

# Senior Services Strategic Plan Update

Fiscal Years 2018–19 through 2022–23





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# Executive Summary



## Purpose

The City of Irvine Community Services Department conducted a public outreach effort to update the Senior Services Strategic Plan (Senior Plan) for the next five years. The Senior Plan Update FY 2018–19 through FY 2022–23 (Plan Update) serves as a conduit for providing information and education about senior resources, and enhancing programs that meet the needs of seniors. The Plan Update identifies goals and strategies to guide the development, implementation, and delivery of City programs and services for Irvine seniors. The Irvine Senior Citizens Council serves as the oversight body for the Plan Update.



## Methodology

The scope of this project was to develop a five-year update to the Senior Plan. In 2017, the Community Services Department completed a public outreach effort, which included five key stakeholder meetings and three community forums. Input was solicited on the Plan Update's five goal areas: Education; Health and Recreation; Social Well-being and Vulnerable Seniors; Transportation; and Housing.



Information gathered from the community outreach effort is reflected in the Plan Update and was reviewed and discussed with the Senior Citizens Council for input. More information on the community planning process can be found on Page 13.



## Senior Plan Update

The Plan Update will guide the City from FY 2018–19 through FY 2022–23. It builds directly on the previous Senior Plan, and is the result of community input and feedback from the Senior Citizens Council.

The Plan Update goals and actions are:

- Education: Provide information and a variety of educational opportunities to older adults.
- Health and Recreation: Promote physical and social health for older adults through health and recreation activities.
- Housing: Enhance collaborations and education to address senior housing needs.
- Social Well-being and Vulnerable Seniors: Promote wellness, independence, and inclusion for vulnerable seniors.
- Transportation: Support safe and accessible transportation for seniors.

Based upon the community input provided, nine strategies were identified to address these goals, as shown in Chart 1 (see Page 4). Additionally, recommended actions were developed to guide strategy implementation. A five-year implementation matrix, included as Appendix A, was also developed to meet the goals of the Plan Update, and will be reviewed bi-annually by the Senior Citizens Council.



## Chart 1: Senior Plan Update Goals & Strategies | FY 2018–19 through FY 2022–23

<p><b>GOAL AREA: Education</b> Provide information and a variety of educational opportunities to older adults.</p> <p><b>Strategy: Enhanced Promotion</b> Enhance promotional strategies to increase awareness of educational programs and services.</p> <p><b>Strategy: Enhanced Learning Opportunities</b> Expand and enhance information and learning opportunities on issues important to seniors and their families.</p>
<p><b>GOAL AREA: Health and Recreation</b> Promote physical and social health for older adults through health and recreation activities.</p> <p><b>Strategy: Awareness of Health and Recreation Programs</b> Enhance marketing strategies to increase awareness of health and recreation programs.</p> <p><b>Strategy: Recreation and Health Program Opportunities</b> Expand senior health and recreation program opportunities.</p>
<p><b>GOAL AREA: Housing</b> Enhance collaborations and education to address senior housing needs.</p> <p><b>Strategy: Support for Aging in Place</b> Promote safety measures and assistance services to support aging in place.</p> <p><b>Strategy: Information to Address Housing Needs</b> Provide information to seniors with housing needs.</p>
<p><b>GOAL AREA: Social Well-being and Vulnerable Seniors</b> Promote wellness, independence, and inclusion for vulnerable seniors.</p> <p><b>Strategy: Identify and Serve Vulnerable Seniors</b> Enhance systems to identify and serve the most vulnerable senior populations.</p>
<p><b>GOAL AREA: Transportation</b> Support safe and accessible transportation for seniors.</p> <p><b>Strategy: Outreach and Education</b> Enhance outreach and education to support senior mobility.</p> <p><b>Strategy: Enhanced Access</b> Explore collaborative partnerships and innovative models to enhance access to transportation services.</p>

See Pages 36-45 for recommended actions to meet Plan Update goals and strategies.

# Demographic Overview

## Senior Population

Seniors are the fastest-growing age group nationally and in Orange County. The senior population is projected to nearly double by 2040, when almost one in four county residents will be 65 or older. Older adults are the only age group in the county projected to increase as a proportion of the population over the next several decades.<sup>1</sup>

The City of Irvine has grown to an estimated population of more than 267,000 residents. In 2017, Irvine had the highest numerical increase of residents in the past one year for cities in California with populations less than 300,000.<sup>2</sup> The City of Irvine’s population of individuals older than 55 was estimated at nearly 39,809 (18.7 percent of total population) in 2010,<sup>3</sup> and approximately 48,614 (19.7 percent of the total population) in 2016.<sup>4</sup>

Irvine Senior Population	2010*	2012–16**
55-59	11,762	12,602
60-64	9,586	10,708
65-74	10,862	15,174
75-84	5,285	7,258
85 years and older	2,314	2,872
Total 55+	39,809	48,614

\*2010 Census

\*\*2012–16 American Community Survey  
5-Year Estimates

## Ethnic Diversity

Irvine’s diversity is an important factor to consider when planning outreach and service efforts. More than 67 percent of the senior population in Irvine (60 years and older) identify as Caucasian, 27.7 percent identify as Asian, and 5.1 percent identify as other ethnicities (African American, American Indian, Pacific Islander, and Other Races).<sup>5</sup> Almost 6 percent of seniors identify as Hispanic/Latino of any race. Not called out in the Census is the significant Iranian population that resides in Irvine.

Almost 48 percent of Irvine seniors 60 and older are foreign born, compared with 38.9 percent of the City’s general population. Approximately 43.5 percent of seniors report they speak a language other than English at home, and 26.5 percent report they speak English less than “very well”<sup>6</sup>



*CHAMPION (Community Helpers Assisting Mature Persons in Our Neighborhood) volunteers provide companionship and social interaction to seniors.*

## **Income, Education, and Employment**

Annual household income for older adults (60+) in Irvine is \$107,648, well above the U.S. average of \$65,289. However, approximately 8.1 percent of senior Irvine residents (60+) live below the federal poverty level and 6 percent are estimated to live at 100 percent to 149 percent of the poverty level.<sup>7</sup>

Irvine's senior population is highly educated, with a high school graduation rate of 92.1 percent and a college graduation rate of 56.9 percent for residents aged 60 and older. In Irvine, 32.6 percent of seniors 60 and older are currently employed.<sup>8</sup>

## **Seniors and Family Status**

For seniors 60 years and older residing in Irvine, 60.2 percent live with family (the majority as married couples), while approximately 37 percent report living alone. Another 3 percent live with nonrelatives. Almost 63 percent of Irvine seniors are married, 15.4 percent are widowed, and 21.7 percent are divorced, separated, or never married.<sup>9</sup>

Approximately 54.7 percent of Irvine's senior (60+) population is female, with 45.3 percent male.<sup>10</sup> Nationally, for seniors aged 85 and older, women outnumber men by a ratio of almost two to one.<sup>11</sup>

## **Health and Disability**

Increasing age is a risk factor for many chronic conditions, and the majority of older adults in Orange County have at least one chronic medical condition. Chronic conditions such as hypertension affect as many as 50 percent of Orange County Medicare beneficiaries aged 65 and older, and diabetes affects approximately 26 percent. Nearly 12 percent of Orange County Medicare beneficiaries older than 65 were treated for Alzheimer's disease or dementia in 2014. Alzheimer's disease is now the third leading cause of death for Orange County adults 65 and older, and is the only leading cause of death that has been increasing in Orange County.<sup>12</sup>

Nearly 23 percent of Irvine seniors aged 60 and older report having one or more disabilities.<sup>13</sup> Disability is defined as having difficulty with hearing, vision, cognition, ambulation, self-care, and/or independent living. The rate of disability increases with age and reflects the many health-related challenges that older adults face.



# Key Achievements 2012–17

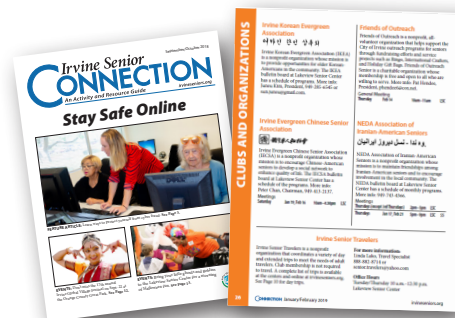
The success, lessons learned, and momentum created from efforts implemented under the Senior Plan 2012–17 provide the foundation for the Plan Update and associated target strategies. The most significant achievements under the Senior Plan 2012–17, organized by the five priority areas, include:

## Education and Marketing

- Senior Services enhanced marketing efforts to raise awareness of its services and programs. Marketing activities included updates to the Senior Services website; greater use of social media; development of monthly calendars of senior center activities; and the redesign and expanded distribution of *Irvine Senior Connection*, a bimonthly senior center newsletter.
- Volunteer recruitment efforts were enhanced by marketing the City's senior volunteer opportunities through community agency partners and online volunteer match services. Since Fiscal Year (FY) 2012–13, volunteer hours provided to support senior programs and clubs increased by approximately 26 percent, from approximately 37,500 hours to nearly 47,400 hours in FY 2016–17. Nearly 600 individuals volunteer each year, serving in a variety of

roles such as senior lunch program assistants, Meals on Wheels drivers, fitness center attendants, English mentors, and drivers for medical appointments.

- Through new and expanded partnerships, the City enhanced services that inform seniors about financial and insurance matters. Council on Aging offered benefits enrollment clinics to help lower-income seniors find and apply for public benefit programs. The Council on Aging also offered Medicare open enrollment services to assist seniors in finding affordable health insurance options. Consumer Credit Counseling of Orange County provided individual consultations on budgeting, debt, and financial management issues. Other popular programs such as financial planning and estate planning courses continued to be offered throughout the plan period with more than 1,700 class participation visits.



*Irvine Senior Services works collaboratively with five nonprofit senior clubs to enrich the City's program offerings for seniors. For more information on the nonprofit senior clubs, see Appendix A.*

- New partnerships with health care professionals, hospitals, and community agencies were developed to offer a variety of health education presentations and lecture series on topics including chronic disease prevention and management, fall prevention, and memory health.
  - New technology education programs were offered to help seniors develop proficiency in the use of computers and mobile devices. In 2014, Senior Services developed a partnership with a student group called the OC Coders to implement a technology tutoring program. High school students provided free one-on-one sessions to help seniors with laptop, smart phone, and tablet use. The program provided more than 1,600 tutoring sessions in English, Japanese, Korean, and Mandarin between 2014 and 2017.
  - Technology classes were introduced at the senior centers in 2015 with more than 100 class meetings conducted in FY 2015–16 and 152 class meetings in FY 2016–17.
  - Participation in English Mentoring classes, taught by volunteers, increased by 84 percent over five years, from 2,080 participant visits in FY 2012–13 to 3,825 participant visits in FY 2016–17.
- housing, in-home services, assisted living, and home safety improvement services.
- In 2015, Senior Services supported the Community Development Department in providing three community forums in multiple languages (English, Mandarin, and Korean) to raise awareness of affordable housing options available in the City.
  - During the plan period, 11 new affordable rental properties with more than 1,000 units opened in Irvine, including an affordable senior rental community with 219 units. Planning of a 157-unit housing community for very-low and low-income seniors was also conducted.
  - Partnerships were expanded and added to support housing goals. In FY 2015–16 and FY 2016–17, the Fair Housing Foundation provided free consultation services at Lakeview Senior Center to inform older adults about their housing rights and responsibilities as tenants and landlords.
  - In 2012 and 2013, the City worked with the Orange County Fire Authority and community volunteers to install 240 smoke and carbon monoxide detectors in the homes of senior mobile home community residents.

## Housing

- The City's Keen Center for Senior Resources (Keen Center) provided more than 700 housing-related referrals annually to Irvine seniors. Housing information requests are typically related to affordable
- Since 2015, Irvine Senior Services has been partnering with the City's Code Enforcement Division, the Orange County Fire Authority, and the Orange County Hoarding Task Force to help seniors with significant hoarding situations remain safe in their homes.

- The Senior Services Outreach program, with funding from the nonprofit organization Friends of Outreach, provided homebound seniors with home safety equipment such as Emergency Response Systems and grab bars to support independence and safety at home.
- In 2012, the Irvine Supportive Community collaborative was established to help seniors live healthy and independent lives in their own homes and neighborhoods. Led by Jewish Federation and Family Services and comprised of six community partners including the City of Irvine, the collaborative provides support services, activities, and linkages to resources for residents of two affordable senior housing communities in Irvine. In FY 2016–17, more than 16,000 contacts were provided to seniors through the Irvine Supportive Community collaborative.
- In 2012, Keen Center staff began conducting monthly outreach to senior housing locations to provide education and referral assistance in order to reach seniors who are unable to access services at the senior centers.
- The City’s Senior Care Management program, partially funded by a federal grant, provides intensive in-home services to support independence, safety, and quality of life for homebound seniors with complex physical and psychosocial needs. Hours of care management support increased by more than 75 percent since FY 2012–13, from approximately 900 hours to approximately 1,580 hours in FY 2016–17.
- The Irvine Meals on Wheels program delivered more than 293,000 meals to homebound seniors over the five-year plan period. The annual number of home-delivered meals increased by more than 26 percent over the plan period from 54,950 to 69,400. The annual number of unduplicated participants increased by 58 percent from 152 in FY 2012–13 to 240 in FY 2016–17.

## Mental and Physical Health

- The Keen Center, located at Lakeview Senior Center, offers support and assistance to seniors and their families coping with the physical, emotional, and practical challenges of aging. Trained staff and volunteers provide information, referrals, and linkages to support services and community resources. Over the five-year plan period, annual in-person and telephone consultations increased by 56 percent, from 7,239 contacts in FY 2012–13 to 11,429 in FY 2016–17. Nearly 47,000 contacts were conducted during the plan period.



*Irvine Meals on Wheels staff and volunteer help provide nutritious meals to homebound Irvine seniors.*

- The number of meals served through the Senior Lunch program at Lakeview Senior Center increased by 31 percent, from 24,413 in FY 2012–13 to 32,034 meals in FY 2016–17. Approximately 136,000 meals were provided over the five-year plan period. The number of annual unduplicated participants increased by 34 percent, from 712 to 953 seniors.
- In 2014, the City began hosting a monthly food distribution program at Lakeview Senior Center offered by Community Action Partnership of Orange County. Approximately 300 seniors receive food boxes each month to increase their food security. Volunteers from the Irvine Latter-day Saints Church delivered the boxes to 100 homebound residents at two affordable senior housing communities.
- Since 2015, the City has collaborated with community partners to offer positive aging groups in multiple languages (English, Mandarin, and Farsi) to address topics such as depression, dementia, and communication.



*A UC Irvine student provides free blood pressure screenings to Irvine seniors.*

- The City established new partnerships with local schools of nursing and pharmacy, and the Orange County Health Care Agency, to increase availability of health education, health screenings, and medication review services at Lakeview Senior Center.

## Recreation and Leisure

- In February 2016, the City expanded its recreational and fitness programs with the opening of the City's third senior center, the Trabuco Center.
- During the plan period, the number of recreation and fitness classes and activities offered at the senior centers increased by more than 84 percent. In FY 2012–13, approximately 3,100 class sessions were provided with approximately 63,000 participation visits. In FY 2016–17, a total of more than 5,700 sessions were offered with approximately 95,000 participation visits.
- With the opening of the Trabuco Center in 2016, senior fitness center memberships for Rancho Senior Center and Trabuco Center were consolidated, allowing eligible members to use the fitness centers at both facilities. Over the plan period, fitness center memberships increased from 245 members with more than 11,100 annual visits to 612 memberships with more than 17,500 annual visits at both centers. Services at both fitness centers have been enhanced to include additional evening hours, one-on-one fitness coaching, and cardio/strength training classes.

- In response to community interests, the senior centers expanded music and art class offerings to include harmonica and ukulele lessons, music appreciation, floral design, and Chinese calligraphy. Cultural partner groups led several new classes, including guitar (Irvine Korean Evergreen Association) and chorus (Irvine Chinese Evergreen Senior Association).
- The City has held an annual Senior Fitness Expo at Rancho Senior Center since 2009, providing fitness demonstrations, health screenings, and health information to the community in a fun and festive setting.
- Senior Services partnered with several Irvine youth programs to offer intergenerational activities at the senior centers. Programs included: game day events with City of Irvine Middle School Youth Action Team participants; student musical showcases and socials; technology tutoring offered by high school students; student chess exhibitions; and an intergenerational life-review program with Creekside High School students.



*City staff provides assistance to a fitness center participant.*

## Transportation

- The City's TRIPS program offers low-cost, accessible transportation to eligible Irvine seniors and adults with disabilities. During the plan period, the program provided more than 105,000 rides.
- The Nutrition Transportation program provides transportation to and from the senior lunch program at Lakeview Senior Center. Initiated in 2011 and funded through a federal grant, the program provides contracted shuttle services for senior residents of affordable senior housing locations and TRIPS passes to eligible seniors to attend the meal program. During the plan period, the annual number of rides provided increased by 138 percent, from 1,356 in FY 2012–13 to more than 3,200 rides in FY 2016–17.



*TRIPS provides low-cost, wheelchair accessible transportation to Irvine seniors and adults with disabilities.*

- The City's Senior Services Volunteer Transportation program provides rides to non-emergency medical appointments at no cost to Irvine seniors. Annual service numbers have almost doubled since FY 2012–13, from 308 rides to 596 rides in FY 2016–17. Over the five-year plan period, 28 City-trained volunteer drivers provided a total of 2,277 rides to Irvine seniors.
- The City's Senior Outreach program provides emergency taxi vouchers to seniors facing immediate and urgent transportation needs. This program is funded by Friends of Outreach, an Irvine-based nonprofit organization. A total of 1,040 taxi vouchers were provided over the five-year period.
- In 2016, Senior Services created a comprehensive transportation guide for seniors to increase awareness of local and regional transportation options. The user-friendly guide describes available transportation services including costs, registration requirements, and contact information, and is available as a brochure and online.
- In 2012, the City began conducting senior transit training excursions to destinations in Orange and Los Angeles counties to help seniors practice using public transportation while participating in fun, social activities. More than 280 seniors have participated in the program.
- The City's CarFit program uses trained volunteers to implement a screening tool developed by the Automobile Association of America, AARP, and the American Occupational Therapy Association. It ensures older drivers "fit" their vehicle properly for maximum comfort and safety. Since 2012, CarFit screening events have increased in frequency, and are provided in Mandarin as well as English. From FY 2012–13 through 2016–17, approximately 200 seniors have participated in the program offered at Lakeview Senior Center.
- Over the five-year plan period, more than 510 seniors participated in AARP Driver Safety courses offered at Lakeview and Rancho Senior Centers. In 2013, driver refresher courses were expanded to include classes in Mandarin in addition to the existing English classes. Several other educational lectures were offered for older drivers, including topics such as "Older and Wiser Driver" and "How do I Know if my Family Member is Safe to Drive?"



*CarFit volunteers help seniors check how well their personal vehicles "fit" them.*

# Development of the Senior Plan Update

## Key Stakeholder Meetings and Community Forums

The City conducted a public outreach effort consisting of key stakeholder meetings and community forums to gather community input for the Plan Update.

Five key stakeholder meetings were held with service providers and leaders in the senior community. Each meeting focused on one of the five priority areas, with participants invited based on their expertise in that area. Participants represented more than 34 community agencies, as listed in Appendix B. Meetings included a presentation on the 2012–17 Senior Plan strategies, key achievements accomplished during the plan period, local conditions and trends impacting seniors, and staff recommendations for goal and strategy updates for the next five years. Stakeholders were asked to provide input on continuing and emerging needs impacting seniors and possible strategies to meet identified needs.

Three community forums were held at the Irvine senior centers, with more than 65 participants. Information gathered from the key stakeholder meetings was presented. Community members were then asked to provide input on what they believe are the most important issues and service needs for seniors in Irvine related to the five priority areas.

## Irvine Senior Citizens Council

During fall 2017, the Irvine Senior Citizens Council received presentations on each of the Plan Update priority areas. Information included a description of existing City programs and services; key achievements from the 2012–17 Plan period; and a summary of key stakeholder and community input.

The Irvine Senior Citizens Council reviewed and provided feedback regarding proposed goals, strategies, and recommended actions for inclusion in the Plan Update.



*Irvine Senior Citizens Council Members 2018*

# Community Recommendations for Senior Plan Update

The implementation of the Senior Services Strategic Plan 2012–17 resulted in many successful programs, services, and collaborations as highlighted in the Key Achievements section. To ensure the City continues to proactively support its senior population, the Senior Citizens Council, key stakeholders, and community residents reviewed areas of need and provided feedback on service delivery approaches.



*A nutrition volunteer helps prepare food for the Rose Garden Café.*

Five goal areas were selected to be addressed through the Plan Update. The goal areas are listed alphabetically, as each area is important and will be addressed through the five-year implementation matrix.

The goal areas are the same as those included in the Senior Plan 2012–17, except where noted in parenthesis:

- Education
- Health and Recreation (replaces Recreation and Leisure and components of Mental and Physical Health)
- Housing
- Social Well-being and Vulnerable Seniors (replaces Mental and Physical Health)
- Transportation

The modified priority areas were updated to reflect the linkage between physical health, recreation, and fitness (Health and Recreation), and to provide a more specific focus on the area of social well-being, including mental health (Social Well-being and Vulnerable Seniors).

The following sections describe the goals, strategies, and recommended actions identified through the community input process for inclusion in the Plan Update.



# Education

**GOAL:** Provide information and a variety of educational opportunities to older adults.

Under the previous five-year plan, the City enhanced educational programming for the senior community through partnerships and increased promotional efforts. Informative topics including health, technology, fraud prevention, English mentoring, and financial planning were presented to assist seniors with developing and maintaining skills to support successful aging. Lifelong learning also supports cognitive stimulation, social engagement, new learning, and personal development.

Educational programs and services of interest offered at Irvine senior centers are well-attended and in demand. Participants continue to request new offerings, which indicates that educational programming is important and should continue to be promoted in the Plan Update.

Raising awareness about senior resources and services is also an important part of the Plan Update and impacts all five goal areas.



*Educational presentations on various topics of interest are offered to Irvine seniors.*

## Community Input

Through community and key stakeholder meetings, issues forming the basis of the Plan Update were identified and are summarized below.

### Awareness and Participation

Stakeholder and community meeting participants identified the need for more effective communication with seniors to increase awareness of available educational programs and promote participation. Use of targeted email blasts, culturally specific media, and Irvine Cable Television were suggested. Tailoring messages to reach younger seniors and limited English speakers was recommended to encourage greater participation among these groups.

Participants discussed ways to improve engagement with seniors who may be reluctant to leave home or participate in unfamiliar activities. It was suggested to provide information and programs at senior housing and faith locations. By offering educational and informational sessions at multiple accessible sites, a greater number of individuals could be served.

Participants also suggested continuing to offer educational programs that are interactive and combined with fun activities to encourage greater participation. Fostering an environment at the senior centers that is inviting and comfortable for seniors to try new classes and activities was also noted as important.

Participation in educational programs is also impacted by lack of access to transportation. One community agency representative mentioned that as their program participants are growing older, these seniors need help finding transportation to attend their classes.

### **Language and Cultural Barriers**

Language was cited as a barrier to participation for some seniors who have limited English proficiency or prefer to speak in their native languages. Offering educational programs in multiple languages was suggested, as well as providing educational materials that are easy to understand and use pictures and graphics to communicate information. Using multilingual volunteers to bring information to the community was suggested as a way to build trust and enhance participation for seniors from many cultures.

Participants requested additional English mentoring programs and citizenship testing preparation classes.

### **Educational Topics of Interest**

Several educational topics of interest were identified and fell into three areas: health, technology, and financial.

Health topics of interest include: medication management; understanding medical plan options; communicating with health care providers; and understanding hospital discharge planning procedures and instructions. Participants also requested community education on dementia, as the condition is impacting a growing number of seniors and their families.

Technology topics of interest include: computer instruction to meet a range of skill levels; smart device training; and technology-related discussion groups.

Financial topics of interest include: identity theft self-protection; senior scam protection; and understanding reverse mortgages.



*Irvine seniors stay current with the latest technology.*

## Strategies for Education

The following strategies and recommended actions are suggested to meet the education goal of providing information and a variety of educational opportunities to older adults.

### Strategy 1: Enhanced Promotion

Enhance promotional strategies to increase awareness of educational programs and services.

Recommended Actions:

- a. Expand distribution of information through web-based media.
- b. Conduct targeted marketing strategies to engage various groups of seniors in educational programs (*i.e.*, younger seniors, lower-income, frail, limited English speaking).
- c. Increase accessibility of information at senior housing and faith locations.
- d. Continue to engage multilingual volunteers to bring information to the community.

### Strategy 2: Enhanced Learning Opportunities

Expand and enhance information and learning opportunities on issues important to seniors and their families.

Recommended Actions:

- a. Continue to collaborate with community partners to enhance education on health, technology, and finance topics.
- b. Develop user-friendly educational materials on health, finance, and technology topics.

# Health and Recreation

**GOAL:** Promote physical and social health through health and recreation activities.

The City of Irvine has a long history of delivering health and recreation activities for its senior population. Over the prior plan period, the City expanded health, fitness, and recreation opportunities for the senior community through the opening of the Trabuco Center and the expansion of fitness and enrichment class offerings. The congregate meal program at Lakeview Senior Center also grew, providing healthy eating and socialization opportunities to a greater number of seniors.

Benefits of an active lifestyle for seniors, including fitness and recreation opportunities, are well documented. Programs that provide socialization, intergenerational interaction, and creative expression are important to support healthy aging.

Increases in participation achieved during the five-year Senior Plan, along with the general projected growth of the Irvine senior population, indicate that the demand for programs and services will continue to grow. Presenting a range of recreational and health-related activities remains a focus under the Plan Update.



*Zumba Gold participants enjoy an energizing dance workout to help improve balance, strength, and flexibility.*

## Community Input

Input regarding health and recreation services for seniors was provided by residents and senior services professionals during community and key stakeholder meetings, and is summarized as follows:

### Targeted Programming

The importance of having the City offer recreation and fitness programs that are specifically designed to meet a range of skill and fitness levels across all age groups was discussed. It was also suggested that a greater variety of weekend and evening program options be scheduled to meet the needs of employed seniors. Meeting participants also recommended the City explore new ways to market programs to targeted audiences such as younger seniors, lower-income individuals, limited English-speaking seniors, and frail older adults.

The process of registering for City and community partner classes was mentioned as a challenge for some seniors. Lack of transportation for non-driving seniors to attend classes and activities was also described as a barrier to participation.

The importance of engaging seniors in volunteer opportunities to promote socialization and support senior clubs was discussed. It was suggested that volunteer participation might increase by providing incentives to volunteers based on service hours provided, and outreaching to recently retired individuals and to senior center participants.

## Types of Programs

### Health and Fitness

The desire for more senior fitness and sports-related activities such as pickleball, bocce ball, billiards, ping pong, and hiking excursions offered at various locations throughout the City was discussed.

It was also noted that keeping people motivated over time to stay fit and healthy is a challenge. Suggestions to help senior participants maintain motivation to remain physically active include offering fitness coaching and friendly competitions.

Participants noted the value of the senior lunch program as an important health and socialization opportunity. The desire for enhanced vegetarian menu options and culturally-themed entrees available through the program was mentioned.

### Recreation and Social Programs

Meeting participants suggested that recreational class offerings be expanded to include additional sections for popular programs and new activities, such as square or folk dancing, gardening, and music appreciation classes and excursions to performing arts events.

Expanding programs that promote structured and unstructured socialization opportunities, such as meet-and-greet events that bring seniors of different cultures together, was recommended.

## Facilities/Equipment

It was strongly noted that the Lakeview Senior Center is at capacity and additional space is needed in order to accommodate the rapidly growing number of senior participants. Community members identified the need for long-range planning and expansion of senior center facilities to meet program demand.

To meet the growing demand for recreation and leisure activities, meeting participants suggested providing senior programming at other City locations such as the Orange County Great Park, community parks, or open space areas. The community also requested increased availability of both indoor and outdoor fitness equipment, including adding fitness equipment at Lakeview Senior Center.

Providing infrastructure to expand technology-related activities was requested. Suggestions included implementation of a laptop computer lending library and making upgrades to existing equipment at the Lakeview computer lab.

## Strategies for Health and Recreation

The following strategies and recommended actions are suggested to meet the health and recreation goal of promoting physical and social health for older adults through health and recreation activities.

### Strategy 1: Awareness of Health and Recreation Programs

Enhance marketing strategies to increase awareness of health and recreation programs.

#### Recommended actions:

- a. Conduct targeted marketing strategies to reach different groups of seniors (*i.e.*, younger seniors, lower-income, frail, limited English speaking).
- b. Educate seniors on registration processes for senior activities offered by the City and community partners.



*Senior Striders participants enjoy a morning walk along the Jeffrey Open Space Trail.*

**Strategy 2:  
Health and Recreation Program  
Opportunities**

Expand senior health and recreation program opportunities.

**Recommended actions:**

- a. Explore options for additional activities on weekends, evenings, and at satellite locations.
- b. Pilot new outdoor sports activities.
- c. Expand social engagement opportunities, including activities that bring seniors of various cultural groups together.
- d. Explore new ways to recruit senior volunteers to promote socialization and support senior club activities.
- e. Pilot a laptop lending program for seniors.
- f. Explore model programs to help seniors sustain motivation to stay fit and healthy over time.
- g. Explore new vegetarian and culturally-themed menu options at the Lakeview Senior Center Rose Garden Café.
- h. Explore conducting a feasibility study to evaluate the demand for additional space for senior center programs.



*Lakeview Senior Center*



*Rancho Senior Center*



*Trabuco Center*

# Housing

**GOAL:** Enhance collaborations and education to address senior housing needs.

The increasing need for affordable, physically accessible housing and resources to help seniors remain independent at home and maintain quality of life was identified under the previous five-year Senior Plan. During the plan period, the City enhanced partnerships with community agencies to support safety at home, continued to provide housing-related referrals to assist seniors in identifying housing options, and expanded the number of affordable housing units available to senior residents.

Housing is typically the largest expenditure in a household budget for seniors 60 and older. The majority of senior renters in Irvine (55 percent) pay more than 30 percent of their income on rent, and approximately 31.4 percent of Irvine senior homeowners also spend more than 30 percent of their income on housing. Almost one-third of Irvine seniors are renters.<sup>14</sup>

In Irvine, the median value of a home is \$806,000 compared to \$477,500 for California,<sup>15</sup> and the median rent is \$2,243 compared with \$1,375 for California.<sup>16</sup> Rising housing costs can impact the ability of older adults to age in place, especially those living on fixed incomes.

In addition to cost, housing safety and access to adequate resources and supports are factors for aging in place. Risks are heightened when seniors' homes are not updated to accommodate age-related changing needs. This is especially important given one in four older adults falls each year, a leading cause for serious injury and death.<sup>17</sup> Half of these falls occur at home.<sup>18</sup>

Housing stability and safety impacts the overall well-being of seniors, including one's physical and mental health, and continues to be a priority of the Plan Update.



*The City provides resources to help seniors with home modifications to support aging in place.*



## Community Input

Through community and key stakeholder meetings, issues forming the basis of the Plan Update were identified and are summarized below.

### Aging in Place

Supporting seniors in remaining safe and independent in their homes continues to be an important aspect of the plan. To help seniors age in place, community and stakeholder meeting participants suggested: conducting a widespread fall prevention education campaign in coordination with community partners; informing seniors of affordable home modification and repair measures and services; and providing seniors with examples of universal design concepts that increase accessibility and safety.

Meeting participants also recommended informing seniors and their families about new technology to support safety and independence such as in-home cameras, reminder systems, and smart phone applications.

Providing support services and transportation at senior housing locations was also discussed as an important way to help seniors remain in their homes.

### Housing Transitions

Meeting participants discussed providing education to seniors and their families about the continuum of housing options available to meet their needs at various stages of life and how to manage housing transitions. Specifically, information could be provided on transitioning from independent to assisted living; downsizing strategies to address clutter and hoarding; and educating families on how to support seniors with housing decisions.

### Affordable Housing

The availability of affordable housing remains a key concern for Irvine seniors. Meeting participants noted the challenges seniors on fixed incomes face trying to keep up with rent increases, as well as the long waitlists that exist to obtain affordable housing units. The need for affordable housing for special populations requiring higher levels of care (such as seniors with developmental disabilities and seniors with dementia) was also discussed.

It was also noted that many seniors have difficulty understanding affordable housing requirements and how to complete online housing applications. Expanding services that assist seniors in locating and applying for affordable housing was suggested as a way to help overcome these barriers.

Meeting participants discussed concerns about seniors who are homeless or at risk of becoming homeless due to rent increases or the expiration of their affordable housing certificates. Ways to identify and assist at-risk seniors could be explored as part of the Plan Update. This may include working with site managers at affordable housing communities to identify and refer senior residents to social service agencies that could provide homeless prevention assistance.

Community input also included recommendations to work with housing development corporations to include universal design and accessibility concepts into new projects. It was also suggested that the City explore ways to work with developers to continue to support the creation of additional affordable housing for seniors.

## Strategies for Housing

The strategies and recommended actions listed to the right address the housing goal of enhancing collaborations and education to address senior housing needs.



*New technology helps seniors stay connected with the community and age safely in place.*

### Strategy 1: Support for Aging in Place

Promote safety measures and assistance services to support aging in place.

#### Recommended Actions:

- a. Foster partnerships between service providers and housing entities to better link seniors with needed services, including homeless prevention resources.
- b. Increase awareness of fall prevention measures, home modification strategies, and universal design principles.
- c. Disseminate information about home-based technology applications to support independent living.

### Strategy 2: Information to Address Housing Needs

Provide information to seniors with housing needs.

#### Recommended Actions:

- a. Provide education to seniors and families about housing transitions.
- b. Increase services to help seniors complete affordable housing applications.
- c. Continue to inform the senior community of affordable housing openings as they occur.

# Social Well-being and Vulnerable Seniors

**GOAL:** Promote wellness, independence, and inclusion for vulnerable seniors.

Addressing the needs of vulnerable seniors is a priority of the City of Irvine. The City has been responsive to the changing needs of seniors and has enhanced services to assist those experiencing isolation, financial hardship, and physical or mental health challenges.

Guided by the Senior Plan 2012–17, the City expanded outreach into the community to places older adults live and frequent, built community partnerships to address food insecurity and mental health concerns, and enhanced capacity to reach limited English-speaking seniors. Over the plan period, service levels increased in care management support and Keen Center consultations and resource referrals. The number of meals provided to homebound and vulnerable seniors also increased significantly.

Accessible and appropriate support is vital to healthy aging and should consider certain circumstances that impact the well-being of seniors. It is not uncommon for older adults to experience mental distress associated with a decrease in self-sufficiency, living with chronic illness, and/or experiencing grief following the loss of a loved one. In 2014, more than one in 10 Medicare beneficiaries 65 and older in Orange County was treated for depression. Countywide, elder abuse reports have increased by 56 percent since 2004, with most cases involving financial and/or psychological/mental abuse.<sup>19</sup> Enhancing systems to identify and serve vulnerable older adults remain a priority for the Plan Update.

## Community Input

Feedback and suggestions regarding assistance for vulnerable seniors to support social well-being were provided by community residents and senior services professionals during community and key stakeholder meetings, and are summarized as follows:

### Enhanced Linkages to Resources

Community members and service providers noted that resources for seniors can be difficult to access by those in need. Many seniors are not aware of how to locate services offered by the extensive network of public and community-based organizations. To better reach the most vulnerable seniors, it was recommended that outreach be conducted through cultural and faith organizations, housing sites, and local media sources. Participants also expressed the need to provide families of seniors and the broader community with information on safety and support services for seniors.

Service providers discussed the need to improve coordination and information sharing among service agencies as a means to better serve seniors in need. One example could include creating systems for making direct referrals from physicians' offices to community agencies for effective linkage of seniors to services.

## Support Services for Basic Needs

Key stakeholders indicated a rise in seniors experiencing poverty and unmet basic needs, including food and housing insecurity. Input included the need to strengthen support systems in order to identify seniors in need before a crisis occurs. This may include providing housing site managers and home owners associations with information on how to link seniors in need to food pantry and temporary housing services.

It was also noted that there is a growing number of seniors who need assistance in understanding basic paperwork and completing housing request forms, including online applications. Expanding services that provide assistance with forms and applications was recommended.



## **Mental Health Support**

Meeting participants identified loneliness and social isolation as contributing to mental health challenges for seniors. Social isolation factors identified included the lack of transportation and limited family and social networks. Increasing volunteer support services such as friendly visitor and peer mentor programs, and expanding transportation options, were suggested to provide needed support to isolated, vulnerable seniors.

A recurring theme was the need to expand in-home care management and counseling services to serve seniors experiencing emotional health disorders, such as anxiety and depression. Addressing complex issues such as elder abuse, hoarding, dementia care, and support for veterans through targeted services was also discussed. Continued collaboration between Senior Services and the Irvine Police Department Mental Health Outreach program was recommended as well.

## **Language and Cultural Barriers**

Participants recognized language and cultural barriers as a challenge to accessing services. Increasing outreach efforts that focus on building trust to engage limited English-speaking seniors was recommended. Suggestions included utilizing volunteers to provide information in various languages and help limited English-speaking seniors connect to services; and continuing to enhance home visitation programs provided by culturally-specific agencies.

## **Support Families and Caregivers**

The needs of family members caring for older adults, as well as seniors caring for adult children with disabilities, were considered by participants. The needs identified included caregiver education and support, and affordable respite care services. Caregiver support could be enhanced through promoting affordable respite care models, expanding support group networks, and working with families to plan for future care needs.

## Strategies for Social Well-being and Vulnerable Seniors

The following strategies and recommended actions are suggested to meet the social well-being goal of promoting wellness, independence, and inclusion for vulnerable seniors.



### Strategy 1: Identify and Serve Vulnerable Seniors

Enhance systems to identify and serve the most vulnerable senior populations.

#### Recommended Actions:

- a. Increase public awareness about how to identify and assist vulnerable seniors.
- b. Explore ways to increase information sharing with community partner agencies, housing agencies/homeowners associations, and medical providers on support services and programs for vulnerable seniors.
- c. Expand education and support to family members of vulnerable seniors and seniors caring for adults with disabilities.
- d. Foster the development of services for isolated, limited English-speaking seniors.
- e. Continue to partner with organizations that provide in-home counseling and volunteer peer mentoring services.
- f. Explore ways to expand application assistance services for seniors.
- g. Continue collaboration with Irvine Police Department to assist at-risk seniors.
- h. Evaluate the nutrition program operations and explore options for meeting the increasing demand for services.

# Transportation

**GOAL:** Support safe and accessible transportation for seniors.

The transportation goal area encompasses strategies that support transportation accessibility and safety for senior residents. Guided by the previous Senior Plan, the City worked to expand the range of transportation options available to senior residents, increased opportunities for participation in driver safety and transit training programs, and undertook efforts to raise awareness about available transportation services. Demand for City senior transportation services including the volunteer driver program, Nutrition Transportation, and subsidized taxi vouchers increased.

Transportation needs for seniors are expected to continue to increase as the population grows. With seniors outliving their ability to drive safely by an average of seven to 10 years,<sup>20</sup> a range of affordable alternatives to driving are needed to maintain independence and participation in community life. Non-driving seniors attend fewer medical appointments, shop less often, and reduce frequency of visits with family and friends compared to drivers of the same age.<sup>21</sup>

Seniors also represent the fastest-growing segment of drivers, according to Automobile Association of America Foundation for Traffic Safety. Projections indicate that 25 percent of all drivers will be older than 65 by 2025.<sup>22</sup> With the growing number of non-driving and driving seniors, transportation accessibility, and driver and pedestrian safety remain important issues to address under the Plan Update.



*Seniors learn how to ride the Metrolink before taking a trip to Angels stadium.*

## Community Input

Through community and key stakeholder meetings, issues forming the basis of the Plan Update were identified and are summarized below.

### Affordable and Accessible Transportation

Availability of affordable and accessible transportation options remain a community priority. Identified areas of need include: 1) additional weekend and evening hours; 2) more options for individuals who are temporarily unable to drive or who have driving limitations, such as not driving in the dark or on freeways; 3) additional transportation services to the senior centers; and 4) financial assistance for transportation services for lower income seniors.

Transportation for social and recreation activities was specifically emphasized as a growing area of need. Community and stakeholder meeting participants noted that reductions in county bus services near the Lakeview Senior Center and senior housing developments have made it more challenging for seniors to participate in available programs.

Providing additional shuttle services that are coordinated with senior housing communities was also suggested as a way to help seniors stay independent and active in the community.

## Collaborations and Innovations

Meeting participants discussed exploring innovative ways to enhance transportation options for seniors, such as using smartphone transportation applications. Ideas for expanding heavily impacted senior volunteer driver programs were also discussed, such as identifying creative ways to recruit additional drivers and linking non-driving seniors with others who are going to the same activity or location.

Continued collaboration with county and nonprofit transportation providers was discussed as a way to improve the existing network of transportation services. Working with the county to address cost and service area limitations of the ACCESS program was specifically mentioned.



*A senior participant takes the lunch shuttle to Lakeview Senior Center for a delicious hot lunch.*



## Safety and Transit Education

Providing educational programs for senior drivers and recent non-drivers continues to be an area of need identified by the community. Meeting participants suggested providing additional driver safety classes in multiple languages that include not only information on safe driving practices, but also discuss when to transition away from driving and alternative transportation options.

Meeting participants also noted that transit-related informational materials and training on how to access services could be further developed. Emphasis was placed on targeting information to seniors who are reluctant to use transportation services. This includes seniors with limited English proficiency that may face challenges connecting to transportation resources.

Pedestrian safety was also expressed as a concern. Crossing the street in the allotted signal time was mentioned as a challenge for some seniors. "Walkability" was noted as an issue to address, especially near senior housing locations and bus stops.



*Volunteer drivers provide ride assistance to medical appointments.*

## Strategies for Transportation

The strategies and recommended actions listed below address the Transportation goal of supporting safe and accessible transportation for seniors. The recommended actions help to guide strategy implementation.

### Strategy 1: Outreach and Education

Enhance outreach and education to support senior mobility.

#### Recommended Actions:

- a. Expand distribution of information on transportation services and include materials in multiple languages.
- b. Teach seniors how to use various transportation options including smartphone applications.
- c. Continue providing information on driver safety and transitioning away from driving.
- d. Provide pedestrian safety education.
- e. Promote transportation consultation services in multiple languages through the Keen Center for Senior Resources.

### Strategy 2: Enhanced Access

Explore collaborative partnerships and innovative models to enhance access to transportation services.

#### Recommended Actions:

- a. Maximize use of transportation resources through continued coordination with public and community transportation providers.
- b. Explore opportunities to enhance volunteer-based transportation for medical appointments and social activities.
- c. Evaluate City senior transportation services for opportunities to increase efficiencies.

# Conclusion

The Senior Services Strategic Plan was developed in 2012 based on extensive community participation and input. The plan identifies priority areas and strategies to guide service delivery for the Irvine senior population. It has resulted in the targeted use of resources to provide high-quality, relevant programs driven by the interests and needs of Irvine seniors.



In 2017, the City returned to the community to revisit the Senior Plan and receive recommendations for future plan implementation. The Plan Update reflects community feedback based on current and emerging issues faced by Irvine seniors.



The Senior Plan Update Implementation Matrix was created based on the plan strategies and recommended actions, and is intended to guide the City's work around Senior Services for FY 2018–19 through FY 2022–23. Review and evaluation of the Plan Update implementation and outcomes will be conducted by the Senior Citizens Council. Ongoing monitoring and feedback will ensure the Plan Update remains relevant to community needs and responsive to changing conditions.



For more information about the Plan Update, please contact the City of Irvine Community Service Department.





# Acknowledgements

The City of Irvine would like to thank all who participated in the development of the Senior Services Strategic Plan Update, including the many stakeholders and community members who attended meetings and forums to provide valuable input.

The City would like to acknowledge members of the Irvine Senior Citizens Council and City staff who contributed to the plan.

## ■ Irvine Senior Citizens Council

Carolyn Inmon, Chair

Sima Ranjbar, Vice Chair

Stan Jones, Senior Council Member

Juneu Kim, Senior Council Member

Kevin Kondru, Senior Council Member

Rachel Owens, Senior Council Member

Betty Jo Woollett, Senior Council Member

## ■ Past Irvine Senior Citizens Council

Greta Jacobs, Past Chair

Kathy Lee, Senior Council Member

Gary Yates, Senior Council Member

## ■ City Staff

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Denise Bennett-Arabatzis, Community Services Supervisor

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Amber Castrey, Program Coordinator

Laura Murphy, Program Coordinator

Kristen Reid, Program Coordinator

Lucy Tseng, Program Coordinator

Athena Martinez, Administrative Secretary

Anne Kanter-Edwards, Program Specialist



*Meals on Wheels volunteers begin their delivery routes.*

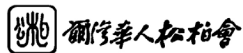


## Appendix A: Nonprofit Senior Clubs

### ■ Friends of Outreach

Friends of Outreach is a nonprofit, volunteer-led organization that supports the City of Irvine outreach program for seniors through fundraising efforts and service projects such as Bingo, International Crafters, and Holiday Gift Bags. Friends of Outreach is a charitable organization with free membership and open to all who are willing to serve. Meetings are held on the second Thursday of each month from 10-11 a.m. at Lakeview Senior Center. More information: 949-724-6900.

### ■ Irvine Evergreen Chinese Senior Association (IECSA)



Irvine Evergreen Chinese Senior Association (IECSA) is a nonprofit organization whose mission is to encourage Chinese-American seniors to develop a social network to enhance the quality of life. Meetings are held the third Saturday of each month from 10 a.m.-4:30 p.m. at Lakeview Senior Center. More information: 949-724-6900.

### ■ Irvine Korean Evergreen Association (IKEA)

어바인 한인 상록회

Irvine Korean Evergreen Association (IKEA) is a nonprofit organization whose mission is to provide opportunities for older Korean-Americans in the community. More information: 949-724-6900.

### ■ Irvine Senior Travelers

Irvine Senior Travelers is a nonprofit organization that coordinates a variety of day and extended trips to meet the needs of adult travelers. Club membership is not required to travel. A complete list of trips is available at the centers. Office hours are Tuesday and Thursday 10 a.m.-12:30 p.m. at Lakeview Senior Center. More information 949-724-6900

### ■ NEDA Association of Iranian-American Seniors

گروه ندا - نسل دیروز ایرانیان

NEDA Association of Iranian-American Seniors is a nonprofit organization whose mission is to maintain friendships among Iranian-American seniors and to encourage involvement in the local community. Meetings are held Thursday each week from 2-5 p.m. on the third Thursday the meeting is from 5-9 p.m. at Lakeview Senior Center. More information: 949-724-6900.

*Information on all of these organizations can be found online at [irvineseniors.org](http://irvineseniors.org).*

Appendix B: Senior Plan Update Implementation Matrix FY 2018–19—FY 2022–23

GOAL AREA : EDUCATION						
Goal: Provide information and a variety of educational opportunities to older adults.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
<b>1. Enhance promotional strategies to increase awareness of educational programs and services</b>	a. Expand distribution of information through web-based media	<ul style="list-style-type: none"> <li>Increase posts on City's social media pages including links to the <i>Irvine Senior Connection</i></li> </ul>				
	b. Conduct targeted marketing strategies to engage various groups of seniors in educational programs (i.e., younger seniors, lower-income, frail, limited English speaking)	<ul style="list-style-type: none"> <li>Develop group email lists (i.e., younger seniors, lower-income) of current participants to receive information based upon program interest</li> </ul>	<ul style="list-style-type: none"> <li>Identify points of contact (agencies, sites, programs) through which to reach various audiences and distribute information on educational opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Target retirees for program promotion and volunteer recruitment</li> </ul>		
	c. Increase accessibility of information at senior housing and faith locations	<ul style="list-style-type: none"> <li>Enhance communication with staff at senior housing locations to inform them about Senior Services program information</li> </ul>	<ul style="list-style-type: none"> <li>Meet with faith and cultural groups to share information about class offerings</li> </ul>			
	d. Continue to engage multilingual volunteers to bring information to the community		<ul style="list-style-type: none"> <li>Work with senior clubs to help outreach to their community networks about educational programs and services</li> </ul>			



## Appendix B: Continued

<b>GOAL AREA: EDUCATION (cont.)</b>						
<b>Goal: Provide information and a variety of educational opportunities to older adults.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>2. Expand and enhance information on issues important to seniors and their families</b>	a. Continue to collaborate with community partners to enhance education on health, technology, and finance topics	<ul style="list-style-type: none"> <li>Continue to provide informational sessions on financial literacy and fraud prevention through partnerships</li> <li>Provide Senior Services Leadership Committee with educational sessions and encourage members to share the information with their club participants</li> </ul>	<ul style="list-style-type: none"> <li>Identify presenters to provide new informational sessions on health, technology, and finance topics</li> <li>Offer more intermediate and advanced level technology classes</li> <li>Seek partners to offer educational programs during evening and/or weekend hours</li> <li>Utilize cultural groups to hold lectures and distribute information</li> </ul>			
	b. Develop senior user-friendly educational materials on health, finance, and technology topics	<ul style="list-style-type: none"> <li>Revise referral/resource lists to improve readability for seniors</li> <li>Conduct a comprehensive messaging campaign featuring topics (two per year) providing consistent messaging across printed material and web articles</li> </ul>				

## Appendix B: Continued

<b>GOAL AREA: HEALTH AND RECREATION</b>						
<b>Goal: Promote physical and social health through health and recreation activities.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>1. Enhance marketing strategies to increase awareness of health and recreation programs</b>	a. Conduct targeted marketing to reach different groups of seniors	<ul style="list-style-type: none"> <li>Promote City adult classes of interest to seniors</li> </ul>				
	b. Educate seniors on registration processes for senior activities/classes offered by the City and community partners	<ul style="list-style-type: none"> <li>Accept telephone registration for free programs</li> <li>Teach seniors how to register online for City programs</li> <li>Continue to partner with Irvine Valley College Emeritus to provide on-site registration assistance</li> </ul>				

## Appendix B: Continued

<b>GOAL AREA: HEALTH AND RECREATION (cont.)</b>						
<b>Goal: Promote physical and social health through health and recreation activities.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>		
				<b>Year 4</b>		
				<b>Year 5</b>		
<b>2. Expand senior health and recreation program opportunities</b>	a. Explore options for additional activity offerings on weekends and evenings and at satellite locations		<ul style="list-style-type: none"> <li>Pilot evening or weekend events, such as ping pong tournaments</li> </ul>			
	b. Pilot new outdoor sports activities	<ul style="list-style-type: none"> <li>Promote pickleball clinics being offered at new City courts</li> </ul>	<ul style="list-style-type: none"> <li>Pilot new outdoor sports activities (i.e., pickle ball, bocce ball) at satellite locations and at varying times</li> </ul>	<ul style="list-style-type: none"> <li>Research grant opportunities for funding outdoor fitness equipment at Lakeview Senior Center or other sites that are accessible to seniors</li> </ul>		
	c. Expand social engagement opportunities, including activities that bring seniors of various cultural groups together	<ul style="list-style-type: none"> <li>Program afternoon socials with activities that encourage social engagement and interaction (i.e. karaoke, crafts)</li> </ul>				
	d. Explore new ways to recruit senior volunteers to promote socialization and support senior clubs	<ul style="list-style-type: none"> <li>Work with senior clubs to help outreach to their community networks about volunteer opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Provide opportunities for senior clubs to periodically host an informational table in Rose Garden Café</li> </ul>			
	e. Pilot a laptop lending program for seniors	<ul style="list-style-type: none"> <li>Implement laptop lending program at Rancho Senior Center</li> </ul>				
	f. Explore model programs to help seniors sustain motivation to stay fit and healthy over time	<ul style="list-style-type: none"> <li>Plan a "Walk with the Doc" program as part of Senior Striders</li> </ul>	<ul style="list-style-type: none"> <li>Provide training for seniors on technology programs (apps) that promote healthy lifestyles</li> <li>Create a recognition/incentive program for fitness participation</li> </ul>	<ul style="list-style-type: none"> <li>Prepare and distribute recipe cards for easy-to-prepare healthy meals</li> </ul>		
	g. Explore new vegetarian and culturally-themed menu options at the Rose Garden Café		<ul style="list-style-type: none"> <li>Continue to receive and incorporate input from participants on the Rose Garden Café menu</li> </ul>			
	h. Explore conducting a feasibility study to evaluate the demand for senior programming space	<ul style="list-style-type: none"> <li>Explore options for expanding use of existing space</li> </ul>	<ul style="list-style-type: none"> <li>Request funding to conduct a feasibility study to address the need for additional senior center programming space</li> </ul>			

## Appendix B: Continued

GOAL AREA: HOUSING					
Goal: Enhance collaborations and education to address senior housing needs.					
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4 Year 5
1. Promote safety measures and assistance services to support aging in place	a. Foster partnerships between service providers and housing entities to better link seniors with needed services, including homeless prevention resources		<ul style="list-style-type: none"> <li>Develop a guide of homeless prevention resources</li> </ul>	<ul style="list-style-type: none"> <li>Share a guide on homeless prevention resources with housing managers so that they may share with senior tenants who are at risk of homelessness</li> </ul>	
	b. Increase awareness of fall prevention measures, home modification strategies, and universal design principles	<ul style="list-style-type: none"> <li>Distribute fall prevention and home safety/modification education materials</li> </ul>		<ul style="list-style-type: none"> <li>Conduct an educational campaign on home safety measures</li> </ul>	
	c. Disseminate information about home-based technology applications to support independent living	<ul style="list-style-type: none"> <li>Research possible agencies that could provide workshops on technology to support independent living</li> </ul>	<ul style="list-style-type: none"> <li>Offer workshops and articles on technology that support independent living</li> </ul>		

## Appendix B: Continued

<b>GOAL AREA: HOUSING (cont.)</b>						
<b>Goal: Enhance collaborations and education to address senior housing needs.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>2. Provide information to seniors with housing needs</b>	a. Provide education to seniors and families about housing transitions	<ul style="list-style-type: none"> <li>Provide information to seniors and their families on topics such as transitioning into assisted living, downsizing strategies, and supporting seniors with housing decisions</li> </ul>				
	b. Increase services to help seniors complete affordable housing applications	<ul style="list-style-type: none"> <li>Pilot Keen Center appointment system for scheduling housing application assistance</li> </ul>	<ul style="list-style-type: none"> <li>Work with senior clubs to help outreach to their community networks about housing application assistance available in the Keen Center</li> </ul>			
	c. Continue to inform the senior community of affordable housing openings as they occur	<ul style="list-style-type: none"> <li>Direct seniors to Neighborhood Services web link for new housing developments.</li> <li>Contact housing developers about upcoming affordable housing projects to stay abreast of interest lists and application opening dates</li> </ul>				

## Appendix B: Continued

<b>GOAL AREA: SOCIAL WELL-BEING AND VULNERABLE SENIORS</b>						
<b>Goal: Promote wellness, independence and inclusion for vulnerable seniors.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>1. Enhance systems to identify and serve the most vulnerable senior populations</b>	a. Increase public awareness about how to identify and assist vulnerable seniors	<ul style="list-style-type: none"> <li>Participate in community health fairs to inform the general public about the City's assistance programs for vulnerable seniors</li> </ul>	<ul style="list-style-type: none"> <li>Develop informational articles, posters, etc. on how to identify at-risk seniors and where to refer for support and safety services</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate feasibility of creating public service announcement for ICTV on how to identify at-risk seniors and where to refer for support services</li> </ul>		
	b. Explore ways to increase information sharing with community partner agencies, housing agencies/HOAs, and medical providers on support services and programs for vulnerable seniors	<ul style="list-style-type: none"> <li>Offer training to City program staff and community entities on risk factors and resources for vulnerable seniors</li> </ul>	<ul style="list-style-type: none"> <li>Develop an information packet for distribution to housing and health providers to share information on support services and programs</li> </ul>			
	c. Expand education and support to family members of vulnerable seniors and seniors caring for adults with disabilities	<ul style="list-style-type: none"> <li>Refer participant family members to partner agencies that provide caregiver education sessions and continue to identify new potential partnerships</li> <li>Identify opportunities for expansion of family support programs in various languages for dementia and other health-related aging concerns</li> </ul>	<ul style="list-style-type: none"> <li>Identify opportunities to collaborate with City Disability Services for outreach and support to senior caregivers/family members of adults with disabilities</li> </ul>			

## Appendix B: Continued

<b>GOAL AREA: SOCIAL WELL-BEING AND VULNERABLE SENIORS (cont.)</b>						
<b>Goal: Promote wellness, independence and inclusion for vulnerable seniors.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>1. Enhance systems to identify and serve the most vulnerable senior populations</b>	d. Foster development of services for isolated, limited English-speaking seniors	<ul style="list-style-type: none"> <li>Recruit and maintain bilingual staff and volunteers</li> <li>Continue to update listing of counseling and outreach services that are appropriate for limited English-speaking seniors</li> </ul>	<ul style="list-style-type: none"> <li>Meet with faith and cultural groups to share information on support services and programs that they can share with vulnerable seniors with limited English proficiency and their families</li> <li>Prioritize resource materials for written translation and distribution</li> </ul>			
	e. Continue to partner with organizations that provide in-home counseling and volunteer peer mentoring services	<ul style="list-style-type: none"> <li>Continue to link and case manage clients in partnership with agencies that provide in-home counseling</li> </ul>	<ul style="list-style-type: none"> <li>Link seniors with virtual counseling programs available online</li> </ul>			
	f. Explore opportunities to expand application assistance services for seniors	<ul style="list-style-type: none"> <li>Launch appointment system for application assistance in Keen Center, utilizing trained interns</li> <li>Work with senior clubs to help outreach to their community networks about application assistance available in the Keen Center</li> </ul>	<ul style="list-style-type: none"> <li>Link seniors with trained volunteers for one-on-one instruction on how to navigate a healthcare service portal online</li> </ul>			
	g. Continue collaboration with Irvine Police Department to assist at-risk seniors	<ul style="list-style-type: none"> <li>Continue to meet regularly with IPD, code enforcement, and other community partners to collaboratively assist seniors in crisis</li> </ul>				
	h. Evaluate the nutrition program and explore options for meeting the increased demand for services	<ul style="list-style-type: none"> <li>Identify the use of outdoor space to expand seating for the lunch program</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate the Meals on Wheels program operations and explore options for meeting increased demand</li> </ul>			

## Appendix B: Continued

<b>GOAL AREA: TRANSPORTATION</b>						
<b>Goal: Support safe and accessible transportation for seniors.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>1. Enhance outreach and education to support senior mobility</b>	a. Expand distribution of information on transportation services	<ul style="list-style-type: none"> <li>Make information about volunteer driver program available in senior housing communities</li> <li>Work with senior clubs to help outreach to their community networks about transportation services</li> </ul>	<ul style="list-style-type: none"> <li>Update transportation guide, including translated versions, and distribute among City and community programs</li> <li>Meet with faith and cultural groups to share information on transportation services that they can share with the community</li> </ul>			
	b. Teach seniors how to use various transportation options including smartphone applications	<ul style="list-style-type: none"> <li>Continue transit training programs with pre/post evaluation of learning</li> <li>Pilot a class on how to install and use ride applications and make available written instructions on installing and using ride applications</li> </ul>				
	c. Continue providing information on driver safety and transitioning away from driving	<ul style="list-style-type: none"> <li>Enhance volunteer recruitment strategies to increase capacity of the CarFit program</li> </ul>	<ul style="list-style-type: none"> <li>Explore partnership with IPD to promote driver safety education</li> </ul>	<ul style="list-style-type: none"> <li>Disseminate information to seniors and their families about driver safety and transitioning away from driving</li> </ul>		
	d. Provide pedestrian safety education	<ul style="list-style-type: none"> <li>Explore partnership with IPD and other community groups to promote pedestrian safety education</li> </ul>				
	e. Promote transportation consultation services in multiple languages through Keen Center for Senior Resources	<ul style="list-style-type: none"> <li>Create marketing materials that promote the Keen Center's transportation consultation services</li> </ul>				



## Appendix B: Continued

<b>GOAL AREA: TRANSPORTATION (cont.)</b>						
<b>Goal: Support safe and accessible transportation for seniors.</b>						
<b>Strategies</b>	<b>Recommended Actions</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>2. Explore collaborative partnerships and innovative models to enhance access to transportation services</b>	a. Maximize use of transportation resources through continued coordination with public and community transportation providers	<ul style="list-style-type: none"> <li>Continue to participate in the OC Strategic Plan for Aging Transportation Sub-committee</li> </ul>	<ul style="list-style-type: none"> <li>Stay current with transportation services offered through County, nonprofit, and health insurance providers</li> </ul>			
	b. Explore opportunities to enhance volunteer-based transportation for medical appointments and social activities	<ul style="list-style-type: none"> <li>Implement new strategies to enhance the recruitment of volunteers for the volunteer driver program for medical appointments</li> </ul>		<ul style="list-style-type: none"> <li>Explore new strategies to expand the volunteer driver program to include transportation to social activities</li> </ul>		
	c. Evaluate City senior transportation services for opportunities to increase efficiencies	<ul style="list-style-type: none"> <li>Evaluate the TRIPS program for opportunities to increase efficiencies</li> </ul>				

## Appendix C: Organizations Represented at Key Stakeholder Meetings

### ■ Education

Alzheimer's Orange County  
Asian American Senior Citizens Service Center  
Irvine Korean Evergreen Association  
Irvine Senior Citizens Council  
Irvine Valley College  
Orange County Council on Aging  
Orange County Office on Aging  
Orange County Fire Authority  
OMID Institute

### ■ Health and Recreation

Friends of Outreach  
Irvine Evergreen Chinese Seniors Association  
Irvine Senior Citizens Council  
Irvine Senior Travelers  
Jewish Federation and Family Services  
Matter of Balance

### ■ Housing

Adapt 2 It  
Care Placement  
City of Irvine Community Development, Neighborhood Services  
Fair Housing Foundation  
Innovative Housing Opportunities  
Inn at Woodbridge Senior Apartment Community  
Irvine Company  
Irvine Korean Evergreen Association  
Irvine Residents with Disabilities Advisory Board  
Irvine Senior Citizens Council  
Orange County Fire Authority

## Appendix C: Continued

### ■ **Social Well-being and Vulnerable Seniors**

Adult Protective Services

Alzheimer's Orange County

Golden Age Group

Human Options

Irvine Adult Day Health Services, Inc.

Irvine Police Department - Mental Health Outreach Program

Irvine Residents with Disabilities Advisory Board

Irvine Senior Citizens Council

Jewish Federation and Family Services

Orange County Asian and Pacific Islander Community Alliance

Orange County Council on Aging

Orange County Health Care Agency

St. Jude

### ■ **Transportation**

24HR HomeCare

Age Well Senior Services

City of Irvine Transportation Department

Irvine Police Department Traffic Unit

Irvine Senior Citizens Council

Jewish Federation and Family Services

## Appendix D: Senior Resource Guide

Agency	Contact Information	Program Description
<b>GENERAL INFORMATION</b>		
<b>American Association of Retired Persons (AARP)</b>	National: <b>888-687-2277</b> Sacramento: <b>866-448-3614</b> Pasadena: <b>866-448-3615</b> <b><i>aarp.org</i></b>	AARP is a nonprofit, non-partisan membership organization dedicated to enhance the quality of life for maturing adults age 50 and over.
<b>City of Irvine Keen Center for Senior Resources</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6926</b> <b><i>irvineseniors.org</i></b>	The Keen Center for Senior Resources offers support and assistance programs designed to help deal with physical, emotional and/or caregiving demands. Provides information about housing, transportation, health insurance, alternative living, social security, in-home care, home repair, support groups, legal aid, safety, immigration, Social Security Insurance and Medi-Cal.
<b>City of Irvine Lakeview Senior Center</b>	20 Lake Road Irvine, CA 92604 <b>949-724-6926</b> <b><i>irvineseniors.org</i></b>	Senior center with multiple-purpose facilities for adults age 50+. Facility is equipped with a computer lab, billiards room, and provides educational, recreational and social services. Rose Garden Café (Monday-Friday) Suggested donation \$4 for age 60+ and \$5.25 for age 59 or less.
<b>City of Irvine Rancho Senior Center</b>	3 Ethel Coplen Way Irvine, CA 92612 <b>949-724-6800</b> <b><i>irvineseniors.org</i></b>	Senior center for adults age 50+. Facility is equipped with a fitness center and provides educational and recreational services. A ballroom, multi-purpose room and kitchen are available for rental.
<b>City of Irvine Trabuco Center</b>	5701 Trabuco Road Irvine, CA <b>949-724-7300</b> <b><i>irvineseniors.org</i></b>	Senior center for adults age 50+. Facility is equipped with a fitness center and provides educational and recreational services. A ballroom, multi-purpose room and kitchen are available for rental.
<b>Office on Aging County of Orange</b>	333 W. Santa Ana Blvd. Santa Ana, CA 92701 <b>800-510-2020</b> <b><i>officeonaging.ocgov.com</i></b>	The Office on Aging serves older adults, specifically focusing on low-income and minority elders. The information and referral line provides information on health, transportation, affordable housing, nutrition and social activities.
<b>Veteran's Administration Orange County</b>	1506 Brook Hollow Drive Santa Ana, CA 92705 <b>714-567-7450</b> <b><i>veterans.ocgov.com</i></b>	Provides free benefit claims counseling and information and referral assistance to veterans, their dependents and survivors.
<b>211 Orange County</b>	1400 S Grand Avenue, Santa Ana, CA 92705 <b>211</b> <b><i>211oc.org</i></b>	211 Orange County offers a comprehensive information and referral system linking Orange County residents to community health and human services and support. Callers seeking assistance can dial 211 (toll-free) 24 hours-a-day and be connected to trained, multilingual information and referral specialists.
<b>City of Irvine Irvine Multicultural Association (IMA)</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>irvineseniors.org</i></b>	Promotes harmony in the multicultural community of Irvine. Activities include multicultural films, monthly social events, and English mentoring programs. Monthly socials are held on the first Wednesday of each month from 5-7:30 p.m.

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>DOMESTIC VIOLENCE/ELDER ABUSE</b>		
<b>Adult Protective Services</b>	P.O. Box 5687 Orange, CA 92813 <b>800-451-5155 24-hour Hotline</b> <b><i>cdss.ca.gov/Adult-Protective-Services</i></b>	Adult Protective Services is directed at preventing or remedying neglect, abuse or exploitation of elder adults (65 or older) and dependent adults (physically or mentally impaired 18-64 year olds) who are unable to protect their own interests.
<b>Human Options – Safe Options for Seniors Program</b>	Office:5540 Trabuco Road, Irvine, CA 92620 P.O. Box 53745, Irvine, CA 92619 <b>877-854-3594</b> <b><i>humanoptions.org</i></b>	Housing, counseling, case management for women and children for 12 months affected by domestic violence. Trauma services for seniors and community education.
<b>Women’s Transitional Living Center</b>	P.O. Box 916 Fullerton, CA 92832 <b>714-992-1931</b> <b>Hotline:1-877-531-5522</b> <b><i>wtic.org</i></b>	Emergency shelter for clients with substance abuse problems, mental illness, human trafficking, legal advocacy, transitional housing programs, community outreach, immigrations services and children’s programs.
<b>EDUCATION</b>		
<b>Irvine Adult School</b>	3387 Barranca Pkwy Irvine, CA 92606 <b>949-936-7456</b> <b><i>Irvineeas.asapconnected.com</i></b>	Teaches English as a Second Language, computer, parent education, teacher’s aide and General Education Degree to adults. Pre-registration required.
<b>Irvine Valley College Emeritus</b>	5500 Irvine Center Drive Irvine, CA 92618 <b>949-451-5100</b> <b><i>ivc.edu</i></b>	Teaches art, computer, cooking, dance, photography, fitness, investing, music, and theater arts to older adults. Pre-registration required.
<b>Osher Lifelong Learning, University of California, Irvine</b>	15207 Barranca Pkwy, Irvine, CA 92618 <b>949-451-1403</b> <b><i>ce.uci.edu/olli/</i></b>	Offers programs for retired and semi-retired adults who enjoy literature, history, science, the arts and travel. Pre-registration required.
<b>EMERGENCY RESOURCES</b>		
<b>Families Forward</b>	8 Thomas Irvine, CA 92618 <b>949-552-2727</b> <b><i>families-forward.org</i></b>	For Irvine and South County residents only. Offers assistance for emergency and monthly food, transitional housing for homeless families, career coaching, counseling and information and referrals to other Irvine Community resources. Must call first to schedule an appointment.
<b>Share Our Selves</b>	1550 Superior Costa Mesa, CA 92627 <b>949-270-2100</b> <b><i>shareourselves.org</i></b>	Provides food, clothing, financial aid for basic necessities, free dental and medical clinics and CARE (Counseling, Advocacy, Resources, Emergency) services, including mental health and support groups in a culturally sensitive environment. Food Panty hours are Monday through Friday, 8 a.m. to 2:45 p.m.
<b>South County Outreach</b>	7 Whatney, Suite B, Irvine, CA 92618 <b>949-380-8144</b> <b><i>sco-oc.org</i></b>	For Irvine through San Clemente residents only. Offers transitional housing, rental assistance, utility payments to help Orange County residents by preventing homelessness or utility shut-offs. Sponsors annual Holiday Adopt-a-Family program, operates a thrift shop and provides free computer training for people seeking employment opportunities.

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>EMPLOYMENT</b>		
<b>Asian American Senior Citizens Service Center</b>	850 N. Birch St. Santa Ana, CA 92701 <b>714-560-8877</b> <b><i>aascsc.org</i></b>	Dedicated to increasing the awareness of the needs of Asian American elderly, assisting their access to essential health care and social services and promoting dignified living in the community.
<b>Employment Development Department</b>	<b>1-866-333-4606</b> <b><i>edd.ca.gov</i></b>	Provides weekly unemployment insurance payments for workers who lose their job through no fault of their own. The program is funded by employers who pay taxes on wages paid to employees.
<b>Orange County One-Stop Center</b>	17891 Cartwright Road #100 Irvine, CA 92614 949-341-8000 oconestop.com	Offers job-seekers self-directed facility and tools to look for employment or career change opportunities. Job seekers are required to provide two original right-to-work documents (picture ID, CA driver's license, Social Security card). All customers need to complete an electronic intake process.
<b>FINANCIAL / INSURANCE</b>		
<b>Consumer Credit Counseling Service of Orange County</b>	1561 E. Orangethorpe Ave. Fullerton, CA 92831 <b>1-800-550-1961</b> <b><i>cccsoc.org</i></b>	Consumer Credit Counseling Service is the nation's oldest and largest credit counseling organization. They offer debt counseling and debt repayment solutions to those needing help dealing with creditors and overwhelming debt.
<b>Council on Aging – Health Insurance Counseling and Advocacy Program (HICAP)</b>	2 Executive Circle Suite 175 Irvine, CA 92614 <b>714-479-0107</b> <b><i>coasc.org</i></b>	Promotes adult empowerment, prevent abuse and advocate for the rights and dignity of those experiencing health and aging challenges. Services are free regardless of income. HICAP provides educational seminars, individual counseling and limited legal assistance with Medicare and related insurance coverage, as well as unbiased information and assistance with original Medicare, Health Maintenance Organizations, Medigap Plans, Medi-Cal, Consolidated Omnibus Budget Reconciliation Act (COBRA), employer health plans, long-term care insurance and military benefits.
<b>Financial Abuse Specialist Team – Council on Aging</b>	2 Executive Circle Suite 175 Irvine, CA 92614 <b>714-479-0107</b> <b><i>Coaoc.org/services_fast_description.htm</i></b>	Provides educational awareness of financial elder abuse issues on a national and community level while providing recommendations to appropriate agencies for the investigation of financial abuse cases that are reviewed by our volunteer partnership consisting of multidisciplinary public and private professionals.
<b>Medi-Cal</b>	<b><i>medi-cal.ca.gov</i></b> <b>1-800-541-5555</b>	Social Services Agency – locations in Santa Ana and Aliso Viejo for provision of Medi-Cal health services, pharmaceuticals and durable medical equipment.

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>Seniors Against Investment Fraud (SAIF)</b>	320 W. 4 <sup>th</sup> Street, Suite 750 Los Angeles, CA 90013 <b>866-275-2677</b> <b><i>dbo.ca.gov</i></b>	SAIF is a statewide outreach campaign under the California Department of Corporations. The primary purpose is to alert and educate residents over the age of 50 about investment and telemarketing fraud crimes and how to avoid being victimized by scam artists.
<b>FINANCIAL / INSURANCE (Continued)</b>		
<b>Social Service Agency, Orange County</b>	168 Von Karman Avenue Suite 100 Irvine, CA 92606 <b>714-541-4895</b> <b><i>ssa.ocgov.com</i></b>	Social assistance services offered by the County of Orange.
<b>Social Security Administration</b>	26051 Acero Road Mission Viejo, CA 92691 <b>1-800-772-1213</b> <b><i>ssa.gov</i></b>	Application information and support for Social Security, Social Security Disability, Supplemental Security Income (SSI), Social Security Death Index related benefits.
<b>FOOD RESOURCES / PREPARED MEALS</b>		
<b>Cal Fresh (formerly known as Food Stamp Program), Orange County</b>	<b>1-800-281-9799</b> <b><i>benefitscheckup.org</i></b>	Cal Fresh, formerly known as Food Stamps, adds to food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy foods at many markets and food stores. Income eligibility.
<b>City of Irvine Meals on Wheels (Lakeview Senior Center)</b>	20 Lake Road Irvine, CA 92604 <b>949-724-6910</b> <b><i>irvineseniors.org</i></b>	Meals on Wheels is available on a donation basis (suggested donation of \$5 per day for three meals) for seniors living in Irvine age 60+ who cannot prepare or shop for meals themselves.
<b>City of Irvine Rose Garden Café (Lakeview Senior Center)</b>	20 Lake Road Irvine, CA 92604 <b>949-724-6910</b> <b><i>irvineseniors.org</i></b>	Suggested donation for onsite lunches are \$4 for adults 60 and older and \$5.25 for people under 60.
<b>Orange County Food Bank</b>	11870 Monarch Street Garden Grove, CA 92841 <b>714-897-6670 ext. 3601</b> <b><i>ocfoodbank.com</i></b>	Eligible recipients must self-certify that household income is at or below 150% of federal poverty level.
<b>Second Harvest</b>	8014 Marine Way Irvine, CA 92618 <b>949-854-1000</b>	Must live within parish boundaries for this food distribution program.
<b>Treasure Box (Orange County Church of Christ)</b>	10 Goodyear Irvine, CA 92618 <b>1-866-712-0925</b> <b><i>keystohouse@gmail.com</i></b>	Low cost monthly food boxes provided through local faith-based, community organizations. \$32 per box can feed a senior citizen for nearly a month. Frozen foods include protein, produce, side dishes and desserts.
<b>HEALTH / MEDICAL</b>		
<b>Alzheimer Association, Orange County Chapter</b>	770 The City Drive South, Suite 7400 Orange, CA 92868 <b>800-272-3900</b> <b>949-426-8544</b> <b><i>alz.org/oc</i></b>	Education and awareness about Alzheimer's basics, diagnosis, treatments, stages and more.

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>Braille Institute</b>	527 N. Dale Avenue Anaheim, CA 92801 <b>800-272-4553</b> <i><a href="http://brailleinstitute.org">brailleinstitute.org</a></i>	Provides an environment of hope and encouragement for people who are blind/visually impaired through educational, social and recreational programs and limited transportation services.
<b>HEALTH / MEDICAL (Continued)</b>		
<b>California Department of Public Health</b>	<b>916-558-1784</b> <i><a href="http://cdph.ca.gov">cdph.ca.gov</a></i>	Services include birth, death and marriage certificates, health screening, testing, care and treatments, etc.
<b>Caregiver Resource Center of Orange County</b>	130 W. Bastanchury Road Fullerton, CA 92835 <b>800-543-8312</b> <b>714-446-5030</b> <i><a href="http://caregiveroc.org">caregiveroc.org</a></i>	Services include free family consultation, specialized referrals, respite assistance, educational services, legal workshops, support group services, multicultural services, Caregiver Advocacy Network and "Link 2 Care".
<b>Caring Connections – Friendly Visitor Program Council on Aging</b>	2 Executive Circle Suite 175 Irvine, CA 92614 <b>714-479-0107</b> <i><a href="http://coaoc.org">coaoc.org</a></i>	Provides friendly visitors for isolated seniors and disabled adults in the community and care facilities.
<b>Community Care Licensing</b>	750 The City Drive, Suite 250 Orange, CA 92668 <b>714-703-2800</b> <i><a href="http://ccl.ca.gov">ccl.ca.gov</a></i>	Provides oversight and enforcement for more than 85,000 licensed facilities statewide servicing elderly clients. Community Care Licensing accepts complaints and feedback regarding facilities and services.
<b>Community Senior Serv, Inc.</b>	1200 N. Knollwood Circle Anaheim, CA 92801 <b>714-220-0224</b> <i><a href="http://communityseniorserv.com">communityseniorserv.com</a></i>	Serves 22 cities in North Orange County, providing Meals on Wheels, senior lunch program, case management, Adult Day services and continuum of care.
<b>Dayle McIntosh Center</b>	24031 El Toro Road Laguna Hills, CA 92653 <b>949-460-7784</b> <b>714-621-3300</b> <i><a href="http://daylemc.org">daylemc.org</a></i>	Disability resources include advocacy, aging with vision loss, assistive technology, client assistance program, core independent living skills, deaf services, housing, information and referral, peer support, personal assistance registry, transition service, sign language interpreting, and vocational services.
<b>In-Home Supportive Services, County of Orange Social Services Agency</b>	1505 E. Warner Santa Ana, CA 92702 <b>714-825-3000</b> <i><a href="http://Ssa.ocgov.com/elder/ihss">Ssa.ocgov.com/elder/ihss</a></i>	For individuals who are 65 or older, disabled, or blind, Medi-Cal eligible. Helps to pay for in-home services, such as personal care, house cleaning, shopping, cooking and laundry. Social Worker makes initial assessment to determine authorized services.
<b>Institute for Brain Aging and Dementia, University of California, Irvine</b>	1100 Gottschalk Medical Plaza Irvine, CA 92697 <b>949-824-2382</b> <i><a href="http://alz.uci.edu">alz.uci.edu</a></i>	Provides diagnostic assessments for persons with memory loss and opportunities for clinical research participation.
<b>Irvine Adult Day Health Services, Inc.</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-262-1123</b> <i><a href="http://irvineadhs.org">irvineadhs.org</a></i>	Provides social and health care services (physical, occupational and speech therapies); nursing supervision, health maintenance recreational activities, social services, meals, etc. in a secure environment for mild wanderers. Scholarship assistance, Medi-Cal, private pay, SCAN, or other insurance as available.



## Appendix D: Continued

Agency	Contact Information	Program Description
<b>Linkages Council on Aging</b>	1971 E. 4 <sup>th</sup> Street, Suite 200 Santa Ana, CA 92705 <b>714-479-0107</b> <b><i>coaoc.org</i></b>	Provides case management for disabled adults and functionally impaired and frail elderly. Case Managers perform a comprehensive in-home daily living needs assessment, monitor individual care plans and link clients to community services.

### HEALTH / MEDICAL (Continued)

<b>Long Term Care Ombudsman Council on Aging</b>	1971 E. 4 <sup>th</sup> Street, Suite 200 Santa Ana, CA 92705 <b>714-479-0107, 800-231-4024</b> <b><i>coaoc.org</i></b>	Protects the rights of older adults living in nursing and board and care homes living in Orange County.
<b>Multipurpose Senior Service Program</b>	505 City Parkway West Orange, CA 92868 <b>714-246-8500</b> <b><i>caloptima.org</i></b>	Social and health care management for frail, homebound seniors on Medi-Cal.
<b>National Parkinson's Foundation</b>	One Hoag Drive Newport Beach, CA 92658 <b>949-764-6998</b> <b><i>parkinson.org</i></b> <b><i>npaocc.org</i></b>	Provides education, awareness, care and support to individuals with Parkinson's Disease. Support groups, periodic seminars and a regular newsletter.
<b>New Lung – Quit Smoking</b>	1501 E Orangethorpe Ave Suite 120, Fullerton, CA 92831 <b>866-639-5864</b> <b><i>newlung.org</i></b>	Free help to quit smoking tobacco. Help is offered through telephone counseling, classes, support groups and one-on-one counseling.
<b>Orange County Medical Association – Physician Referral</b>	5000 Campus Drive, Newport Beach CA 92660 <b>949-398-8100</b> <b><i>ocma.org</i></b>	Physician referral line.
<b>Senior Health Outreach Prevention Program, County of Orange</b>	<b>714-972-3700</b> <b><i>ohealthinfo.com/shop</i></b>	Community outreach and home visitation program for low-income, uninsured, underinsured or underserved adults. Persons age 45+ with unmet health care needs are eligible, priority given to frail older adults. Services provided by Public Health Nurses and Behavioral Health Older Adult Specialists. Services include health screenings, behavioral health assessment/evaluation, intervention, linkages, case management, consultation and education regarding health and aging.

### HOUSING / UTILITIES

<b>Adult Residential Care Facility – Community Care Licensing</b>	750 The City Drive, Suite 250 Orange, CA 92868 <b>714-703-2840</b> <b><i>Cdss.ca.gov</i></b>	Licensed by the state of California, Department of Social Services, Community Care and Licensing. Privately owned and not maintained or regulated by the County of Orange. These facilities provide care and supervision to adults (ages 18-50 years of age) who have a mental illness. Residents are given assistance and monitoring in taking medication, scheduling treatment appointments, transportation and performing daily living skills. Adult Mental Health Outpatient Services can assist individuals to locate vacancies and access residential care
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## Appendix D: Continued

Agency	Contact Information	Program Description
<b>California Alternative Rates for Energy/Family Electric Rate Assistance (CARE/FERA)</b>	<b>800-427-2200</b> <b>socalgas.com/residential/assistance/care</b>	homes. Provides discounts on the electric bill or gas bill. The utility company providing the discount will determine if the individual qualifies for CARE or FERA, whichever is the greater savings for the customer.
<b>HOUSING / UTILITIES (Continued)</b>		
<b>California Lifeline Telephone Service (CLTS)</b>	<b>877-858-7463</b> <b>californialifeline.com</b>	CLTS is a discounted rate for local telephone service. Two plans are available: Unlimited local calls or limited amount of local calls. Any long distance, out of the area code, or additional phone features are additional charges.
<b>California Telephone Access Program (CTAP)</b>	2677 N. Main Street, Suite 130 Santa Ana, CA 92705 <b>800-806-1191</b> <b>ddtp.org</b>	Provides adaptive telephone equipment and related services at no cost to California residents who have difficulty using a standard telephone because of temporary or permanent problems such as hearing, speaking, seeing, moving or remembering. To qualify, you must be a California resident with active telephone service and must have an application form signed by a licensed physician or audiologist.
<b>Community Action Partnership of Orange County (CAPOC)</b>	11870 Monarch Street Garden Grove, CA 92841 <b>800-660-4232</b> <b>capoc.org</b>	Provides utility assistance and food bank services. CAPOC works to enhance the quality of life in Orange County by eliminating and preventing the causes and effects of poverty.
<b>Energy Crisis Intervention Program (ECIP)</b>	<b>866-675-6623</b> <b>csd.ca.gov</b>	Assists clients who are in crisis of having their electric or gas service disconnected or has already been disconnected. Clients whose utilities are included in their rent DO NOT qualify for ECIP.
<b>Fair Housing Council of Orange County</b>	1516 Brook Hollow Drive, Suite A Santa Ana, CA 92705 <b>800-698-3247, 714-569-0823</b> <b>fairhousingoc.org</b>	Provides landlord and tenant education, mediation services, certified housing and urban development counseling agency and investigation of discrimination complaints.
<b>Home Energy Assistant Program (HEAP)</b>	11870 Monarch Street Garden Grove, CA 92841 <b>866-675-6623, 800-660-4232</b> <b>csd.ca.gov</b>	Assists clients who are in need of assistance paying their electric or gas bill. Clients determine which bill they need help with. Clients supply information that will be used to determine an established benefit amount which will appear as a credit on the client's bill. Assistance is once every 12 months.
<b>Office on Aging Senior Apartment List</b>	1300 S. Grand Avenue, Bldg. B Santa Ana, CA 92705 <b>800-510-2020</b> <b>officeonaging.ocgov.com</b>	List prepared by County of Orange Office on Aging to help older adults, caregivers and persons with disabilities who are seeking low-income rentals in Orange County.
<b>Orange County Housing Authority – Affordable Rental Housing List</b>	1770 N. Broadway Santa Ana, CA 92706 <b>714-480-2900</b> <b>714-480-2700 rental info</b> <b>ochousing.org</b>	Dedicated to financing affordable housing for those who are in need in Orange County. Provides affordable rental listing for Orange County (all ages). Administers rental assistance programs throughout Orange County, except the cities of Anaheim, Garden Grove and Santa Ana (these cities operate their own citywide rental assistance programs).
<b>Rebuilding Together</b>	625 S. Cypress Avenue	As the nation's largest volunteer home

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>of Orange County</b>	Santa Ana, CA 92701 <b>714-667-8174</b> <b><i>rtsocal.org</i></b>	rehabilitation program, Rebuilding Together can make home modifications that include installing wheelchair ramps, railings, grab bars and bathing access equipment. All repairs and improvements are provided to recipients free of charge.

### HOUSING / UTILITIES (Continued)

<b>Weatherization Assistance Program (WAP)</b>	<b>866-675-6623</b> <b><i>csd.ca.gov</i></b>	Weatherization can be on a single family home, town home, condo, apartment building or mobile home. Authorization for repairs is required by the owner of the property or an authorized agent for the property. Weatherization services are available one time every ten years.
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### LEGAL

<b>California Department of Child Support Division</b>	1055 N. Main Street Santa Ana, CA 92701 <b>866-901-3212</b> <b><i>childsup.ca.gov</i></b>	Works with parents and guardians to ensure children and families receive court-ordered financial and medical support.
<b>Community Service Programs, Inc. (Dispute Resolution Services and Victims Assistance Program)</b>	1221 E. Dyer Road, Suite 120 Santa Ana, CA 92705 <b>949-250-4058</b> <b><i>cspinc.org</i></b>	Mediation is a conflict resolution process in which a mediator guides disputants in finding an agreement that works. Dispute Resolution Service mediators are carefully selected and represent a cross-section of people, diverse in culture, profession and background.
<b>Lamoreaux Justice Center</b>	341 The City Drive Orange, CA 92868 <b>657-622-6878</b> <b><i>occourts.org</i></b>	Handles juvenile, family law and probate/mental health matters. Also housed at this facility is a self-help, court resource bureau, family court services and the office of the family law facilitator.
<b>Orange County Bar Association – Lawyer Referral Information Service (LRIS)</b>	<b>949-440-6747</b> <b><i>ocbar.org</i></b>	Prospective clients receive a free brief consultation to review the legal issue and discuss fees. Only callers in need of legal assistance and able to pay an attorney are referred to LRIS panel members. Callers unable to afford attorney fees are guided toward community pro bono services of attorneys in the national award-winning LRIS Modest Means Program. Legal clinics are staffed by volunteer attorneys who provide free legal information in domestic violence, guardianship, bankruptcy, immigration news for Orange County, and legal aid for seniors.
<b>Orange County Human Relations (OCHR)</b>	1801 E. Edinger Street. Suite 115 Santa Ana, CA 92705 <b>714-480-6570</b> <b><i>ochumanrelations.org</i></b>	OCHR is a partnership between the county-funded Orange County Human Relations Commission and the non-profit Orange County Human Relations Council. It provides programs in partnership with schools, corporations, individuals, cities and foundations to support a vision where all people are valued, respected and included. It focuses on dispute resolution, community building, and school inter-group relations and violence prevention.

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>Public Law Center</b>	601 W. Civic Center Drive Santa Ana, CA 92701 <b>714-541-1010</b> <b><i>publiclawcenter.org</i></b>	Provides justice for those who are most vulnerable to injustice through pro bono attorneys and their collaborative relationships with organizations to help make Orange County a better place to live for everyone.
<b>LEGAL (Continued)</b>		
<b>Senior Citizens Legal Advocacy Program – Legal Aid Society of Orange County</b>	2101 N. Tustin Avenue Santa Ana, CA 92705 <b>800-834-5001, 714-571-5245 (Voicemail)</b> <b><i>legal-aid.com/home/seniors</i></b>	Provides free civil legal services to low-income persons and seniors. Helps solve legal problems depending on the nature and complexity of the legal problem. Services include a hotline intake system, self-help clinics, workshops, online court forms and in-depth legal services ranging from preparation of legal documents to legal representation. Many services require eligibility guidelines to be met. The Seniors Program provides representation in the areas of government benefits, health, housing, consumer problems, elder abuse and other areas to the extent of Legal Aid’s available resources, when a senior has a serious pressing need. Services do not include representation for criminal cases, class action lawsuits, drafting wills and trusts, or cases in which a senior wants to sue for money.
<b>United States Citizenship and Immigration</b>	34 Civic Center Plaza Santa Ana, CA 92701 <b>800-375-5283</b> <b><i>uscis.gov</i></b>	Information and forms available for citizenship application, green card (permanent residence), working in the United States and related information.
<b>Victim Compensation and Government Claims Board</b>	P.O. Box 48 Sacramento, CA 95812-0048 <b>800-777-9229</b> <b><i>vcgcb.ca.gov</i></b>	Domestic violence, child abuse, sexual and physical assault, homicide, robbery, drunk driving and vehicular manslaughter. Board helps resolve claims against State agencies and employees for money or damages.
<b>MENTAL HEALTH / COUNSELING</b>		
<b>Adult Mental Health Services (AMHS)</b>	3115 Redhill Avenue Costa Mesa, CA 92626 <b>714-850-8463</b> <b><i>ochealthinfo.com</i></b>	Provides recovery mental health services and episodic treatment services. The specialized outpatient Evaluation and Treatment Service provides 24-hour crisis stabilization, hospital diversion and referral access to Allied Behavioral Care acute psychiatric inpatient services. Inpatient services include: acute psychiatric inpatient treatment program and program administration/case management of Medi-Cal Mental Health Managed Care Plan.

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>Chicago School and Counseling in Irvine</b>	4199 Campus Drive, Suite E Irvine, CA 92612 949-737-5460	Individual, couples, family and group therapy. Works with anxiety, anger management, bereavement, career issues, chronic psychiatric conditions, depression, child abuse, alcohol/drug abuse, eating disorders, family conflict, sexual orientation and identity issues, life transitions, low self-esteem, women's issues, men's issues, personal growth, relationships, sexual abuse, stress and trauma.
<b>Centralized Assessment Team County of Orange</b>	203 E. Ball Road, Suite 200 Anaheim, CA 92805 <b>866-830-6011</b> <b><i>ohealthinfo.com/behavioral/cat</i></b>	Responds to psychiatric emergency calls throughout Orange County, 24 hours a day, 7 days a week; crisis mental health evaluation.
<b>MENTAL HEALTH / COUNSELING (Continued)</b>		
<b>Diamond Counseling Center</b>	4000 Birch Street, Suite 203 Newport Beach, CA 92660 <b>949-466-5176</b> <b><i>diamondcounseling.com</i></b>	Individual, couples, family and child therapy; depression, anxiety, stress, anger, crisis with divorce, abuse, trauma, addiction, grief, acculturation, unemployment, illness, difficulties with relationships, parenting, blended families, self-esteem issues and work-related problems.
<b>Family Assessment Counseling and Educational Services (FACES)</b>	1651 E. 4th Street. Suite 128 Santa Ana, CA. 92701 <b>714-447-9024</b> <b><i>facescal.org</i></b>	Provides grandparents support groups, parenting, anger management, teen anger management and co-operative parenting.
<b>Health Psychology Associates</b>	62 Discovery Suite #100, Irvine, CA 92618 <b>949-551-4272</b> <b><i>ochpa.com</i></b>	Individual, family and group therapy, treating childhood, adolescents and adults, marital/couples therapy, women's health and personal growth, coping with chronic health conditions: diabetes, obesity, heart disease, health and wellness seminars to promote healthier lifestyles and happier relationships.
<b>Jewish Federation and Family Services</b>	1 Federation Way Irvine, CA 92603 <b>949-435-3484</b> <b><i>jfsoc.org</i></b>	Services include free family consultation, specialized referrals, respite assistance, educational services, legal workshops, support group services and multicultural services.
<b>Mariposa Women and Family Center</b>	812 W. Town and Country Road Orange, CA 92868 <b>714-547-6494</b> <b><i>mariposacenter.org</i></b>	Women's domestic violence groups, women's depression support groups, women's sexual assault survivor support group, women's focus groups, focus on women's anger, men's support group, loss of an adult child, grief, teen grief group, grieving separation and divorce.
<b>Mental Health Association</b>	3540 Howard Way, Suite 150 Costa Mesa, CA 92627 <b>949-646-9227</b> <b><i>mhaoc.org</i></b>	Provides a variety of services: outpatient, Social Security Income outreach, clubhouse, homeless services back to work program, rep payee program. Community court full partnership and Project Together mentor program.
<b>National Alliance for Mental Illness</b>	1810 E. 17 <sup>th</sup> Street Santa Ana, CA 92705 <b>714-544-8488</b> <b><i>nami.org</i></b>	Provides education to increase awareness of mental illness issues, offers acceptance treatment and teaches coping strategies for people with illness, their family members and health providers.

## Appendix D: Continued

Agency	Contact Information	Program Description
<b>Older Adult Services – County of Orange</b>	1200 N. Main Street, Suite #200 Santa Ana, CA 92701 <b>714-972-3700</b> <b><i>ochealthinfo.com</i></b>	Recovery program for mentally ill individuals 60+ on Medi-Medi or without medical insurance. Services provided at client’s home or local community mental health clinic. Services include initial assessment, crisis intervention; recovery program for adults 60+ Medi-Medi or without insurance and Program for Assertive Treatment.
<b>Older Adult Support and Intervention Services (OASIS) – County of Orange</b>	<b>714-972-3700</b> <b><i>ochealthinfo.com/mhsa/fsp</i></b>	Designed to assist homeless older adults with mental illness experience recovery and stability. Program offers outreach and engagement services, mental health, nursing assessment, evaluation, mental health services including behavioral therapy, medication management and peer counseling.

<b>MENTAL HEALTH / COUNSELING (Continued)</b>		
<b>Pilgrimage Community Counseling Services, Inc.</b>	23201 Mill Creek Road, Suite 220 Laguna Hills, CA 92653 <b>949-460-5320</b> <b><i>pilgrimage-oc.org</i></b>	Counseling services provided for all ages.
<b>Substance Abuse Resource Team (START) County of Orange</b>	P.O. Box 355 Santa Ana, CA 92702 <b>714-972-3700</b> <b><i>ochealthinfo.com/start</i></b>	Designed to assist older adults who are abusing alcohol or medications, and their family members, learn how to manage complex problems caused by substance abuse. Provides confidential consultation, home visits, one-to-one counseling, medication reviews, coordination with the client’s doctor, referrals to community agencies and other resources. Information about partial hospitalization services and treatment programs.
<b>Substance Abuse and Mental Health Services Administration</b>	<b><i>Dasis3.samhsa.gov</i></b>	A website that aids in locating drug and alcohol abuse treatment programs nationwide.

<b>MULTI-CULTURAL / SENIOR NON-PROFIT ORGANIZATIONS</b>		
<b>Access California Services</b>	631 S. Brookhurst, Suite #107 Anaheim, CA 92804 <b>714-917-0440, 800-287-1332</b> <b><i>accesscal.org</i></b>	Assistance with forms and applications, referrals, parenting classes, English as a Second Language classes, health education classes, immigration services, tax preparation, interpretation and translation services, employment services, family support services for domestic violence and child welfare programs. All services are provided in English, Arabic, Spanish, Armenian, Farsi, Urdu, Pashto, and French.
<b>NEDA-Association of Iranian-American Seniors (Lakeview Senior Center)</b>	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>irvineseniors.org</i></b>	NEDA- Iranian Association is a non-profit, non-political, non-religious organization designed to promote interaction and friendship for Iranian elders in Irvine and its surrounding communities. It is open to persons age 55 and older. There is no membership fee to join. All NEDA meetings are held at the Lakeview Senior Center. Evening gatherings are designed to offer working seniors an opportunity to participate

## Appendix D: Continued

Agency	Contact Information	Program Description
		and are held on the third Thursday of each month from 5-9 p.m. Daytime meetings are held each Thursday (except the third Thursday) from 2-6 p.m.
<b>American Senior Citizens Service Center (AASCSC)</b>	850 N. Birch Street Santa Ana, CA 92701 <b>714-560-8877</b> <b><i>aascsc.org</i></b>	AASCSC is a non-profit organization that is dedicated to increasing the awareness of the needs of the Asian American elderly, assisting their access to essential health care and social services, and promoting dignified living in the community.
<b>Friends of Outreach</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>irvineseniors.org</i></b>	An all-volunteer Irvine non-profit organization providing socialization and fundraising support for senior outreach programs.

### MULTI-CULTURAL / SENIOR NON-PROFIT ORGANIZATIONS (Continued)

<b>Irvine Evergreen Chinese Senior Association (IECSA)</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>irvineseniors.org</i></b>	A non-profit organization that serves the Chinese elderly population in the Irvine community by offering a broad spectrum of recreational, educational, and social activities designed to promote optimal health and successful aging on a monthly basis. Monthly meetings are held on the third Saturday of each month from 10 a.m-4:30 p.m.
<b>Irvine Korean Evergreen Association(IKEA)</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b>949-285-6545</b> <b>(Contact Juneu Kim, IKEA Chair Person)</b> <b><i>irvineseniors.org</i></b>	Irvine Korean Evergreen Association (IKEA) is a nonprofit organization providing opportunities for older Korean-Americans to continue their involvement in the community. They offer a variety of beginning level music and dance classes, as well as provide linkage to resources. IKEA has a minimal membership fee to help enrich the lives of seniors. All classes are taught in Korean.
<b>Irvine Senior Travelers</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>888-882-8714</b> <b><i>irvineseniors.org</i></b>	Coordinates a variety of day and extended trips to meet the travel needs of seniors. Office hours provided at Lakeview Senior Center on Tuesdays and Thursdays 10 a.m. to 12 p.m.
<b>Orange County Asian Pacific Islander Community Alliances (OCAPICA)</b>	12912 Brookhurst Street, Suite 410 Garden Grove, CA 92840 <b>714-636-9095</b> <b><i>ocapica.org</i></b>	Dedicated to enhancing the health, social and economic well-being of Asians and Pacific Islanders. Provides service, education, advocacy and research.
<b>Persian Family Resource Center</b>	17155 Newhope Street, Suite C Fountain Valley, CA 92708 <b>714-805-9724</b> <b><i>facebook.com/parsian-family-resource-center</i></b>	A non-profit organization working with the under-served minority communities of Southern California, to emphasize a successful transition to life in America. Services include immigration assistance, counseling, benefit and legal assistance.
<b>OMID Multicultural Institute for Development</b>	4199 Campus Drive, Suite #300 Irvine, CA 92612 949-502-4721 Ocmecca.org	A non-profit organization with the mission to provide mental health services, education, outreach, training and research to address the mental health needs of low-income families

## Appendix D: Continued

Agency	Contact Information	Program Description
		across Orange County with a special focus on the Farsi speaking families.
<b>SUPPORT GROUPS</b>		
<b>Al-Anon Orange County</b>	12391 Lewis Street, Suite 102 Garden Grove, CA 92840 <b>714-748-1113</b> <b><i>orangecountyalanon.org</i></b>	Provides support groups for family and friends of alcoholics.
<b>Cancer Support Group in Mandarin</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>irvineseniors.org</i></b>	Bi-monthly meetings are held on the third Saturday from 10 a.m. to noon. Sponsored by Asian American Senior Citizens Service Center. Call to confirm dates.
<b>Caregiver Support Group</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>irvineseniors.org</i></b>	Meetings are held on the second and fourth Wednesday of each month 3:30 p.m. to 5 p.m. Sponsored by Irvine Adult Day Health Services.
<b>SUPPORT GROUPS (Continued)</b>		
<b>Diabetes Education and Support Group</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>irvineseniors.org</i></b>	For individuals with Type 1 or Type 2 diabetes. Meetings held on the fourth Thursday of each month from 1-2:30 p.m. Sponsored by Irvine Senior Services Outreach Program.
<b>St. Andrew's Presbyterian Church – A Grief Support Ministry</b>	600 St. Andrews Newport Beach, CA 92663 <b>949-631-2880</b> <b><i>sapres.org/support/grief</i></b>	The goal of this ministry is to help individuals understand the dimensions of grief and to help with the goal of an intimate relationship with Jesus Christ and the Holy Spirit. A six-week support group is offered at various times throughout the year.
<b>TRANSPORTATION</b>		
<b>AARP Driver Safety Course</b> (Rancho Senior Center)	3 Ethel Coplen Way Irvine, CA 92612 <b>949-724-6800</b> <b><i>irvineseniors.org</i></b>	Provides driver safety classes for adults age 55 and older.
<b>Age Well Senior Services</b>	24461 Ridge Rte. Drive, Laguna Hills, CA 92653 <b>949-855-9766, 949-855-8033</b> <b><i>agewellseniorservices.org</i></b>	Provides senior non-emergency medical transportation for seniors age 60 and older, along with Adult Day Health Care, Alzheimer's Social Day Care, case management, home-delivered and congregate meals in south Orange County.
<b>American Cancer Society – Orange County Chapter</b>	1940 E. Deere Avenue, Suite 100 Santa Ana, CA 92705 <b>949-477-0340</b> <b><i>cancer.org</i></b>	Provides no-cost transportation to chemotherapy and medical appointments. Advanced notice required.
<b>iShuttle</b> (Orange County Transportation Authority)	<b>714636-7433, ext. 2</b> <b><i>octa.net</i></b>	Provides transportation services within the Irvine Business Complex, connecting Tustin Metrolink Station to major employers, residential communities, and amenities, including the Irvine Spectrum and John Wayne Airport.
<b>TRIPS Program</b> (City of Irvine)	6427 Oak Canyon Irvine, CA 92618 <b>949-724-7433</b>	Provides door-to-door accessible transportation to Irvine residents 18 and older with permanent disabilities and seniors 65 or older who can no



## Appendix D: Continued

Agency	Contact Information	Program Description
	<a href="http://cityofirvine.org/cityhall/cs/trips">cityofirvine.org/cityhall/cs/trips</a>	longer drive. Wheelchair accessible. Service is limited to Irvine and adjacent cities. \$25 initial (\$20 subsequent) annual registration fee plus \$1.90 per one-way ride to Irvine locations.
<b>Department of Motor Vehicles</b>	1330 E. First Street Santa Ana, CA 92701 <b>800-777-0133</b> <a href="http://dmv.ca.gov">dmv.ca.gov</a>	Provides identification cards, driver's license, vehicle registrations and renewals.
<b>TRANSPORTATION (Continued)</b>		
<b>Silver Streak Senior Transportation</b> (Jewish Federation and Family Services)	1 Federation Way, Suite 210 Irvine, CA 92603 <b>949-435-3460</b> <a href="http://jfsoc.org">jfsoc.org</a>	Upon availability, provides three types of transportation: 1. Group trips (for groups of 3-5); \$5 round trip anywhere in Orange County. 2. Taxi-Gelt costs are \$15 for 10 coupons. Participants must be 60 or older, must complete an application and be issued a Silver Streak Rider's card with an identification number. Participants must be unable to drive, must live in Orange County, and must travel inside Orange County. 24-hour advance notice required by calling 877-232-8294. 3. Volunteer driver rides: requires a \$20 purchase for a book of 10 volunteer coupons. Each coupon entitles a rider to a one-way ride, 12 miles or less.
<b>Orange County Transit Authority ACCESS</b>	550 S. Main Street Orange, CA 92863 <b>714-560-6282, 877-628-2232</b> <a href="http://octa.net">octa.net</a>	Provides door-to-door and curb-to-curb service. Must apply. OCTA's shared ride services for physically and/or cognitively disabled adults who are unable to ride fixed route bus services. Applicants must meet the American with Disabilities Act eligibility criteria.
<b>Orange County Transit Authority Bus Services</b>	550 S. Main Street Orange, CA 92863 <b>714-636-7433, ext. 2</b> <a href="http://octa.net">octa.net</a>	Provides fixed bus routes throughout Orange County.
<b>Safe Mobility for Seniors</b> (Center for Injury Prevention)	<a href="http://stopfalls.org">stopfalls.org</a>	Facilitates a collaborative, public health systems approach that increases the number of California seniors who remain safely mobile in their communities and are able to successfully age in place.
<b>Senior Non-Emergency Medical Transportation (Office on Aging)</b>	1300 S. Grand Avenue, Bldg. B Santa Ana, CA 92705 <b>800-510-2020</b> <a href="http://officeonaging.ocgov.com">officeonaging.ocgov.com</a>	Must be at least 60 or older, an Orange County resident, must not be an OCTA ACCESS client. Program is intended for non-emergency medical appointments.
Agency	Contact Information	Program Description
<b>Senior Services Volunteer Transportation Program</b> (Lakeview Senior Center)	Keen Center for Senior Resources 20 Lake Road Irvine, CA 92604 <b>949-724-6926</b> <a href="http://irvineseniors.org">irvineseniors.org</a>	Provides no-charge transportation to and from medical appointments to individuals age 50 and older. Contributions to Friends of Outreach accepted. Advance notice is required and rides are limited to two times per month. Vehicles are not wheelchair accessible.

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For information on programs and services for seniors,  
contact Community Services, or visit ***irvineseniors.org***.