

# What is an LCA?

The Local Contact Agency (LCA) is a local community organization responsible for providing community support options counseling to nursing home residents. North Carolina's 16 regional [Area Agencies on Aging](#) are responsible for coordinating or providing the LCA function. The LCA coordinates these face-to-face conversations with the person residing in the facility, the facility point of contact and as appropriate, family members or other supports after a referral has been made by a [skilled nursing facility](#).

As is required under MDS 3.0, facilities will make a referral when a person residing in a nursing facility indicates an interest in speaking to someone about the possibility of returning to the community. Effective October 1, 2010, nursing facilities can call 1-866-271-4894 (9:00 a.m. through 5:00 p.m., Monday through Friday) to submit Section Q referrals to trained call-center staff.

When submitting the referral, facilities will need to provide:

- Resident's name and phone contact information
- Name of referring facility's contact, including:
  - Name of staff contact
  - Phone
  - Email
  - Name of facility
  - Facility address
  - County
- Following the logic in Section Q, information about who (if anyone) assisted the resident in completing Section Q:
  - Family
  - Significant other
  - Guardian
  - Legally Authorized representative
  - Other
- Pay source
- Date of Admission
- Date of Birth

A facility will receive confirmation that the referral was made and forwarded to the appropriate entities.

## The Local Contact Agency

### LCA Forms

[LCA Checklist](#)

[LCA Facility Communication form](#)

[LCA Consent form](#)

[Personal To Do List](#)

Importantly, the MDS 3.0 Section Q referral process does not otherwise change a facility's discharge planning responsibilities. The LCA provides targeted options counseling for those persons living in skilled nursing facilities.

For more information regarding LCA's please contact [steve.strom@dhhs.nc.gov](mailto:steve.strom@dhhs.nc.gov) or call 1-855-761-9030.

For information regarding options counseling for individuals not living in a skilled facility, please see <http://www.ncdhhs.gov/assistance/adult-services/options-counseling>.