Valley Community Healthcare's new North Hills Wellness Center is located at 9119 Haskell Avenue, North Hills, California 91343.

Clinic Spotlight: Valley Community Healthcare

For 45 years, Valley Community Healthcare has provided high quality, primary care to an estimated 22,300 medically underserved residents of the San Fernando Valley annually. Recognizing that over 70% of its patient population is Latino, the clinic emphasizes cultural sensitivity in its staff training and patient care. With the opening of the North Hills Wellness Center in 2015, patients and their families have access to a medical home in two convenient locations.

Clinicians collaborate across disciplines to address the physical and behavioral needs of patients, integrating mental and emotional services into case management of the whole person. Increased clinical team training and oversight of mental health and substance abuse interventions within the primary care setting has created a warm "hand off" process whereby the patient is introduced to the counselor by their provider.

The well-established Teen Clinic has expanded its adolescent program to include special psychoeducation and wellness workshops on topics such as anger management, empowerment and social skills. A second Teen Clinic at the North Hills Center connects directly with Monroe High School providing local students with ready access to secure and confidential adolescent medical treatment.

> *"Valley Community Healthcare provides a medical home to over 4,300 MHLA members. The program is a lifesaver for these patients, who have no other access to healthcare."*
> ~Eduardo M. Gonzalez, Chief Operating Officer.

In addition to providing a wide range of primary care services, Valley Community Healthcare has a full-service optometry department that offers vision and eye disease diagnosis and treatments, including glaucoma testing and diabetic retinal evaluations, low cost eye exams, glasses and contact lens exams and prescriptions. As an added service, and to ensure the continuity of prescribed treatments for its patients, Valley Community Healthcare opened a pharmacy at the North Hollywood Center in October 2015.

> **"Providing health coverage to uninsured residents benefits local communities and the county at large, as it reduces emergency visits to local hospitals."**
> ~Eduardo M. Gonzalez

Did you know that you can do enrollments in the community?

There may be times when your clinic wants to participate in a community-based enrollment event. The Department of Health Services (DHS) can give your clinic a contractual waiver to allow MHLA enrollments at local community events. This waiver is intended to provide more opportunities for low income uninsured individuals to learn about and enroll in MHLA.

Agencies that would like to do MHLA enrollment at a community event must complete a simple one-page application to get the contractual waiver from the My Health LA Program Office. This form is located on the MHLA website in the section titled "For DHS and Community Partners," and under the tab labeled, "Reference Manual, PINs and Forms" at the top of the page.

In order for DHS to approve the event, this criteria must be met:

1) The event must be equipped with all equipment (computers, scanners, etc.) required to process a MHLA application in the same manner as if the enrollment had taken place at a clinic.

2) It is anticipated that at least 25 attendees will enroll in MHLA.

Please note that the contract waiver is valid only for the specific one-day event that is described in your application. The waiver will not be valid for future events (you have to fill out an application for each event) - and of course, all terms and conditions of the MHLA Agreement remain in effect during the event.

If you have any questions, please contact your program advocate.