LA Fire Department Bataillion 9 1090 Veteran Avenue Los Angeles, CA 90024	Fire Chief/ Community Member	<a href="mailto:james.cairns@lacity.org">james.cairns@lacity.org</a> <a href="mailto:jfc.air@gmail.com">jfc.air@gmail.com</a>
David Thorson	Member-at-Large	818-889-7399 818-370-6561 cp	30401 Agoura Rd., Suite 101 Agoura Hills, CA 91301	Community Member	<a href="mailto:dthorson@thorsonins.com">dthorson@thorsonins.com</a>
Kenneth Lehman	Member-at-Large			Community Member	<a href="mailto:kennethlehmann@gmail.com">kennethlehmann@gmail.com</a>

Not all members of the steering committee were available for meetings, but the committee approved the analysis of needs and will oversee the implementation of programs to meet the needs as outlined in the Implementation program.

## APPENDIX B

### ADVISORY COMMITTEE, FOCUS GROUPS AND KEY INFORMANT INTERVIEWS

Encino Hospital Service Area					
Individuals with special knowledge of or expertise in public health					
Name (Last, First, Academic Distinction)	Title	Affiliation	Description of public health knowledge/expertise	Date of Consult	Type of Consult
Basiratmard, Siamak, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Blank, Joseph, MD	Medical Director	Ambulatory Care Network (OliveView Mid Valley Comprehensive Health Center)	Served as a PI director, employee health administrator	9/5/2012	Focus Group
Cheng, Mindy, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Cheung, Shung, MD	Medical Doctor, Pediatrician	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Chin, Mun, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	LAC DHS Olive View UCLA Medical Center	9/5/2012	Focus Group
Cope, Jacqueline, MD	Medical Doctor Family Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Darie, Silvia, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Emmons, Jennifer, NP	Family Nurse Practitioner, Family/Primary Care	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Fruto, Jean, NP	Nurse Practitioner Family	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Green, Stephanie, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Huynh, Betty, NP	Nurse Practitioner Family Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Kim, Jungeun Karen, NP	Nurse Practitioner Family	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Maniago, Gladys, NP	Nurse Practitioner Adult Clinic	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Mavrinaz, Maureen, MD	Medical Doctor Family	LAC DHS Olive View UCLA	Licensed and practicing clinician at	9/5/2012	Focus

	Medicine	Medical Center	safety net hospital and/or clinic		Group
Melnick, Douglas, MD, MPH	Physician Specialist	LA County Department of Public Health	LAC DPH in the STD clinic for SPA 1 & 2. Service planning 1 & 2 for six years. Did residency with Public Health	6/18/2013	Key Informant Interview
Mendez-Nasrallah, Suzanna, NP	Family Nurse Practitioner	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Ngugi, James, NP	Family Nurse Practitioner , Primary Care	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Nguyen, Diem-Thu, MD	Medical Doctor, Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Nyman, Linda, NP	Family Nurse Practitioner	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Ohanneddian, Arthur MD	Medical Doctor Family Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Phan, Melanie, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Reznikova, Yuliya NP	Nurse Practitioner Adult Clinic	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Richardson, Susana, NP	Nurse Practitioner Women's Health	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Shali, George, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Velasco, Luz Selene, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Licensed and practicing clinician at safety net hospital and/or clinic	9/5/2012	Focus Group
Vigdorchik, Olga, MPH, MCHES	Health Educator	LAC Dept. of Public Health, SPA 1 & 2	With Los Angeles County Department of Public Health in the STD clinic for SPA 1 & 2	5/29/2013	Key Informant Interview

Encino Hospital Service Area					
Individuals consulted from Federal, tribal, regional, State or local health departments or other departments or agencies with current data or other relevant information					
Name (Last, First, Academic Distinction)	Title	Affiliation	Type of Department	Date of Consult	Type of Consult
Basiratmard, Siamak, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group

Blank, Joseph, MD	Medical Director	Ambulatory Care Network (OliveView Mid Valley Comprehensive Health Center)	LC DHS, Mid Valley Comprehensive Health Center	9/5/2012	Focus Group
Cheng, Mindy, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Cheung, Shung, MD	Medical Doctor, Pediatrician	LAC DHS Olive View UCLA Medical Center	Pediatrics	9/5/2012	Focus Group
Chin, Mun, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Cope, Jacqueline, MD	Medical Doctor Family Medicine	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Darie, Silvia, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Dunahee, Monica, BS	Director of Older Adults Education Health and Wellness	Jewish Family Services of LA	Jewish Family Services of LA	5/21/2013	Key Informant Interview
Emmons, Jennifer, NP	Family Nurse Practitioner, Family/Primary Care	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Fruto, Jean, NP	Nurse Practitioner Family	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Gorman, Dale, BA	Executive Director	Kids Dental Clinic	Community Clinic	10/23/2012	Key Informant Interview
Green, Stephanie, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Huynh, Betty, NP	Nurse Practitioner Family Medicine	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Kim, Jungeun Karen, NP	Nurse Practitioner Family	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Kim-Fung, Linda, RM, MA	Clinical Nursing Director	LA County Department of Health Services	LAC DPH	6/11/2013	Key Informant Interview
Maniago, Gladys, NP	Nurse Practitioner Adult Clinic	LAC DHS Olive View UCLA Medical Center	Adult Clinic	9/5/2012	Focus Group
Mavrinaz, Maureen, MD	Medical Doctor Family Medicine	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Melnick, Douglas, MD, MPH	Physician Specialist	LA County Department of Public Health SPA 1 & 2	LAC DPH	6/18/2013	Key Informant Interview
Mendez-Nasrallah, Suzanna, NP	Family Nurse Practitioner	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Ngugi, James, NP	Family Nurse Practitioner , Primary Care	LAC DHS Olive View UCLA Medical Center	Primary Care	9/5/2012	Focus Group

Nguyen, Diem-Thu, MD	Medical Doctor, Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Nyman, Linda, NP	Family Nurse Practitioner	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Ohanneddian, Arthur MD	Medical Doctor Family Medicine	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Phan, Melanie, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Reznikova, Yuliya NP	Nurse Practitioner Adult Clinic	LAC DHS Olive View UCLA Medical Center	Adult Clinic	9/5/2012	Focus Group
Richardson, Susana, NP	Nurse Practitioner Women's Health	LAC DHS Olive View UCLA Medical Center	Family Medicine	9/5/2012	Focus Group
Shali, George, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Velasco, Luz Selene, MD	Medical Doctor Internal Medicine	LAC DHS Olive View UCLA Medical Center	Internal Medicine	9/5/2012	Focus Group
Vigdorchik, Olga, MPH, MCHES	Health Educator	LAC Dept. of Public Health, SPA 1 & 2	LAC DPH	5/29/2013	Key Informant Interview

<b>Encino Hospital Service Area</b>				
<b>Leaders, representatives, or members of medically underserved person, low income persons, minority populations and populations with chronic disease needs</b>				
<b>Leader / Rep. Name (Last, First) OR Member Type/#</b>	<b>Description of leadership, representative, or member role</b>	<b>What group(s) do they represent? (medically underserved, low income, minority population, population with chronic disease)</b>	<b>Date of Consult</b>	<b>Type of consult</b>
10 Adults	California State University, Northridge	Professors working with low-income, minority population	10/1/2012	Focus Group
11 Adults	Mission Community Hospital Diabetes Kitchen	Low income, minority population, population with chronic disease	6/6/2013	Focus Group
12 Adults	12 Step Counselor, Providence Peer Counseling Volunteer	Low income, older adults	7/10/2013	Focus Group
8 Adults	Saint Joseph, Burbank	Professors working with low-income, minority population	7/11/2013	Focus Group
Dunahee, Monica	Director of Older Adults Education Health and Wellness, Jewish Family Service of LA	Low-income, older adults	5/21/2013	Key Informant Interview
Gorman, Dale	Executive Director, Kids Dental Clinic	Low income, minority population	10/23/2013	Key Informant Interview
Kim-Fung, Linda, RM, MA	Clinical Nursing Director	Safety Net Hospitals	6/11/2013	Key Informant Interview
Melnick, Douglas	Physician Specialist, LAC DPH	Medically underserved, low-income, minority population	6/18/2013	Key Informant Interview
Ozols, Andy	Executive Director, San Fernando Dental Association	Low-income, medically underserved, minority populations	5/28/2013	Key Informant Interview
Padilla, Veronica	Deputy Director, Pacoima Beautiful	Low-income	7/2/2013	Key Informant Interview
Vigdorchik, Olga, MPH, MCHES	Health Educator	LAC DPH Health Educator for STD Clinics in SPA 1 & 2	5/29/2013	Key Informant Interview

## APPENDIX C

### COMMUNITY RESOURCES

#### *Asthma*

Agency	Address	City	Zip	Telephone
Advance Health Medical Group	333 E. Magnolia Blvd., Unit 103	Burbank	91502	(818)848-1555
Allergy and Asthma Institute of the Valley – Canyon Country	27141 Hiadway Ave., #204	Canyon Country	91351	(661)298-1491
Allergy and Asthma Institute of the Valley – Granada Hills	10515 Balboa Blvd., #390	Granada Hills	91344	(818)366-8112
Allergy and Asthma Institute of the Valley – Studio City	12660 Riverside Dr., #325	Studio City	91607	(818)769-5998
Asthma and Allergy Foundation of America, California Chapter	3435 Wilshire Blvd., Ste. 350	Los Angeles	90010	(800) 624-0044 (323)937-7859
Glendale Healthy Kids	735 Lexington Dr.	Glendale	91206	(818)548-7931

#### *Cancer Resources*

Agency	Address	City	Zip	Telephone
American Cancer Society	4940 Van Nuys Blvd.	Sherman Oaks	91403	(818)905-7766
Bienvenidos a Wellness	668 S. Workman St.	San Fernando	91340	(818)361-4617
Circle of Hope Inc.	23560 Lyons Ave.	Newhall	91321	(661)254-5218
El Proyecto Del Barrio - Arleta Health Center	8902 Woodman Ave.	Arleta	91331	(818)830-7133
Elysia Skye Breast Cancer Organization	5805 Whitsett Ave. # 211	Valley Village	91607	(310)402-5163
Hats Off for Cancer Inc.	3850 Poppyseed Ln.	Calabasas	91302	
LAC DHS - San Fernando Health Center	10605 Balboa Blvd., Ste. 100	Granada Hills	91344	(818)832-2400
Leukemia and Lymphoma Society's Greater L.A Chapter	6033 West Century Blvd, Suite 300	Los Angeles	90045	(310)342-5800

Los Angeles County Department of Health Service (LAC DHS) - Mid Valley Comprehensive Health Center	7515 Van Nuys Blvd.	Van Nuys	91405	(818)947-4000
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd.	Pacoima	91331	(818)686-7300
Mission City Community Network, Inc.	15206 Parthenia St.	North Hills	91343	(818)895-3100
NEVHC - Pacoima Health Center and WIC Site	12756 Van Nuys Blvd.	Pacoima	91331	(818)270- 9777
Northeast Valley Health Corporation (NEVHC) - LAC - Canoga Park Health Center	7107 Remmet Ave.	Canoga Park	91303	(818)270-9777
Ovarian Cancer Coalition of Greater California	P.O. Box 40035	Studio City	91614	(800)500-1877 (818)985-0288
Planned Parenthood Los Angeles Canoga Park Health Center	21001 Sherman Way, Ste. 9	Canoga Park	91303	(800)576-5544
The Robert Urich Foundation Inc.	10060 Riverside Dr. #1001	Toluca Lake	91602	(310)817-0945
The Wellness Community	9410 Owensmouth Ave.	Chatsworth	91311	(818)379-4777
WeSPARK Resource Center	13520 Ventura Blvd.	Sherman Oaks	91423	(818)906-3022

***Child Abuse and Prevention***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Child Help USA				(800)422-4453
Children's Institute International	711 S. New Hampshire Ave.	Los Angeles	90005	(213)385-5100
Department of Social Services	21731 Ventura Blvd. #250	Woodland Hills	91364	(818)596-4334
El Nido Family Center	13460 Van Nuys	Pacoima	91331	(818)896-7776
El Nido Family Centers	10200 Sepulveda Blvd. #350	Mission Hills	91345	(818)830-3646
El Proyecto del Barrio	9140 Van Nuys Blvd.	Panorama City	91402	(818)895-0824
First 5 LA Champions For Our Children	750 North Alameda St., Ste. 300	Los Angeles	90012	(213)482-5902
L.A. County Department of Children and Family Services	425 Shatto Place	Los Angeles	90020	Headquarters: (213)351-5507 Public line: (213)351-5602
Los Angeles Police Department	100 West 1st. St. Room	Los Angeles	90012	911
Safe Passage - Women Crowned in Glory Inc.	P.O. Box 40034	Studio City	91614	(818)232-7476
The Help Group	13130 Burbank Blvd.	Sherman Oaks	91401	(818)779-5262

Valley Interfaith Council	10824 Topanga Canyon Blvd. #7	Chatsworth	91311	(818)718-6460
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**Community Clinics**

Agency	Address	City	Zip	Telephone
Alzheimer's Greater San Fernando Valley Regional Office	16933 Parthenia St. #200	Northridge	91343	(800)272-3900
American Cancer Society	4940 Van Nuys Blvd.	Sherman Oaks	91403	(818)905-7766
American Cancer Society SFV Unit	500 N. Victory Blvd.	Burbank	91502	(818)841-2969
CareNex Health Services	15477 Ventura Blvd., Ste. LL	Sherman Oaks	91403	(877)367-6428 (818)205-2500
Columbus Middle School Columbus School Based Clinic	22250 Elkwood St.	Canoga Park	91304	(818)702-1270
Community Clinic Association of Los Angeles County	1055 Wilshire Blvd.	Los Angeles	90017	(213)201-6500
Community Speech and Hearing Center	18740 Ventura Blvd. #100	Tarzana	91356	(818)774-0224
Comprehensive Community Health Center	12157 Victory Blvd.	North Hollywood	91606	(818)755-8000
Comprehensive Community Health Centers Inc.	801 S. Chevy Chase Dr. #250	Glendale	91205	(818)265-2264
Del Carmen Medical Center	19234 Vanowen St.	Reseda	91335	(818)705-1157
East Valley District Office	14545 Lanark St.	Panorama City	91402	(818)901-4120
El Proyecto del Barrio	8902 Woodman Ave.	Arleta	91331	(818)830-7033
El Proyecto del Barrio	9140 Van Nuys Blvd.	Panorama City	91402	(818)895-0824
El Proyecto del Barrio/Family Health Care Clinic	20800 Sherman Way	Canoga Park	91304	(818)883-2273
Goodwill Southern California	342 San Fernando Rd.	Los Angeles	90031	(323)223-1211
Hart St. School Health Center	21006 Hart St.	Canoga Park	91303	(818)883-0360
Hungry Children Project	16520 Vintage St.	North Hills	91343	(818) 349-2093
International Myeloma Foundation	12650 Riverside Dr. #206	North Hollywood	91607	(800)452-2873 (818)487-7455
Joni and Friends	30009 Ladyface Ct.	Agoura Hills	91301	(818)707-5664
Kennedy High School Based Clinic	11254 Gothic Ave.	Granada Hills	91344	(818)271-2547
Los Angeles Jewish Home	7150 Tampa Ave.	Reseda	91335	(818)774-3000
Los Angeles Unified School District - PTA Vision Clinics - Telfair Avenue Health Center	10911 Telfair Ave.	Pacoima	91311	(818)899-6113
Medicina Familiar	13500 Van Nuys Blvd.	Pacoima	91331	(818)896-2999

Meet Each Need With Dignity (MEND)	10641 No. San Fernando Rd.	Pacoima	91331	(818)896-0246
Mission City Community Clinic, Inc.	4842 Hollywood Blvd.	Los Angeles	90027	(323)644-1110
Mission City Community Network Inc.	15206/15210 Parthenia St.	North Hills	91343	(818)895-3100
Motion Picture & Television Fund Foundation	23388 Mulholland Dr.	Woodland Hills	91364	(855)7606783 (818)876-1900
NEVHC - Pacoima Health Center and WIC Site	12756 Van Nuys Blvd.	Pacoima	91331	(818)270- 9777
NEVHC - San Fernando Health Center	1600 San Fernando Rd.	San Fernando	91340	(818)365-8086
Northeast Valley Health Corporation (NEVHC) - LAC - Canoga Park Health Center	7107 Remmet Ave.	Canoga Park	91303	(818)270-9777
ONEgeneration	17400 Victory Blvd.	Van Nuys	91406	(818)705-2345
Pacific Lodge Youth Services	4900 Serrani Ave.	Woodland Hills	91364	(818)347-1577
Partners in Care Foundation	732 Mott St., Ste.150	San Fernando	91340	(818)837-3775
Planned Parenthood Los Angeles Canoga Park Health Center	21001 Sherman Way, Ste. 9	Canoga Park	91303	(800)576-5544
School Health Services Division San Fernando High School	11133 O'Melveny St.	San Fernando	91340	(818)365-7517
Tarzana Treatment Center	8330 Reseda Blvd.	Northridge	91324	(818)996-7019
Tarzana Treatment Center	7101 Baird Ave.	Reseda	91335	(818)342-5897
Telfair School Health Center	10911 Telfair Ave.	Pacoima	91331	(818)899-6113
The Saban Free Clinic - Is the Los Angeles Free Clinic	8405 Beverly Blvd.	Los Angeles	90048	(323)653-8622
Therapeutic Living Centers for the Blind Inc.	7915 Lindley Ave.	Reseda	91335	(818)708-1740
Total Family Support Clinic	13788 Foothill Blvd. Unit 8	Sylmar	91342	(818)833-9789
UCP Wheels for Humanity	12750 Raymer St. Unit 4	North Hollywood	91605	(818)255-0100
United Cerebral Palsy of Los Angeles, Ventura and Santa Barbara Counties	6430 Independence Ave.	Woodland Hills	91367	(818)782-2211
Valley Community Clinic	6801 Coldwater Canyon Ave.	North Hollywood	91605	(818)763-8836
Valley Interfaith Council	4505 Las Virgenes Rd. #211	Calabasas	91302	(818)880-4842
Valley View Family Clinic	14400 Roscoe Blvd.	Panorama City	91402	(818)830-6888
Valley Village	20830 Sherman Way	Winnetka	91306	(818)587-9450
Willie Ross Foundation	6621 Van Nuys Blvd.	Van Nuys	91405	(818)786-7677
Women, Infants and Children (WIC)				(916)558-1784

### ***Community Organizations***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Activities Recreation & Care (ARC)	6456 Whitsett Ave.	North Hollywood	91606	(818)762-365
Alliance for a Better Community	350 South Bixel St., Ste. 180	Los Angeles	90017	
Arthritis Foundation	800 W. 6th St., Ste. 1250	Los Angeles	90017	(323)954-5750
Boys & Girls Club of Burbank	2244 N. Buena Vista St.	Burbank	91504	(818)842-333
Boys & Girls Club of San Fernando Valley	11251 Glenoaks Blvd.	Pacoima	91331	(818)896-261
Boys & Girls Club of the West Valley	7245 Remmet Ave.	Canoga Park	91303	(818)610-054
Build Rehabilitation Industries	12432 Foothill Blvd.	Sylmar	91342	(818)898-020
Build Worksource	9207 Eton Ave.	Chatsworth	91311	(818)701-800
Canoga Park Village Ready for School	22250 Elkwood St.	Canoga Park	91304	(818)716-1376
Center for Living and Learning	14549 Archwood St. #221	Van Nuys	91405	(818)781-1073
Child & Family Guidance Center	9650 Zelzah Ave.	Northridge	91325	(818)993-9311
Child care Resource Center - Customer Support and Information	20001 Prairie St.	Chatsworth	91311`	(818)717-1000
Chrysalis	14015 Van Nuys Blvd., Ste. E	Pacoima	91331	(818)794-4200
Community Enhancement Services (CES)	16743 Schoenborn St.	North Hills	91343	(818)894-8121
County of Los Angeles Public Health - Immunization Program Public Health	3530 Wilshire Blvd., Ste. 700	Los Angeles	90010	(213)351-7800
East Valley PALS	11640 Burbank Blvd	North Hollywood	91601	(818)623-4001
EL Nido Family Center	13460 Van Nuys	Pacoima	91331	(818)896-7776
El Nido Family Centers	10200 Sepulveda Blvd. #350	Mission Hills	91345	(818)830-3646
El Proyecto del Barrio	9140 Van Nuys Blvd.	Panorama City	91402	(818)895-0824
El Proyecto del Barrio/Family Health Care Clinic	20800 Sherman Way	Canoga Park	91304	(818)883-2273
Fernando Award Foundation Inc.	12520 Magnolia Blvd. #212	North Hollywood	91607	(818)817-4218
Friends of the Family	15350 Sherman Way #140	Van Nuys	91406	(818)988-4430
Glendale Healthy Kids	735 Lexington Dr.	Glendale	91206	(818)548-7931
Guadalupe Center	6933 Remmet Ave.	Canoga Park	91303	(818)340-2050
Halcyon Center	10842 Alta View Dr.	Studio City	91604	(323)654-4307
Haven Hills	P.O. Box 260	Canoga Park	91305	(800)799-7233 (818)887-7481

Independent Living Center of Southern California	14407 Gilmore St. #101	Van Nuys	91401	(818)785-6934 (800)524-5272
Jewish Community and Recreational Center of the West Valley	22622 Vanowen St.	West Hills	91307	(818)464-3300
Jewish Family Service of Los Angeles	13949 Ventura Blvd. #308	Sherman Oaks	91423	(818)789-1293
Jewish Family Services Los Angeles				(877)275-4537
Jewish World Watch	17514 Ventura Blvd. #206	Encino	91316	(818)501-1836
JFS/ Valley Storefront Senior Center	12821 Victory Blvd.	North Hollywood	91606	(818)984-1380
Joni and Friends	30009 Ladyface Ct.	Agoura Hills	91301	(818)707-5664
Leonis Adobe Museum	23537 Calabasas Rd.	Calabasas	91302	(818)222-6511
Lutheran Social Services	80 E. Hillcrest Dr.	Thousand Oaks	91360	(805)497-6207
Meet Each Need with Dignity (MEND)	10641 No. San Fernando Rd.	Pacoima	91331	(818)896-0246
Mid Valley Jeopardy Foundation	6015 Woodman Ave.	Van Nuys	91401	(818)756-9802
New Directions for Youth	7315 North Lankershim Blvd.	North Hollywood	91605	(818)375-1000
New Horizons	15725 Parthenia St.	North Hills	91343	(818)894-9301
Old Town Newhall Association	24336 Main St.	Newhall	91321	(661)253-0730
Operation Gratitude	16444 Refugio Rd.	Encino	91436	(818)909-0039
Penny Lane Centers	15305 Rayen St.	North Hills	91343	(818)892-3423
Pleasantview Industries Inc.	27921 Urbandale Ave.	Santa Clarita	91350	(661)296-6700
Project SAFE - The Help Group	6455 Coldwater Canyon Blvd.	Valley Glen	91606	(818)623-6383 (818)623-6382
Project Youth Green	444 South Brand Blvd., Ste. 201	San Fernando	91340	(818)890-2928
Pueblo y Salud Inc.	1024 N. Maclay Ave.	San Fernando	91340	(818)837-2272
Rickey and Robbi Gelb Charitable Foundation	17547 Ventura Blvd. #201	Encino	91316	(818)377-2277
Ride On L.A.	10860 Topanga Canyon Blvd.	Chatsworth	91311	(818)700-2971
San Fernando Valley Community Foundation	5121 Van Nuys Blvd. #200	Sherman Oaks	91403	(818)379-7000
Special Olympics Southern California - Tri-Valley	24779 Valley St.	New Hall	91321	(818)342-0017
The Valley Economic Alliance	5121 Van Nuys Blvd.	Sherman Oaks	91403	(818)379-7000
Topanga BOOSTERS	21501 Schoenborn St.	Canoga Park	91304	(818)756-4800
Total Family Support Clinic	13788 Foothill Blvd. Unit 8	Sylmar	91342	(818)833-9789
Travelers Aid Society of Los Angeles	800 N. Alameda St.	Los Angeles	90012	(213)625-2160

United Cerebral Palsy of Los Angeles, Ventura and Santa Barbara Counties	6430 Independence Ave.	Woodland Hills	91367	(818)782-2211
Valley Economic Alliance	5121 Van Nuys Blvd. #200	Sherman Oaks	91403	(818)379-7000
Valley Economic Development Center Inc.	5121 Van Nuys Blvd. 3rd Floor	Van Nuys	91403	(818)907-9977
Valley group	17547 Ventura Blvd. #201	Encino	91316	(818)377-2277
Valley Industry & Commerce Association (VICA)	5121 Van Nuys Blvd. #203	Sherman Oaks	91403	(818)817-0545
Valley Interfaith Council	4505 Las Virgenes Rd. #211	Calabasas	91302	(818)880-4842
Valley Nonprofit Resources	5435 Balboa Blvd. #115	Encino	91316	(818)591-9321
Volunteer Center of Los Angeles	8134 Van Nuys Blvd. #200	Panorama City	91402	(818)908-5066
Volunteers of America Greater Los Angeles	3600 Wilshire Blvd., Ste. 1500	Los Angeles	90010	(213)389-1500
Wellness Works Therapy				(877)884-3089
West Valley Police BOOSTERS	17547 Ventura Blvd. #201	Encino	91316	(818)377-2277
Zev Yaroslavsky Third District Office	14340 Sylvan St., Ste. A	Van Nuys	91401	(818)901-3831

***Crisis Prevention***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Access (LAC DMH Crisis Assistance)				(800)854-7771
American Red Cross	14717 Sherman Way	Van Nuys	91405	(818)376-1700
California Youth Crisis Line				(800)843-5200
Counseling Center				(661)702-0000
County of Los Angeles Dept. of Mental Health (LAC DMH) West Valley Mental Health	7621 Canoga Ave.	Canoga Park	91304	(818)598-6900
El Centro De Amistad Inc.	6800 Owensmouth Ave.	Canoga Park	91303	(818)347-8565
LAC DMH Valley Care Children's Services	19231 Victory Blvd. Ste. 110	Reseda	91335	(818)708-4500 (800)854-771
Los Angeles County Department of Mental Health - Disaster Services	550 S. Vermont Ave.	Los Angeles	90020	(800)854-7771 (213)738-924
Los Angeles County Mental/Behavioral Health - Psychiatric Emergency Team (PET)		Los Angeles		(800)854-7771
Los Angeles Police Department Foothill Jeopardy Family Center	11844 Glenoaks Blvd.	San Fernando	91340	(818)837-1167

Los Angeles Police Department Jeopardy Program - Reseda	19020 Vanowen St.	Reseda	91335	(818)756-8671
Peace Over Violence formally known as LACAAW	1015 Wilshire Blvd., Ste. 200	Los Angeles	90017	(213)955-9090 (310)392-8381
Suicide Prevention Services, Los Angeles Unified School District	333 S. Beaudry Ave.	Los Angeles	90017	(213)241-1000
The Los Angeles Police Department	12760 Osborne St.	Pacoima	91331	(818)756-8866
Therapeutic Living Centers for the Blind	7915 Lindley Ave.	Reseda	91335	(818)708-1740
Valley Center for Prevention of Family Violence	13655 Victory Blvd., Ste. 201	Van Nuys	91405	(818)786-2079
Valley Trauma	7116 Sophia Ave.	Van Nuys	91406	(818)756-5330

### ***Dental Services***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
CaliforniaKids- Los Angeles	5200 Lankershim Blvd. Ste. 360	North Hollywood	91601	(818)755-9708
Hart St. School Health Center	21006 Hart St.	Canoga Park	91303	(818)883-0360
Kids Community Clinic of Burbank	400 West Elmwood Ave.	Burbank	91506	(818)841-8010
LAC DHS - Olive View- UCLA Medical Center	14445 Olive View Dr.	Sylmar	91342	(818)364-1555
LAC DPH - Pacoima Health Center	13300 Van Nuys Blvd.	Pacoima	91331	(818)896-1903
Meet Each Need With Dignity (MEND)	10641 N San Fernando Rd.	Pacoima	91331	(818)686-7300
Mission City Community Network	15206 Parthenia St.	North Hills	91343	(818)895-3100
NEVHC - San Fernando Health Center	1600 San Fernando Rd.	San Fernando	91340	(818)365-8086
Northeast Valley Health Corporation	1172 North Maclay Ave.	San Fernando	91340	(818)898-1388
Northeast Valley Health Corporation	7107 Remmet Ave.	Canoga Park	91303	(818)340-3570
Olive View Medical Center Dental Clinic	14445 Olive View Dr.	Sylmar	91352	(818)947-4028
Tarzana Treatment Center	8330 Reseda Blvd.	Northridge	91324	(818)996-7019
UCLA Dental Clinic - Mission Community Hospital	732 Mott St. Ste. 110	San Fernando	91340	(818)837-0398
Valley Community Clinic	6801 Coldwater Canyon Blvd.	North Hollywood	91605	(818)763-8836

### ***Diabetes Resources***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
American Diabetes Association				(800)EFA-1000
Columbus Middle School (School Based Clinic)	22250 Elkwood St.	Canoga Park	91304	(818)702-1270

Meet Each Need With Dignity (MEND)	10641 N San Fernando Rd.	Pacoima	91331	(818)686-7300
Mission Community Hospital-San Fernando Campus For Health and Education	700 Chatsworth Dr.	San Fernando	91340	(818)365-5059
Northeast Valley Health Corporation (NEVHC) - LAC - Canoga Park Health Center	7107 Remmet Ave.	Canoga Park	91303	(818)270-9777
North East Valley Community Clinic	1600 San Fernando Rd.	San Fernando	91340	(818)365-8086
North Valley Health Corporation	1172 North Maclay Ave.	San Fernando	91340	(818)898-1388
Tarzana Treatment Center	8330 Reseda Blvd.	Northridge	91324	(818)996-7019

### ***Domestic Violence***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Counseling West	20700 Ventura Blvd., Ste. 210	Woodland Hills	91364	(818)999-6164
Domestic Abuse Center	8817 Reseda Blvd., #C	Northridge	91324	(818)772-0176
Jewish Family Services	22622 Vanowen St.	West Hills	91307	(818)464-3333
Valley Center for the Prevention of Family Violence	20944 Sherman Way, #209	Canoga Park	91303	(818)883-2132
Valley Trauma Counseling Center	7116 Sophia Ave.	Van Nuys	91406	(818)756-5330

### ***Drugs and Alcohol Recovery Programs***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
AA Alcoholics Anonymous	7417 Van Nuys Blvd., Ste. E	Van Nuys	91405	(818)988-3001
Al-Anon	4936 Lankershim Blvd.	North Hollywood	91601	(818)760-7122
CRI-Help Inc.	11027 Burbank Blvd.	North Hollywood	91601	(818)985-8323
CRI-Help Inc.	2029 Keith St.	Los Angeles	90031	(323)222-7660
CRI-Help Inc.	8330 Lankershim Blvd.	North Hollywood	91605	(818)504-0505
El Dorado Community Service Center	24625 Arch St.	Newhall	91321	(661)288-2644
El Sereno Manor Sylmar Health and - Rehabilitation Center	12220 Foothill Blvd.	Sylmar	91342	(818)834-5082 ext. 118
I-ADARP - Drug and Substance Abuse Programs	6911 Hayvenhurst Ave., Ste. 101	Van Nuys	91406	(818)994-7454
Kingpins of Sobriety - Candlelight	7552 Remmet St.	Canoga Park	91303	
Narcotics Anonymous World Services	19737 Nordhoff Pl.	Chatsworth	91311	(818)773-9999
NEVHC - Pacoima Health Center and WIC Site	12756 Van Nuys Blvd.	Pacoima	91331	(818)270- 9777
New Directions for Youth	7315 N. Lankershim Blvd.	North Hollywood	91605	(818)503-6330

Northeast Valley Health Corporation (NEVHC) - LAC - Canoga Park Health Center	7107 Remmet Ave.	Canoga Park	91303	( 818)270-9777
Now & Forever Foundation	8745 Parthenia Pl.	North Hills	91343	(818)895-5002
People in Progress	8140 Sunland Blvd.	Sun Valley	91352	(818)768-7494
Phoenix House	11600 Eldridge Ave.	Sylmar	91342	(818)896-1121 (877)769-9668
Provides referrals for drug treatment - Tarzana Treatment Center	18646 Oxnard St.	Tarzana	91356	(818)996-1051
San Fernando Valley Partnership	1131 Celis St.	San Fernando	91340	(818)837-7767
Tarzana Treatment Center	8330 Reseda Blvd.	Northridge	91324	(818)996-1051
Tarzana Treatment Center	7101 Baird Ave.	Reseda	91335	(818)342-5897
Total Family Support Clinic	13788 Foothill Blvd.	Sylmar	91342	(818)833-9789
Via Avanta	11643 Glenoaks Blvd.	Pacoima	91331	(818)897-2609
We will be Clean	6006 Laurel Canyon Blvd.	North Hollywood	91606	

### ***Employment Services***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Canoga Park Work Source Center	21010 Vanowen St.	Canoga Park	91303	(818)596-4116
Chatsworth Work Source Center	9207 Eton Ave.	Chatsworth	91311	(818)701-9800
Chrysalis	14015 Van Nuys Blvd., Ste. E	Pacoima	91331	(818)794-4200
El Camino Community Adult School (LAUSD)	5440 Valley Circle	Woodland Hills	91367	(818)595-8000
El Proyecto del Barrio	8902 Woodman Ave.	Arleta	91331	(818)830-7181
Employment Development Department	11623 Glenoaks Blvd.	Pacoima	91331	(818)890-9400
Goodwill Southern California	342 San Fernando Rd.	Los Angeles	90031	(323)223-1211
Kennedy Community Adult School (LAUSD)	11254 Gothic Ave	Granada Hills	91340	(818)271-2550
Loaves & Fishes II - Van Nuys	14640 Keswick St.	Van Nuys	91405	(818)997-0943
Los Angeles ORT Technical Instituto - Van Nuys Campus	14519 W. Sylvan St.	Van Nuys	91411	(818)646-4714
Meet Each Need with Dignity (MEND)	10641 No. San Fernando Rd.	Pacoima	91331	(818)896-0246
New Directions for Youth	7315 North Lankershim Blvd.	North Hollywood	91605	(818)503-6330
North Valley Occupational Center (LAUSD)	11450 Sharp Ave.	Mission Hills	91345	(818)365-9645
Pacoima Skills Center (LAUSD)	13545 Van Nuys Blvd.	Pacoima	91331	(818)896-9558

Worksource of California - Adult	9024 Laurel Canyon Blvd.	Sun Valley	91352	(818)504-0334
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***Eye Exams***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Hart St. School Health Center	21006 Hart St.	Canoga Park	091303	(818)883-0360
Castaic Lions Club	P.O. Box 312	Castaic	91310	

***Food Programs***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Alpa Food Bank	7336 Bellaire Ave.	North Hollywood	91605	(818)255-0080
Children's Hunger Fund	13931 Balboa Blvd.	Sylmar	91342	(818)979-7100
Eliza Shanks Home, Inc.	13055 Weidner St.	Pacoima	91331	(818)335-1233
Family Rescue Center	22103 Vanowen St.	Canoga Park	91303	(818)884-7587
Guadalupe Community Center	21600 Hart St.	Canoga Park	91303	(818)340-2050
Holy Rosary Church	7800 Vineland Ave.	Sun Valley	91352	(818)765-3350
Interfaith Food Pantry Coalition Greater Community Church	10824 Topanga Cyn. Blvd. #7	Chatsworth	91311	(818)718-6460
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd.	Pacoima	91331	(818)686-7300
North Hollywood Interfaith Food Pantry	4387 Troost Ave.	Studio City	91604	(818)760-3575
North Valley Caring Services	15435 Rayen St.	North Hills	91343	(818)891-0481
Our Lady of The Holy Rosary Parish	7800 Vineland Ave.	Sun Valley	91352	(818)765-3350
Saint James Presbyterian Church	19414 Ventura Blvd.	Tarzana	91356	(818)345-2057
Salvation Army Corps Community Center - San Fernando Valley	14917 Victory Blvd.	Van Nuys	91411	(818)781-5739
San Fernando Valley Japanese-American Community Center	12953 Branford St.	Pacoima	91331	(818)899-1989
Santa Clarita Valley Food Pantry	34133 Railroad Ave.	Santa Clarita	91321	(661)255-9078
Sova Food Pantry - Valley	16439 Vanowen St.	Van Nuys	91406	(818)988-7682
St Elizabeth Service Center Distribution Site	6640 Cedros St.	Van Nuys	91405	(818)779-1775
St. Ferdinand Outreach Center	1109 Coronel St.	San Fernando	91340	(818)365-3194
Total Family Support Clinic	13788 Foothill Blvd., Unit 8	Sylmar	91342	(818)833-9789
United Methodist Church of Sepulveda	15435 Rayen St.	North Hills	91343	(818)892-1164

Valley Food Bank	12701 Van Nuys Blvd., Ste. A	Pacoima	91331	(800)417-5678 ext. 5060 or (818)510-4140
Valley Interfaith Council	4505 Las Virgenes Rd., #211	Calabasas	91302	(818)880-4842
West Valley Food Pantry	5700 Rudnick Ave.	Woodland Hills	91367	(818)346-6968
WIC Program (Women, Infants, and Children)				(916)558-1784

### ***Health Care Services***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
AIM Health Care Foundation	4630 Van Nuys Blvd. 1 <sup>st</sup> Floor	Sherman Oaks	91403	(818)981-5681
CareNex Health Services	15477 Ventura Blvd. Ste. LL	Sherman Oaks	91403	(818)205-2500
Community Speech and Hearing Center	18740 Ventura Blvd. #100	Tarzana	91356	(818)774-0224
Grandparents As Parents, Inc.	22048 Sherman Way #217	Canoga Park	91303	(818)264-0880
Guadalupe Center	6933 Remmet Ave.	Canoga Park	91303	(818)340-2050
Inner Circle Foster Care & Adoption Services	7120 Hayvenhurst Ave. #204	Van Nuys	91406	(818)988-6300
Joni and Friends	30009 Ladyface Ct.	Agoura Hills	91301	(818)707-5664
Los Angeles Jewish Home	7150 Tampa Ave.	Reseda	91335	(818)774-3000
Motion Picture & Television Fund Foundation	22388 Mulholland Dr.	Woodland Hills	91364	(818)876-1900
ONE generation	17400 Victory Blvd.	Van Nuys	91406	(818)705-2345
Pacific Lodge Youth Services	4900 Serrani Ave.	Woodland Hills	91364	(818)347-1577
Ride On L.A.	10860 Topanga Canyon Blvd.	Chatsworth	91311	(818)700-2971
Therapeutic Living Centers for the Blind Inc.	7915 Lindley Ave.	Reseda	91335	(818)708-1740
United Cerebral Palsy of Los Angeles, Ventura and Santa Barbara Counties	6430 Independence Ave.	Woodland Hills	91367	(818)782-2211
Valley Interfaith Council Inc.	4505 Las Virgenes Canyon Rd., #211	Calabasas	91302	(818)880-4842
Valley Village	20830 Sherman Way	Winnetka	91306	(818)587-9450

### ***Health Coverage for Adults and Children***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Antelope Valley Health Center	335-B E. Ave. K-6	Lancaster	93535	(661)723-4511
Columbus Middle School (School Based Clinic)	22250 Elkwood St.	Canoga Park	91304	(818)702-1270

Glendale Health Center	501 N. Glendale Ave.	Glendale	91206	(818)500-5785
Health Consumer Center	13327 Van Nuys	Pacoima	91331	(800)896-3203
Kennedy High School Based Clinic	11254 Gothic Ave.	Granada Hills	91344	(818)271-2547
Medi-Cal for children for LA County	21415 Plummer St.	Chatsworth	91311	818-718-5003 (818)380-6010
Mid-Valley Comprehensive Health Center	7515 Van Nuys Blvd.	Van Nuys	91405	(818)947-4000
San Fernando Health Center	1212 Pico St.	San Fernando	91340	(818)837-6969
Tarzana Family Resource Center	AT: Tarzana Elementary School	Tarzana	91356	(818)705-4988

### *Heart Disease*

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
American Heart Association	4741 Laurel Canyon Blvd.	Valley Village	91607	(818)984-0004
American Heart Association	816 S. Figueroa St.	Los Angeles	90017	(213)291-7000
American Heart Association	1055 Wilshire Blvd., Ste. 900	Los Angeles	90017	(213)580-1408

### *HIV Services*

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
AHF Healthcare Center – San Fernando Valley	4835 Van Nuys Blvd., Ste. 200	Sherman Oaks	91403	(818)380-2626
El Proyecto del Barrio - Arleta Health Center	8902 Woodman Ave.	Arleta	91331	(818)830-7133
LAC DHS - Olive View UCLA Medical Center and Health Center	14445 Olive View Dr.	Sylmar	91342	(818)364-1555
Los Angeles Mission College	13356 Eldridge Ave.	Sylmar	91342	(818)362-6182
Mary Magdalene Project – Drop in Center	7136 Haskell Ave., Ste. 125	Van Nuys	91406	(818)988-4970
Northeast Valley Health Corporation - Van Nuys HIV Division	6551 Van Nuys Blvd., Ste. 201	Van Nuys	91401	(818)988-6335
Pacifica Hospital of the Valley	9449 San Fernando Rd.	Sun Valley	91352	(818)252-2142
Planned Parenthood Los Angeles- Van Nuys Health Center	7100 Van Nuys Blvd., Ste. 108	Van Nuys	91405	(800)576-5544
Tarzana Treatment – Transitional Housing for Parolees with HIV/ AIDS	7101 Baird Ave.	Reseda	91335	(818)342-5897
Tarzana Treatment Center Inc.	18646 Oxnard St.	Tarzana	91356	(800)996-1051
Valley Community Clinic	6801 Coldwater Canyon Ave.,	North Hollywood	91605	(818)763-1718

**Homeless Services and Shelters**

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
211 L.A. County (formerly Info Line of Los Angeles)				(800)339-6993
Abode Communities	701 East 3rd St., Ste. 400	Los Angeles	90013	(213)629-2702
Aviva Family and Children's Services - Wallis Annenberg Center	1701 Camino Palmero	Los Angeles	90046	(323)876-0550
Aviva Girls Graduate	6603 Whitman Ave.	Van Nuys	91406	(818)781-8020
Beyond Shelter	11243 Glenoaks Blvd., Ste. 3	Pacoima	91331	(818)834-4885
CARE Housing Services Corporation	18757 Burbank Blvd., #102	Tarzana	91356	(818)774-1550
Children of the Night	14530 Sylvan St.	Van Nuys	91411	(818)908-4474 (800)551-1300
Chrysalis	14015 Van Nuys Blvd., Ste. E	Pacoima	91331	(818)794-4200
Corner Stone Christian Ministry	11449 Sproule Ave.	Pacoima	91331	(818)899-5900
Corporation for Better Housing	15303 Ventura Blvd., #1100	Sherman Oaks	91403	(818)905-2430
Department of Public Social Services - Cal Works, West Valley	21415 Plummer St.	Chatsworth	91311	(818)-718-5000 (818)718-5216
Department of Public Social Services (DPSS)	12847 Arroyo St.	Sylmar	91342	(818)837-6393
East Valley Community Action Group - Valley Food Bank	11210 Otsego St.	North Hollywood	91601	(818)980-7370
Habitat for Humanity	11257 Borden Ave.	Pacoima	91331	(818)899-6180
Hábitat for Humanity San Fernando/Santa Clarita Valleys	21031 Ventura Blvd., #610	Woodlands Hills	91364	(818)884-8808
Homeless Health Care Project	7843 Lankershim Blvd.	North Hollywood	91605	(818)765-8656
Housing Authority of Los Angeles	10995 Lehigh Ave.	Pacoima	91331	(818)899-5228
Interfaith Food Pantry Coalition Greater Comm Church	10824 Topanga Canyon Blvd., #7	Chatsworth	91311	(818)718-6460
JFS/ Valley Storefront Senior Center	12821 Victory Blvd.	North Hollywood	91606	(818)984-1380
L.A. County CSS - San Fernando Valley Service Center	7555 Van Nuys Blvd.	Van Nuys	91405	(818)901-3501
L.A. County Victim - Witness Assistance Program San Fernando Valley Branch Office	900 Third St., Room 3rd Floor	San Fernando	91340	(818)898-2404

L.A. Family Housing	7843 Lankershim Blvd.	North Hollywood	91605	(818)982-4091
LAC - Canoga Health Center	7107 Remmet Ave.	Canoga Park	91303	(818)340-3570
Loaves & Fishes II - Van Nuys	14640 Keswick St.	Van Nuys	91405	(818)997-0943
Local District 1 Nursing The Wellness Center - Zelzah Site	6505 Zelzah Ave.	Reseda	91335	(818)654-1670
Los Angeles Family Housing Corp. -Valley Shelter	10995 Lehigh Ave.	Pacoima	91331	(818)982-4091
Lutheran Social Services of Southern California San Fernando/Antelope Valley Area Office	6425 Tyrone Ave.	Van Nuys	91401	(818)901-9480
Manna From Heaven (Valley Vineyard) - Valley Food Bank	6642 Reseda Blvd.	Reseda	91335	(818)343-3626
Many Mansions	1459 E. Thousand Oaks Blvd., Bldg. D	Thousand Oaks	91362	(818)496-4948
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd.	Pacoima	91331	(818)686-7300
Neighborhood Legal Services of Los Angeles County	13327 Van Nuys Blvd.	Pacoima	91331	(818)485-0913
NEVHC - San Fernando Health Center	1600 San Fernando Rd.	San Fernando	91340	(818)365-8086
NEVHC - Sun Valley Health Center	7223 North Fair Ave.	Sun Valley	91352	(818)432-4400
North Valley Caring Services	15435 Rayen St.	North Hills	91343	(818)891-0481
Our Lady of Peace Catholic Church	15444 Nordhoff	North Hills	91343	(818)894-1176
Panorama Baptist Church of Pacoima - Valley Food bank	8767 Woodman Ave.	Arleta	91331	(818)894-2281
Redeemer Lutheran Church	20025 Chase St.	Winnetka	91306	(818)341-1629
Rock of The Valley - Church of Christ in God - Valley Food Bank	7722 Kester Ave.	Van Nuys	91405	(818)781-4156
Salvation Army Corps Community Center - San Fernando Valley	14917 Victory Blvd.	Van Nuys	91411	(818)781-5739
San Fernando Community Clinic MHC Inc. - Homeless CalWORKS Families Project	6842 Van Nuys Blvd. 6th Floor	Van Nuys	91405	(818)908-3855
San Fernando Valley Rescue Mission	13422 Saticoy St.	North Hollywood	91605	(818)785-4476
School Health Services Division SF High School	11133 O'Melveny St.	San Fernando	91340	(818)365-7517
St. Didacus Church Parish Center	14339 Astoria St.	Sylmar	91342	(818)896-0246
St. Elizabeth Service Center Distribution Site	6640 Cedros St.	Van Nuys	91405	(818)779-1775
Sun Valley WorkSource Center	9024 Laurel Canyon Blvd.	Sun Valley	91352	(818)504-1974

Sunland-Tujunga Temporary Aid Center	7747 Foothill Blvd.	Tujunga	91402	(818)352-2421
Tamar House (previously Hope Cottage)	(confidential Site)			(818)505-0900
Tarzana Treatment Center	7101 Baird Ave.	Reseda	91335	(818)342-5897
The Harbor - San Fernando Valley Community Mental Health	5519 Elmer Ave.	North Hollywood	91601	(818)980-7576
Valley Lighthouse Church	6159 Tyrone Ave.	Van Nuys	91401	(818)780-8334
Victim Witness Assistance Program	11640 Burbank Blvd.	North Hollywood	91601	(818)623-4056
Victim Witness Assistance Program	6230 Sylmar Ave.	Van Nuys	91401	(818)374-3075
Volunteer League of the San Fernando Valley Clothes Corner	14603 Hamlin St.	Van Nuys	91411	(818)785-4134
Volunteers of America Greater Los Angeles - Women's Care Cottage (Headquarters)	3600 Wilshire Blvd., Ste. 1500	Los Angeles	90010	(213)500-6013
West Valley Food Pantry	5700 Rudnik Ave.	Woodland Hills	91367	(818)346-6968

### ***Hospitals OSHPD***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Cedars-Sinai Medical Center	8700 Beverly Blvd.	West Hollywood	90048	(310)423-3277
Encino Hospital Medical Center	16237 Ventura Blvd.	Encino	91436	(818)995-5000
Encino-Tarzana Regional Medical Center	18321 Clark St.	Tarzana	91356	(818)881-0800
Glendale Adventist Hospital	1509 Wilson Terrace	Glendale	91206	(818)409-8000
Henry Mayo Newhall Memorial Hospital	23845 McBean Pkwy.	Valencia	91355	(661)253-8000
Joyce Eisenberg Keefer Medical Center	7150 Tampa Ave.	Reseda	91335	(818)774-3000
Kaiser Permanente	13652 Cantara St.	Panorama City	91402	(818)375-2000
Kaiser Permanente Woodland Hills Medical Center	5601 De Soto Ave.	Woodland Hills	91367	(818)719-2000
Loa Angeles County USC Medical Center	1200 N. State St.	Los Angeles	90033	(323)409-1000
Los Angeles Orthopedic Hospital	2400 S. Flower St.	Los Angeles	90007	(213)742-1000
Mission Community Hospital	14850 Roscoe Blvd.	Panorama City	91402	(818)787-2222
Motion Picture & Television Fund Foundation	23388 Mulholland Dr.	Woodland Hills	91364	(855)7606783 (818)876-1900
Northridge Hospital - Behavioral Health/Crisis Services	18300 Roscoe Blvd.	Northridge	91328	(818)885-5484
Pine Grove Behavioral Healthcare System	7011 Shoup Ave.	Canoga Park	91307	(818)348-0500
Providence Holy Cross Medical Center	15031 Rinaldi St.	Mission Hills	91345	(818)365-8051

Providence Tarzana Medical Center	18321 Clark St.	Tarzana	91356	(818)881-0800
Sherman Oaks Hospital and Burn Center	4929 Van Nuys Blvd.	Sherman Oaks	91403	(818)981-7111 (818)904-4580
UCLA Medical Center - Olive View Medical Center	14445 Olive View Dr.	Sylmar	91342	(818)364-1555
UCLA Resnick Neuropsychiatric Hospital	150 UCLA Medical Plaza	Los Angeles	90095	(310)825-9111
Valley Presbyterian Hospital	15107 Vanowen St.	Van Nuys	91405	(818)782-6600
West Hills Hospital And Medical Center	7300 Medical Center Dr.	West Hills	91307	(818)676-4000

### **Hotlines**

<b>Agency</b>	<b>Telephone</b>
Assaults Against Women Bilingual Hotlines	(800)548-2722
Battered Women Crisis Hotline	(818)887-6589
Boys Town National Counseling Hotline	(800)448-3000
CA Office of Family Planning & Information	(800)942-1054
California HMO Center	(800)400-0815
California Missing Children Hotline	(800)222-3463
California Youth Crisis Line	(800)843-5200
Care First Health Plan	(800)544-0088
Chicana Service Action Center	(800)548-2722
Child Abuse/DCFS	(800)540-4000
Child Help USA	(800)422-4453
Community Health Plan (County of L.A.)	(800)475-5550
Crisis Center	(310)392-8381
Crisis Hotline for Runaways Teens	(310)379-3620
Department of Community Services and Development	(866)675-6623 or (800)433-4327
Elder Abuse Hotline	(800)992-1660
Families Anonymous	(800)736-9805
Family Planning Referral Hotline	(800)942-1054
Gay/Lesbian Youth Talk Line	(800)773-5540
Haven Halls Crisis Hotline	(818)887-6589

Health Care Options	(800)430-4263 (800)430-6006 (800) 430-4091 (800)430-3003 (800)430-8008
HealthyCity/Advancement Project	<a href="http://www.healthycity.org">www.healthycity.org</a>
Homework Hotline	(800)527-8839
Jenesse Center	(800)479-7328 or (323)299-9496
Job Opportunities Hotline Bilingual	(800)843-9675
Kaiser Permanente	(800)464-4000
L.A. Care Health Plan	(888)4LA-CARE
L.A. Gay & Lesbian Center Anti-Violence Hotline Legal Services Department	(800)373-2227 or (323)993-7673
Loved Ones of Homicide Victims	(310)629-2551
Medi-Cal Information	(800)541-5555
National Domestic Violence Hotline	(800)799-7233
National Runaway Switchboard	(800)RUN-AWAY or (800)621-4000
Overeaters Anonymous	(818)342-2222
Parent Hotline - Complaint Resource Unity/ Parent Resource Network	(800)933-8133
Parents, Family & Friends of Lesbians and Gays	(888)735-2488
Pesticide Advice National Center	(800)858-7378
Planned Parenthood Locator	(800)230-7526
Poison Control Center	(800)222-1222
Rader Treatment Program	(818)880-3755
Rape and Battering Hotline	(310)392-8381
Substance Abuse	(800)564-6600
Suicide Prevention Center (Didi Hirsch Mental Health Services)	(877)727-4747 or 310-391-1253
Teen Line	(310)855-HOPE /(800)852-8336
ToughLove- Parent Support Line	(954)349-7260
Trevor Help Line	(866)4U-TREVOR
Valley Trauma Center	(818)886-0453
Valley Trauma Center - Battered Persons/Domestic Violence	(818)772-9981
Victims of Crime Resource Center	(800)VIC-TIMS
We Tip Reporting Hotline	(800)782-7463
Weapons on Campus /LAUSD School Police	(213)-625-6631

Winter Shelters Hotline (LAHSA)	(800)548-6047
Youth Talk line/Shelter	(800)773-5540

### ***Housing***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Department of Public Social Services - Cal Works, West Valley	21415 Plummer St.	Chatsworth	91311	(818)718-5000 (818)718-5216
Department of Social Services	3307 N. Glenoaks Blvd.	Burbank	91504	(818)557-4103
Department of Water and Power (DWP)				(800)342-5397
Eviction Defense Center	1930 Wilshire Blvd., Ste. 208	Los Angeles	90057	(213)385-8112
Fair Housing Council	8134 Van Nuys Blvd., #206	Panorama City	91402	(818)373-1185
Habitat for Humanity San Fernando/Santa Clarita Valleys	21031 Ventura Blvd., #610	Woodlands Hills	91364	(818)884-8808
Housing Right Center	3255 Wilshire Blvd., Ste. 1150	Los Angeles	90010	(800)477-5977
Housing Urban Development (HUD)				(800)347-3739
Los Angeles County Department of Consumer Affairs				(213)974-1452
Los Angeles Housing Department				(866)557-7368
Los Angeles Housing Department (LAHD)	1200 West 7th St., Floor 1	Los Angeles	90017	(866)557-7368
San Fernando Valley Neighborhood Legal Services	13327 Van Nuys Blvd.	Pacoima	91331	(818)896-5211
United Cerebral Palsy of Los Angeles, Ventura and Santa Barbara Counties	6430 Independence Ave.	Woodland Hills	91367	(818)782-2211

### ***Legal Assistance***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
Barrister - Los Angeles County Bar Association	1055 West Seventh St., Ste. 2700	Los Angeles	90017	(213)627-2727
Bet Tzedek Legal Services	3250 Wilshire Blvd., 3rd Floor	Los Angeles	90010	(323)939-0506
Los Angeles County Public Defender	900 3rd St. 2nd Floor	San Fernando	91340	(818)898-2440
Los Angeles County Public Defender	16350 Filbert St.	Sylmar	91342	(818)364-2133
Public Council Law Center	610 S. Ardmore Ave.	Los Angeles	90005	(213)385-2977
San Fernando Valley Bar Association	5567 Reseda Blvd.	Tarzana	91356	(818)227-0490

San Fernando Valley Neighborhood Legal Services	13327 Van Nuys	Pacoima	91331	(818)896-5211 or (800)433-6251
Van Nuys Self-Help Legal Access Center	6230 Sylmar Ave., Room A100 (Van Nuys Court House)	Van Nuys	91401	

***Mental Health and Counseling***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
31st District PTSA	17445 Cantlay St.	Van Nuys	91406	(818)344-3581
Asian Pacific Counseling and Treatment Center	15400 Sherman Way Ste., # 220	Van Nuys	91406	(818)267-1100
Because I Love You	18663 Ventura Blvd.	Tarzana	91356	(818)882-4881
Bridges - TruStart	6267 Variel Ave., Ste. B	Woodland Hills	91367	(818)657-0411
Cal Fam - California Family Counseling Center	5445 Balboa Blvd.	Encino	91316	(818)386-5600
Casa de Paz Housing Inc.	1459 E. Thousand Oaks Blvd., Ste. C	Thousand Oaks	91362	Phone unavailable
Center for Hope and Health	7334 Topanga Canyon. Blvd. #213	Canoga Park	91303	(818)708-8541 or (818)884-0910
Center for Psychological Services (Catholic Charities of LA)	7120 Hayvenhurst Ave. #200	Van Nuys	91406	(818)883-6015
Child and Family Center-Newhall 304 Office	23504 Lyons Ave. Ste. 304	Santa Clarita	91321	(661)286-2562
Child and Family Guidance Center	9650 Zelzah Ave.	Northridge	91325	(818)993-9311 (800)422-4453
Child and Family Guidance Center - Family Stress Center	16861 Parthenia St.	North Hills	91343	(818)830-0200
Child and Family Guidance Center -Van Nuys Office	6851 Lennox Ave. Ste. 100	Van Nuys	91405	(818)830-3270
Counseling Family Focus Resource Center	18111 Nordhoff St.	Northridge	91324	(818)677-5575
Counseling West	20700 Ventura Blvd., Ste. 210	Woodland Hills	91364	(818)990-9898 or (818)999-6164
CSUN Community Counseling and Resource Institute (Mitchell Family Counseling Clinic)	18111 Nordhoff St.	Northridge	91324	(818)677-2568
Down Syndrome Association of Los Angeles	16461 Sherman Way #180	Van Nuys	91406	(818)786-0001
El Centro de Amistad	566 S Brand Blvd.	San Fernando	91340	(818)898-0223
El Centro de Amistad	6800 Owensmouth Ste. 310	Canoga Park	91401	(818)347-8565

El Nido Family Centers - Administrative Office	10200 Sepulveda Blvd., Ste. 350	Mission Hills	91345	(818)830-3646
El Proyecto del Barrio/Family Health Care Clinic	20800 Sherman Way	Canoga Park	91304	(818)883-2273
Family Focus Resource Center -Antelope Valley	1028 W. Ave. L-12, Ste. 107	Lancaster	93534	(661)945-9598
Family Phases Counseling	21243 Ventura Blvd., Ste. 121	Woodland Hills	91364	(818)883-9962
Family Stress Center	16861 Parthenia St.	North Hills	91406	(818)830-0200
Friends of the Family	15350 Sherman Way #140	Van Nuys	91406	(818)988-4430
Hillview Mental Health Center Inc.	12450 Van Nuys Blvd.	Pacoima	91331	(818)896-1161
Imagination Connection	9667 Natick Ave.	North Hills	91343	(818)522-7904
Jewish Family Service of the San Fernando Valley	22622 Vanowen St.	West Hills	91307	(818)464-3333
LAC DMH - West Valley Mental Health Center	7621 Canoga Ave.	Canoga Park	91304	(818)610-6700
LAUSD Mental Health	6651 Balboa Blvd.	Van Nuys	91406	(818)997-2640
Mitchell Family Counseling Clinic	18111 Nordhoff St.	Northridge	91324	(818)677-2568
NAMI -San Fernando Valley	14545 Sherman Cir.	Van Nuys	91405	(818)994-6747
New Directions for Youth, Inc.	7315 N Lankershim Blvd.	North Hollywood	91605	(818)503-6330
New Horizons Housing and Independent Living	15725 Parthenia St.	North Hills	91343	(818)894-9301
North Los Angeles County Regional Center	15400 Sherman Way. #170	Van Nuys	91406	(818)778-1900
Our House	21860 Burbank Blvd. Ste. #195	Woodland Hills	91367	(818)222-3344
Personal Growth Institute Inc.	5536 Tampa Ave.	Tarzana	91356	(818)609-9989
Phillips Graduate Institute/ CalFam Counseling Center	18757 Burbank Blvd.	Tarzana	91356	(818)654-1700
San Fernando Valley Child Guidance Clinic	9650 Zelzah Ave.	Northridge	91325	(818)993-9311
San Fernando Valley Community Mental Health Center - Center for Family Living	14545 Sherman Cir.	Van Nuys	91405	(818)901-4854
San Fernando Valley Counseling Center	8350 Reseda Blvd	Northridge	91324	(818)341-1111
Suicide Unit, Los Angeles Unified School District /Valley School Mental Health Clinic	6651 Balboa Blvd.	Van Nuys	91406	(818)705-7326 818-997-2640
Tarzana Treatment Centers	18646 Oxnard St.	Tarzana	91356	(818)996-1051
The Help Group	15339 Saticoy St	Van Nuys	91405	(818)267-2747
Valley Community Clinic	6801 Coldwater Canyon Ave., Ste. 1B	North Hollywood	91605	(818)763-8836
Valley Community Treatment Center	22110 Roscoe Blvd., Ste. 204	Canoga Park	91304	(818)713-8700

Valley Coordinated Children's Services	19231 Victory Blvd., #110	Reseda	91335	(818)708-4500
Valley Counseling	17547 Ventura Blvd., #310	Encino	91316	(818)995-0368
Valley Family Center	302 S Brand Blvd.	San Fernando	91340	(818)365-8588
Valley Trauma Counseling Center	7116 Sophia Ave.	Van Nuys	91406	(818)756-5330
Valley Women's Center	14430 Sherman Way	Van Nuys	91405	(818)785-9119
Veterans Administration Greater L.A Healthcare System - Sepulveda Ambulatory Care Center	16111 Plummer St.	North Hills	91343	(818)891-7711
West Valley Mental Health Center	7621 Canoga Ave.	Canoga Park	91304	(818)598-6900
Yes ICAN (International Child Abuse Network)	7657 Winnetka Ave., #155	Canoga Park	91306	(888)224-4226

### ***Parenting Education Resources***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
31st District PTSA - Parent - Teacher- Student Association	17445 Cantlay St.	Van Nuys	91406	(818)344-3581
El Centro de Amistad	6800 Owensmouth Ave.	Canoga Park	91303	(818)347-8565
Friends of the Family/Young Moms	15350 Sherman Way, #140	Van Nuys	91406	(818)988-4430
LAUSD - Division of Adult and Career Education	6200 Winnetka	Woodland Hills	91364	(818)346-3540
LAUSD - Division of Adult and Career Education	333 S Beaudry Ave.	Los Angeles	90017	(213)62-LEARN

### ***Pregnant and Parenting Teens***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
EL Nido Family Center	13460 Van Nuys	Pacoima	91331	(818)896-7776
El Nido Family Centers	10200 Sepulveda Blvd. #350	Mission Hills	91345	(818)830-3646
Friends of the Family	15350 Sherman Way #140	Van Nuys	91406	(818)988-4430
LA Best Babies Network	1401 South Grand Ave., PHR Bldg., 3rd Floor	Los Angeles	90015	(213)250-7273
Los Angeles Unified School District	333 S. Beaudry Ave.	Los Angeles	90017	(213)241-1000
McAllister High School (located at Lokrantz Special Education Center)	7325 Calvin	Reseda	91335	(818)886-2573
McAllister High School (located at San Fernando High School)	11011 O'Melveny	San Fernando	91340	(818)365-0731

Mission City Community Clinic, Inc.	4842 Hollywood Blvd.	Los Angeles	90027	(323)644-1110
Pediatric Health & WIC Center	7138 Van Nuys Blvd.	Van Nuys	91405	(818)778-6240
Planned Parenthood Los Angeles Canoga Park Health Center	21001 Sherman Way, Ste. 9	Canoga Park	91303	(800)576-5544
Pregnancy Counseling Center	10211 Sepulveda Blvd.	Mission Hills	91345	(818)895-2500
Project SAFE - The Help Group	6455 Coldwater Canyon Blvd.	Valley Glen	91606	(818)623-6383 or (818)623-6382
Valley Community Clinic	6801 Coldwater Cyn.	North Hollywood	91605	(818)763-8836

***Prenatal Education and Services***

Agency	Address	City	Zip	Telephone
Samuel Dixon Family Health Center- Newhall	23772 Newhall Ave.	Newhall	91321	(661)291-1777

***Senior Services***

Agency	Address	City	Zip	Telephone
Alicia Broadous Duncan M/P Senior Center	11300 Glenoaks Blvd.	Pacoima	91331	(818)834-6100
Ararat Nursing Home	15099 Mission Hills Rd.	Mission Hills	91345	(818)837-1800
Arthritis Foundation	800 W. 6th St., Ste. 1250	Los Angeles	90017	(800)954-2873 or (323)954-5750
Canoga Park Senior Center	7326 Jordan Ave.	Canoga Park	91303	(818)340-2633
El Project del Barrio	9140 Van Nuys Blvd.	Panorama City	91402	(818)895-0824
El Proyecto del Barrio/Family Health Care Clinic	20800 Sherman Way	Canoga Park	91304	(818)883-2273
Guadalupe Center	6933 Remmet Ave.	Canoga Park	91303	(818)340-2050
JFS/ Valley Storefront Senior Center	12821 Victory Blvd.	North Hollywood	91606	(818)984-1380
Joyce Eisenberg Keefer Medical Center	7150 Tampa Ave.	Reseda	91335	(818)774-3000
Meet Each Need With Dignity (MEND)	10641 N. San Fernando Rd.	Pacoima	91331	(818)686-7300
NEVHC - Pacoima Health Center and WIC Site	12756 Van Nuys Blvd.	Pacoima	91331	(818)270-9777
Northeast Valley Health Corporation (NEVHC) - LAC - Canoga Park Health Center	7107 Remmet Ave.	Canoga Park	91303	(818)270-9777
ONEgeneration	17400 Victory Blvd.	Van Nuys	91406	(818)705-2345
ONEgeneration – Senior Enrichment Center	18255 Victory Blvd.	Reseda	91335	(818)705-2345
Partners in Care Foundation	732 Mott St., Ste. 150	San Fernando	91340	(818)837-3775

Providence Senior Outreach Programs	501 S. Buena Vista St.	Burbank	91505	(818)843-5111
Santa Clarita Valley Senior Center	22900 Market St.	Santa Clarita	91321	(661)259-9444
Sherman Oaks/East Valley Adult Center	5060 Van Nuys Blvd.	Sherman Oaks	91403	(818)981-1284
Sherman Oaks - SAGE Program	4929 Van Nuys Blvd.	Sherman Oaks	91403	(818)981-7111
The Adult Skill Center	17400 Vanowen St.	Van Nuys	91406	(818)996-3761
Valley Interfaith Council	4505 Las Virgenes Rd. #211	Calabasas	91302	(818)880-4842
Valley Interfaith Council	10824 Topanga Cyn. Blvd., #7	Chatsworth	91311	(818)718-6460
Valley Village	20830 Sherman Way	Winnetka	91306	(818)587-9450

***Sexual Transmitted Diseases Services***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
LAC DHS - Mid Valley Comprehensive Health Center	7515 Van Nuys Blvd.	Van Nuys	91405	(818)947-4000
LAC DPH - North Hollywood Public Health Center	5300 Tujunga Ave.	North Hollywood	91601	(818)487-0063
Mission City Community Network - Northridge	8363 Reseda Blvd. Ste. 11	Northridge	91324	(818)998-3579
NEVHC – LAC Canoga Park Health Center	7107 Remmet Ave.	Canoga Park	91303	(818)270-9777
Planned Parenthood Los Angeles - Van Nuys Health Center	7100 Van Nuys Blvd. Ste. 108	Van Nuys	91405	(800)576-5544
Planned Parenthood Los Angeles Canoga Park Health Center	21001 Sherman Way, Ste. 9	Canoga Park	91303	(800)576-5544
Valley Community Clinic	6801 Coldwater Canyon Ave. Ste. 1B	North Hollywood	91605	(818)763-1718

***Weight and Nutrition***

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
NEVHC -Newhall WIC Site	23630 Newhall Ave.	Newhall	91321	(818)361-7541
Santa Clarita Valley Senior Center	22900 Market St.	Santa Clarita	91321	(661)259-9444

### *Youth Development*

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Telephone</b>
31st District PTSA	17445 Cantlay St.	Van Nuys	91406	(818)344-3581
BookEnds	6520 Platt Ave. #331	West Hills	91307	(818)716-1198
Boy Scouts of America - Western L.A.County Council	16525 Sherman Way Ste. C-8	Van Nuys	91406	(818)785-8700
Boys & Girls Club of Conejo and Las Virgenes	5137 Clareton Dr. #210	Agoura Hills	91301	(818)706-0905
Boys & Girls Club of the West Valley	7245 Remmet Ave.	Canoga Park	91303	(818)610-1054
Child Care Resource Center (CCRC)	20001 Prairie St.	Chatsworth	91311	(818)717-1000
Child Development Institute	6340 Variel Ave. Ste. A	Woodland Hills	91367	(818)888-4559
Gymnastics Olympica USA Inc.	7735 Haskell Ave.	Van Nuys	91406	(818)785-1537
LAPD Devonshire PALS	8721 Wilbur Ave.	Northridge	91324	(818)885-6432
Stone Soup- Child Care Programs	15910 Ventura Blvd. #1702	Encino	91436	(818)905-1441
Students Run LA	5252 Crebs Ave.	Tarzana	91356	(818)654-3360
West Valley Soccer League/Real So. Cal	P.O. Box 8842	Calabasas	91302	(818)999-9875
YMCA - North Valley	11336 Corbin Ave.	Northridge	91326	(818)368-3231

### *Parks and Recreations*

<b>Park</b>	<b>Street</b>	<b>City</b>	<b>Zip Code</b>
Aliso Canyon Park	18041 Rinaldi St.	Northridge	91326
Alizondo Drive Park	Mulholland and Alizondo	Woodland Hills	91364
Balboa Park	6300 Balboa Blvd	Van Nuys	91406
Bell Canyon Park	24501 Highlander Rd.	Canoga Park	91307
Blythe Street Park	14740 Blythe St.	Panorama City	91402
Brand Park (A.K.A Mission Park)	15174 San Fernando Mission Rd.	Mission Hills	91345
Branford Park	13310 Branford St.	Pacoima	91331
Browns Creek Park	Browns Canyon Rd.	Chatsworth	91311
Carey Ranch	Laurel Canyon Blvd. & Aztec St.	Mission Hills	91342
Chase Park	22525 Chase St.	Canoga Park	91304
Chatsworth Oaks Park	9301 Valley Circle Blvd.	Chatsworth	91311
Chatsworth Park North	22300 Chatsworth St.	Chatsworth	91311
Cohasset-Melba Park	7449 Melba Ave.	West Hills	91307

Dearborn Park	17141 Nordhoff St.	Northridge	91325
Delano Park	15100 Erwin St.	Van Nuys	91411
Devonshire/Arleta Park	14215 West Devonshire St.	Pacoima	91331
Devonwood Park	10230 Woodman Ave.	Panorama City	91402
Eddleston Park	11820 Reseda Blvd.	Reseda	91335
Encino Park	16953 Ventura Blvd.	Encino	91316
Fehlhaber-Houk Park	9521 Tujunga Canyon Blvd.	Tujunga	91042
Finn (Howard) Park	7747 Foothill Blvd.	Sunland	91042
Four Oaks Park	Melba Ave. & Cohasset St.	West Hills	91307
Garvanza Park	6240 Meridian St.	Los Angeles	90042
Haines Canyon Park	South Terminus Canyon Avenue (Foothill-Haines Canyon)	Tujunga	91402
Hartland Mini Park	Hartland & Woodman	Van Nuys	91605
Jessie Owens Mini Park	7100 White Oak	Reseda	91335
Jessup (Roger) Park	12467 West Osborne	Pacoima	91331
Kagel Canyon Park	11435 Kagel Canyon St.	Sylmar	91342
Kittridge Mini-Park	Kittridge & Greenbush	Van Nuys	91401
Knapp Ranch Park	25000 Kittridge	West Hills	91307
Libbit Park	5101 Libbit Ave.	Encino	91436
Limekiln Park	10300 Limekiln Canyon Rd.	Northridge	91326
Louise Park	7140 Louise Ave.	Van Nuys	91406
Mae Boyer Park	23936 Highlander Rd.	Canoga Park	91307
Mason Park	10500 Mason Ave.	Chatsworth	91311
Moonshine Canyon Park	West of Tampa Ave. and South of Sesnon	Northridge	91326
Moorpark Park	12061 Moorpark St.	Studio City	91604
North Hills Community Park	8756 Parthenia Place	North Hills	91343
O'Melveny Park	17300 Sesnon Blvd.	Granada Hills	91344
Panorama Park	8600 Hazeltine Ave.	Panorama City	91402
Parthenia Park	21444 Parthenia St.	Canoga Park	91304
Paxton Park	10731 Laurel Canyon Blvd.	Pacoima	91331
Porter Ridge Park	Reseda Blvd & Sesnon Blvd.	Northridge	91326
Quimby (John) Park	7008 Desoto Ave.	Canoga Park	91303

Reseda Parks	18411 Victory Blvd.	Reseda	91335
Ritchie Valens Park	10731 Laurel Canyon Blvd.	Pacoima	91331
Roscoe/Valley Circle Park	Valley Circle Roscoe Blvd.	Los Angeles	91307
Runnymede Park	20200 Runnymede St.	Winnetka	91306
Sepulveda Basin Dog Park	17550 Victory Blvd	Encino	91316
Sepulveda Park West	8756 Parthenia Pla.	North Hills	91343
Sepulveda Recreation Center	8801 Kester Ave.	Panorama City	91402
Serrania Avenue Park	20864 Wells Dr.	Woodland Hills	91364
Shadow Ranch Park	22633 Vanowen St.	West Hills	91307
Slavin (Jaime Beth) Park	12500 Strathern St.	North Hollywood	91605
Stetson Ranch Park	13877 Glenoaks Blvd.	Sylmar	91342
Stoney Point Park	Topanga Cyn Blvd and Chatsworth St. & 118 Fwy	Chatsworth	91311
Strathern Park North	Strathern and Whitsett	Sun Valley	91605
Strathern Park West	12541 Saticoy St.	Sun Valley	91605
Studio City Mini Park	12505 Moorpark St. at Whitsett Ave.	Studio City	91604
Sun Valley Park	8133 Vineland Ave.	Sun Valley	91352
Sylmar Park	13109 Borden Ave.	Sylmar	91342
Taxco Trails Park	23367 Ingomar St.	West Hills	91304
Valley Circle/Hillhurst Drive Park	24220 1/2 Clarington	Los Angeles	91304
Valley Glen Community Park	Erwin St. & Ethel Ave.	Van Nuys	91436
Valley Plaza Park	12240 Archwood St.	North Hollywood	91606
Valley Village Park	200 Westpark Dr.	North Hollywood	91601
Van Nuys/Sherman Oaks Recreation Center	14201 Huston St.	Sherman Oaks	91423
Vanalden Park	8956 Vanalden	Northridge	91324
Viking Park	Viking and Nau	Northridge	91326
Warner Center Park	21820 Califa Ave. (5800 Topanga Cyn Blvd.)	Woodland Hills	91367
West Valley Park	6731 Wilbur Ave.	Reseda	91335
Whitsett Fields Park	12240 Archwood St.	North Hollywood	91605
Woodbridge Park	11240 Moorpark St.	Studio City	91602
Woodley Park	6350 Woodley Ave.	Van Nuys	91436
Zelzah Park	11690 Zelzah Ave.	Granada Hills	91344



## APPENDIX D

### Primary Data Collection Instruments

#### Key Informant Interview Questions

Thank you for agreeing to be a Key Informant. VCCC is conducting multiple needs assessments so the information you share will be part of a larger SPA 2 Community Health Needs Assessment Report as well as part of some specific hospital reports if your services are provided within their hospital service areas.

1. What are the most significant health problems in the community you serve? What ages and ethnic groups are affected by the issue?
2. What are the most significant educational/environmental & socio-economic factors affecting the community? What ages and ethnic groups are impacted?
3. What are the most risky behaviors affecting the community? What age groups most impacted?
4. What other problems or concerns affect the health of your clients/patients/people you serve? What age and ethnic group is most impacted?
5. What are the common concerns/issues you and/or your staff hear from your patients/clients?
6. If you could prioritize the issues in your community, what are the top 5 issues? Please rank the issues 1 being the most important and 5 being the least important.
7. You have shared a list of concerns, what are some of the community resources/assets that you are aware of that could help address the issues identified as a health need?
8. What are some of the barriers to accessing care?
9. What solutions would you like to share to address the identified community needs?
10. Thank you for participating as a key informant. Do you have any final health needs and or solutions you would like to offer?

## Appendix D 1: Focus Group Questionnaire

### *Focus Group Questions*

#### **Problems and concerns**

1. What are the most significant health problems in the community? What ages and ethnicities are most affected by the issue?
2. What is the most significant educational/environmental/socio-economic factors affecting the community. Who is most impacted?
3. What are the most risky health behaviors affecting the community? What age and ethnicity is most impacted?
4. What other problems or concerns are affecting the community?

#### **Resources and Barriers**

1. Reviewing the list of problems you mentioned, what are some the existing community resources to support the community to address the issues?
2. What are some of the barriers to accessing these resources?

#### **Solutions**

1. Suggest some possible solutions to the issues

#### **Prioritization**

1. Again reviewing the list, what are some of your suggestions for prioritization of the concerns/solutions listed?
2. Suggest methods for prioritization of issues?
3. What can be realistically accomplished?
4. Please prioritize the top 10 issues and concerns that you think need immediate attention.

## LACDHS Clinician Focus Group

- 1.) Physician's Age (multiple choice)
  - a. 25-34 years
  - b. 35-44 years
  - c. 45-54 years
  - d. 55-64 years
  - e. 65+
- 2.) Physician Specialty (fill in the blank)
- 3.) Physician Office Location- Choose all that apply (multiple choice)
  - a. OliveView
  - b. MVCHC
  - c. Glendale HC
  - d. SFHC
- 4.) What is your perception of the health of your patients? (multiple choice)
  - a. Very Poor
  - b. Poor
  - c. Fair
  - d. Average
  - e. Good
  - f. Excellent
- 5.) What percentage of your patients do you think are uninsured? (multiple choice)
  - a. 0-5%
  - b. 5-10%
  - c. 10-25%
  - d. 25-50%
  - e. 50-75%
  - f. More than 75%
- 6.) What do you think are the risky behaviors of your patients? (multiple choice)
  - a. Smoking
  - b. Alcoholism
  - c. Narcotics
  - d. Prescription drug abuse
  - e. Over the counter drug abuse
  - f. Poor diet
  - g. Sedentary lifestyle
  - h. Other
- 7.) What are the chronic diseases you see in the low-income communities? Choose all that may apply (multiple choice)
  - a. Diabetes
  - b. Hypertension
  - c. Cardiovascular Disease
  - d. Stroke
  - e. Cancer
  - f. Other
- 8.) In the 2010 CHNA we identified the following areas as greatest need- Rank the top Four (priority ranking)
  - a. Housing that is affordable
  - f. Transportation

- b. Home care and long term care
  - c. Dental care: Affordable & Accessible
  - d. Health insurance that is affordable in portable
  - e. Mental health services: Affordable and accessible
  - g. Primary medical care
  - h. Chronic disease management
  - i. Case management for individuals and families
  - j. Wellness, screening and prevention programs
- 9.) How many years of experience do you have working with vulnerable population? (multiple choice)
- a. 0-1 years
  - b. 1-2 years
  - c. 2-3 years
  - d. 3-4 years
  - e. 4-5 years
  - f. 5+

## Appendix D 2: Community Survey Questionnaire

Valley Care Community Consortium (VCCC)

2013 Community Health Survey

7515 Van Nuys Blvd 5<sup>th</sup> Floor

Van Nuys, CA 91405

To preserve your confidentiality, do not put your name or other personal identifiers on the survey. If you are at least 18 years of age, please take a few minutes to complete the survey below. The purpose of the survey is to create a snapshot of the health of the communities in which you live. Information gathered by the Community Health Needs Assessment can then be used for planning, programs and community benefit resource allocation. The results of the questionnaire will help identify problematic key issues that will be addressed through community input. If you have any questions about this survey, please call 818-947-4040. Make your opinion count by completing this survey. Thank you.

1) Zip code: \_\_\_\_\_

2) City: \_\_\_\_\_

3) Age: (Please check one)  
\_\_\_\_ 25 or less      \_\_\_\_ 26-39      \_\_\_\_ 40-54      \_\_\_\_ 55-64      \_\_\_\_ 65 or older

4) Sex: (Please check one) \_\_\_\_ Female  
\_\_\_\_ Male

5) Ethnic group you most identify with: (Please check one)

\_\_\_\_ African America/Black      \_\_\_\_ Asian/Pacific Islander  
\_\_\_\_ Hispanic/Latino      \_\_\_\_ Native American  
\_\_\_\_ White/Caucasian      \_\_\_\_ Other: \_\_\_\_\_

6) Marital Status: (Please check one)

\_\_\_\_ Married      \_\_\_\_ Divorced/Separated      \_\_\_\_ Single      \_\_\_\_ Widow/Widower      \_\_\_\_ Domestic Partners

7) Education: (Please check one)

- Less than High School                       Some college  
 High School diploma/GED                       College degree or higher

**8) What is your household income? (Check one)**

- Less than \$20,000                       \$20,000 to \$39,999  
 \$40,000 to \$59,999                       \$60,000 to \$79,999  
 \$80,000 or higher

**9) How do you primarily pay for your health care? (Check all that apply)**

- Cash (No Insurance)                       Healthy Way LA  
 Health insurance (e.g., private insurance, Humana, Anthem, etc.)                       Veterans' Administration/Military  
 Medicaid                       Don't go to a Doctor because I can't pay  
 Medicare with or without Medicare supplemental coverage                       Other: \_\_\_\_\_

**10) During the past 12 months, was there any time when you needed to see a doctor, but could not because of the cost? (Check one)**

- Yes                       No

**11) During the past 12 months, was there any time that you did not have any health insurance or coverage? (Check one)**

- Yes                       No

**12) Where do you go to most often when you are sick or need advice about your health? Please check only one. (Check one)**

- Doctor's Office/Family Doctor                       Community Clinic  
 Local health department                       Hospital emergency room  
 Urgent care center                       Free Clinic  
 Hospital outpatient clinic                       Other: \_\_\_\_\_

**13) Which of the following best describes your typical daily physical activity level? (Check one)**

- No Activity                       Active  
 Limited                       Very Active  
 Moderate

**14) Compared to a year ago, how is your health now? (Check one)**

Much better now than 1 year ago       About the same  
 Better now than 1 year ago       Worse now than 1 year ago

**15) How would rate your own personal health? (Check one)**

Excellent       Fair  
 Very Good       Poor  
 Good

**16) Considering all types of alcoholic beverages, how many times during the past 30 days did you have 5 or more drinks in a day? (Check one) (8oz wine, 12oz beer, 1.5oz shot)**

None       6-10 times  
 1-5 times       More than 10 times

**17) How many cigarettes do you smoke per day? (Check one)**

Per Day

**18) Have you ever been told by a doctor, nurse, or other health professional that you are overweight or obese?**

Yes       No

**19) Have you ever been told by a doctor, nurse, or other health professional that you have high blood pressure?**

Yes       No

**20) Have you ever been told by a doctor, nurse, or other health professional that your blood cholesterol is high?**

Yes       No

**21) Have you ever been told by a doctor that you have diabetes?**

Yes       Yes, but only during pregnancy       No

**22) Have you ever been diagnosed with a mental health disorder?**

Yes       No

**23) How do you rate your mental health? (Select one choice that fits best)**

Excellent       Very Good       Good       Fair       Poor

**24) On how many of the past 7 days did you exercise or participate in physical activity for at least 20 minutes that made you sweat or breathe hard, such as basketball, soccer, running, swimming laps, fast bicycling, fast dancing, or similar aerobic activities? (Check one)**

0  1  2  3  4  5  6  7

**25) Yesterday, how many times did you eat vegetables? (Check one)**

**DO count:** Cooked and uncooked vegetables; salads; and boiled, baked and mashed potatoes.

**DO NOT count:** French fries, potato chips, or lettuce that is on a sandwich or sub.

I did not eat vegetables yesterday

1 time  2 times  3 times  5 or more

**26) Yesterday, how many cans or glasses of non-diet soda did you drink? (Check one)**

**DEFINITION:** A non-diet soda is a soda with sugar in it, such as Coke, Pepsi®, Sprite®, ginger ale, or root beer. Count a 20-ounce bottle as 2 glasses.

I did not drink any non-diet soda yesterday

2 cans or glasses

1 can or glass

3 or more cans or glasses

**27) How often do you eat at fast food restaurants?**

4 or more times per week

Less than 1 per week

1-3 per week

Never

**28) What type of medical provider do you use for routine care? (Check all that apply)**

Family doctor

Emergency Room/Hospital

Community Health Center/Clinic

Specialist

Health Department

Other: \_\_\_\_\_

**29) What concerns you most about health within your community? (Select 5 concerns; rate 1-5 with 1 being the most concerning and 5 being the least concerning)**

Aging problems

Infant death

High blood Pressure

Cancers

Infectious Disease

HIV/AIDS

Child abuse/neglect

Mental health problems

Obesity

Dental Problems

Motor vehicle crash injuries

Teenage pregnancy

Diabetes

Rape/Sexual assault

Homicide

- Domestic violence
- Firearm-related injuries
- Heart disease and stroke
- Respiratory diseases
- Sexually transmitted diseases
- Suicide
- Other: \_\_\_\_\_

**30) What source do you primarily use to get your health-related information? (Check one)**

- Friends and family
- Doctor/nurse
- Pharmacist
- Church
- Internet
- My child's school
- Hospital
- Health department
- Help lines
- Books/magazines
- Other: \_\_\_\_\_

**31) How safe is your neighborhood?**

- Very safe
- Somewhat safe
- Somewhat unsafe
- Very safe

**32) How safe is it to walk or play in the neighborhood park?**

- Very safe
- Somewhat safe
- Somewhat unsafe
- Very safe

**33) Are you satisfied with the health care system in your County? (Consider health care options, access, cost, availability, quality, etc.) (Circle One)**

Very Unsatisfied      1              2              3              4              Very Satisfied

**34) What 2 health topic(s)/ disease(s) would you like to learn more about?**

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**35) What services are needed in your community to create a healthier community?**

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Please return completed survey to person conducting the survey or by mail to VCCC 7515 Van Nuys Blvd. Van Nuys, CA 91405  
Attention: Joni Novosel

Thank you for your time and valuable feedback.

**Valley Care Community Consortium (VCCC)**

**2013 Community Health Survey**

**7515 Van Nuys Blvd 5<sup>th</sup> Floor**

**Van Nuys, CA 91405**

**Para preservar su confidencialidad, no ponga su nombre u otros identificadores personales en la encuesta.** Si usted tiene por lo menos 18 años de edad, por favor tome unos minutos para completar la siguiente encuesta. El propósito de la encuesta es de crear una instantánea de la salud en las comunidades en las que viven. La información recogida por Evaluación de Necesidades Comunitarias De Salud se puede utilizar para la planificación de programas y beneficios de la comunidad de asignación de recursos. Los resultados de la encuesta ayudará a identificar claves problemáticas que se abordarán a través de aportes de la comunidad. Si usted tiene alguna pregunta sobre esta encuesta, por favor llame al 818-947-4040. Haga que su opinión cuente al completar esta encuesta. Gracias.

1) Código Postal: \_\_\_\_\_

2) Ciudad: \_\_\_\_\_

3) Edad: (por favor marque uno)

\_\_\_\_ 25 o menos                      \_\_\_\_ 26-39  
\_\_\_\_ 40-54                              \_\_\_\_ 55-64                      \_\_\_\_ 65 años o más

4) Sexo: (Por favor marque uno)

\_\_\_\_ Masculino    \_\_\_\_ Femenino

5) El grupo étnico se identifica más con: (Marque uno)

\_\_\_\_ Americano Africano/Negro                      \_\_\_\_ Asiático/de las Islas del Pacífico  
\_\_\_\_ Hispano/Latino                                      \_\_\_\_ Nativo Americano  
\_\_\_\_ White/Caucásico                                      \_\_\_\_ Otro: \_\_\_\_\_

6) Estado civil: (Por favor marque uno)

\_\_\_\_ Casado    \_\_\_\_ Divorciado/Separado    \_\_\_\_ Soltero    \_\_\_\_ Viuda/Viudo    \_\_\_\_ Viven juntos/no casado(a)    \_\_\_\_ Parejas de Hecho

7) Educación: (Marque uno)

- Menos de la Escuela Secundaria
- Diploma de Escuela Secundaria / GED
- Alguna experiencia el la universidad
- Titulo de la universidad o superior

8) ¿Cuál es su ingreso familiar? (Marque uno)

- Menos de \$ 23,050
- \$ 23,051 a \$ 40,338
- \$ 40,339 a \$ 57,625
- \$ 57,626 a \$ 80,675
- \$ 80,676 a \$ 92,200
- Más de \$ 92,201

9) ¿Cómo principalmente paga por su cuidado de salud? (Por favor, marque todas las que apliquen)

- Cash (No seguros)
- Seguro de Salud (por ejemplo, seguro privado, Humana, Anthem, etc.)
- Medicaid
- Medicare con o sin cobertura de Medicare suplementario
- Healthy Way LA
- Administración de Veteranos/ Militar
- No va al médico porque no pueden pagar
- Otros: \_\_\_\_\_

10) Durante los últimos 12 meses, ¿hubo algún momento en que necesitó consultar a un médico, pero no pudo debido al costo? (Marque uno)

- Si  No

11) Durante los últimos 12 meses, ¿hubo algún momento en que usted no tubo seguro de salud o cobertura? (Marque uno)

- Si  No

12) Donde usted va la mayoría de veces cuando usted está enfermo o necesita un consejo sobre su salud? Por favor, marque sólo una. (Marque uno)

- Oficina de Doctor/Doctor Familiar  Clínica de la Comunidad
- Departamento de salud local
- Sala de emergencia

- Centro de Atención Urgente
- Clínica Gratuita
- Hospital de pacientes externos
- Otros:

13) ¿Cuál de las siguientes opciones describe mejor el típico nivel diario de actividad física? (Marque uno)

- No Actividad
- Limitado
- Moderado
- Activo
- Muy activo

14) En comparación con hace un año, ¿cómo está su salud? (Marque uno)

- Mucho mejor ahora que hace 1 año
- Mejor ahora que hace 1 año
- Casi igual que hace 1 año
- Peor ahora que hace 1 año

15) ¿Cómo calificaría su salud personal? (Marque uno)

- Excelente
- Muy Bien
- Bien
- Razonable
- Mal

16) Teniendo en cuenta todos los tipos de bebidas alcohólicas, ¿cuántas veces en los últimos 30 días a tomado 5 o más bebidas en un día? (Marque uno) (8 oz de vino, cerveza 12oz, una copa de 1.5 oz)

- Ninguna vez
- 1-5 veces
- 6-10 veces
- Mas de 10 veces

17) ¿Cuántos cigarrillos fuma al día? \_\_\_\_\_

18) ¿Alguna vez le ha dicho un medico, enfermera u otro profesional de salud que usted esta sobrepeso u obeso?

\_\_\_\_\_ Sí \_\_\_\_\_ No

19) ¿Alguna vez le ha dicho un medico, enfermera u otro profesional de salud que tiene la presión arterial alta?

\_\_\_\_\_ Sí \_\_\_\_\_ No

20) ¿Alguna vez le ha dicho un medico, enfermera u otro profesional de salud que su colesterol es alto?

\_\_\_\_\_ Sí \_\_\_\_\_ No

\*21) ¿Alguna vez le ha dicho un médico que tiene diabetes?

\_\_\_\_\_ Sí \_\_\_\_\_ Sí, pero sólo durante el embarazo \_\_\_\_\_ No

22) ¿Alguna vez ha sido diagnosticado con un trastorno de salud mental?

\_\_\_\_\_ Yes \_\_\_\_\_ No

23) ¿Cómo calificaría usted su salud mental? (Seleccione una opción que se ajusta mejor)

\_\_\_\_\_ Excelente \_\_\_\_\_ Muy bien \_\_\_\_\_ Bien \_\_\_\_\_ Razonable \_\_\_\_\_ Mal

24) ¿En cuántos de los últimos 7 días a hecho ejercicio o participo en actividad física por lo menos 20 minutos que lo/la hizo sudar o respirar fuerte, como el baloncesto, el fútbol, correr, natación, bicicleta rápida, baile rápido, o actividades aeróbicas similares?

(Marque uno)

\_\_\_\_\_ 0 \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ 7

25) Ayer, ¿cuántas veces comiste verduras? (Marque uno)

**SI cuente:** los vegetales cocidos y crudos, ensaladas, hervidas, al horno y puré de papa.

**NO cuente:** papas francesas, papas fritas, lechuga o que está en un sándwich o sub.

\_\_\_\_\_ No Comí verduras ayer

\_\_\_\_\_ 1 Vez \_\_\_\_\_ 2 Veces \_\_\_\_\_ 3 Veces \_\_\_\_\_ 4 veces o mas

26) Ayer, ¿cuántas latas o vasos gaseosos de dieta bebió? (Marque uno)

**DEFINICIÓN:** Un refresco de dieta es un refresco con azúcar, como Coca-Cola, Pepsi<sup>®</sup>, Sprite<sup>®</sup>, ginger ale o cerveza de raíz. Contar un 20 - oz botella como 2 vasos.

\_\_\_\_\_ No tome bebida gaseosa no dietética ayer

\_\_\_\_\_ 1 Lata o vidrio

\_\_\_\_\_ 2 Latas o vasos

\_\_\_ 3 O más latas o vasos

27) ¿Con qué frecuencia usted come en restaurantes de comida rápida?

\_\_\_ 4 veces o más por semana

\_\_\_ 1-3 por semana

\_\_\_ Entre 1 vez por semana y menos que 4 veces por mes

\_\_\_ Menos de 1 por mes

\_\_\_ Nunca

28) ¿Qué tipo de proveedor medico utiliza usted para la atención medica rutinal? (Marque todos los que apliquen)

\_\_\_ Médico Familiar

\_\_\_ Centro de Salud Comunitario/ Clínica

\_\_\_ Departamento de Salud

\_\_\_ Sala de Emergencia/Hospital

\_\_\_ Especialista

\_\_\_ Otro: \_\_\_\_\_

29) ¿Qué le preocupa más acerca de la salud en su comunidad? (Seleccione 5 que mas le preocupan con el 1 refiriéndose al mas preocupante y 5 como el menos preocupante)

\_\_\_ Problemas de la tercera edad

\_\_\_ Violación/asalto sexual

\_\_\_ Cáncer

\_\_\_ Enfermedades respiratorias

\_\_\_ Abuso de niños/negligencia

\_\_\_ Enfermedades de transmisión sexual

\_\_\_ Problemas dentales

\_\_\_ Suicidio

\_\_\_ Diabetes

\_\_\_ Presión arterial alta

\_\_\_ Violencia domestica

\_\_\_ VIH / SIDA

\_\_\_ Lesiones relacionadas con armas de fuego

\_\_\_ Obesidad

\_\_\_ Enfermedades del corazon y paro cardiaco

\_\_\_ El embarazo de adolescente

\_\_\_ Muerte infantil

\_\_\_ Homicidio

\_\_\_ Enfermedad infecciosa

\_\_\_ Otro: \_\_\_\_\_

\_\_\_ Problemas de salud mental

\_\_\_ Lesiones por accidentes de vehículo

30) ¿Qué fuente utiliza principalmente para obtener su información relacionada con la salud? (Marque uno)

\_\_\_ Amigos y familia

\_\_\_ Hospital

\_\_\_ Médico/enfermera

\_\_\_ Departamento de salud

\_\_\_ Farmacéutico

\_\_\_ Líneas de ayuda

\_\_\_\_ Iglesia  
\_\_\_\_ Internet  
\_\_\_\_ La escuela de mi hijo

\_\_\_\_ Libros/revistas  
\_\_\_\_ Otro: \_\_\_\_\_

31) ¿Qué tan seguro es su vecindario?

\_\_\_ Muy seguro  
\_\_\_ Algo seguro  
\_\_\_ Algo inseguro  
\_\_\_ Muy inseguro

32) ¿Qué tan seguro es caminar o jugar en el parque del vecindario?

\_\_\_ Muy seguro  
\_\_\_ Algo seguro  
\_\_\_ Algo inseguro  
\_\_\_ Muy inseguro

33) ¿Está usted satisfecho con el sistema de salud en su condado? (Tenga en cuenta las opciones de cuidado de la salud, el acceso, el costo, la disponibilidad, calidad, etc.) (Marque uno)

Muy insatisfecho            1        2            3            4            Muy Satisfecho

34) ¿Qué 2 tema de salud/enfermedad(s) le gustaría aprender más?

35) ¿Qué servicios se necesitan en su comunidad para crear una comunidad más saludable?

Por favor, devuelva la encuesta completada a la persona que realiza la encuesta o por correo a VCCC 7515 Van Nuys Blvd., Van Nuys, CA 91405 Atención: Joni Novosel

## Church of the way –community forum

1. What age bracket do you fall in(multiple choice)
  - a. 25 or less
  - b. 26-39
  - c. 40-54
  - d. 55-64
  - e. 65 or over
  
2. What is your gender?
  - a. Male
  - b. Female
  
3. Ethnic group you most identify with?
  - a. African American
  - b. Hispanic/Latino
  - c. White/Caucasian
  - d. Asian/Pacific Islander
  - e. Native American
  - f. Other
  
4. What is your marital status?
  - a. Married/living together
  - b. Married/currently separated
  - c. Not married/living together
  - d. Not married/single
  
5. What is your highest level of education?
  - a. Less than high school
  - b. High school diploma GED
  - c. Some college
  - d. Associate degree
  - e. Undergraduate
  - f. Graduate
  - g. Post Graduate
  - h. Other
  
6. How do you pay for health care?
  - a. Pay cash ( no insurance)
  - b. Medicaid
  - c. Veterans Administration
  - d. Health Insurance
  - e. Medicare
  - f. Indian health services
  - g. Other
  
7. What do you think are the three most important factors for a “healthy community” (priority ranking)
  - a. Good place to raise children
  - b. Low crime/safe neighborhoods
  - c. Good schools
  - f. Affordable housing
  - g. Good jobs and healthy economy
  - h. Access to health care( e.g. family doctor)

- d. Parks and recreations
- e. Clean environment

- i. Arts and cultural events
- j. Other

8. What do you think are the three most important “Health Problems” in our community(priority ranking)

- a. Cancer
- b. Dental problems
- c. Diabetes
- d. Heart disease and stroke
- e. High blood pressure
- f. Mental health problems
- g. Respiratory/lung disease
- h. Sexually Transmitted Diseases
- i. Teenage Pregnancy
- j. Other

9. What do you think are the three most important Risky Behaviors in our community?

- a. Alcohol abuse
- b. Overweight
- c. Dropping out school
- d. Drug abuse
- e. Lack of exercise
- f. Poor eating habits
- g. Tobacco use
- h. Not using birth/child control
- i. Unsafe sex
- j. Other

10. How would you rate your own personal health?

- a. Very unhealthy
- b. Unhealthy
- c. Somewhat healthy
- d. Healthy
- e. Very Healthy

11. How would you rate our community as a “health Community”?

- a. Very unhealthy
- b. Unhealthy
- c. Somewhat healthy
- d. Healthy
- e. Very Healthy

12. Which of the health problems affect you? ( rate them in order of impact on your life from most to least)(multiple choice)

- a. Cancer
- b. Diabetes
- c. Heart disease
- d. High blood pressure
- e. High cholesterol
- f. HIV/AIDS
- g. Mental Health issues
- h. Overweight
- i. STD
- j. Stroke

13. If you have high blood pressure do you check it regularly?(at least weekly)(multiple choice)

- a. Yes
- b. No
- c. Not applicable

14. If you have diabetes do you check your blood sugar regularly( at least bi-weekly)?

- a. Yes
- b. No
- c. Not applicable

15. Which of the following describes your weight?

- a. Overweight
- b. Underweight
- c. Appropriate

16. Do you think you use or participate in any of the following in excess?

- a. Alcohol
- b. Gambling
- c. Tobacco
- d. Prescription drugs
- e. Recreational drugs
- f. Unsafe driving
- g. Food
- h. None of the Above

17. How well do you rate your sleep?

- a. I sleep well and feel refreshed in the morning
- b. I sleep but feel it is not sufficient rest
- c. I do not sleep well

18. How do you your mental health?

- a. I sleep well and feel refreshed in the morning
- b. I sleep but feel it is not sufficient rest
- c. Overwhelmed
- d. Depressed

19. If you have children (under age 12) what do you consider to be their greatest health issues?

- a. Poor eating habits
- b. Minimal or absence of exercise
- c. No safe place to play outside
- d. Unable to access medical care
- e. Unable to access dental care
- f. School or behavioral
- g. I do not have any concerns
- h. This does not apply to me

20. Do you have a support system with whom you can talk and share?

- a. Yes
- b. No



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