

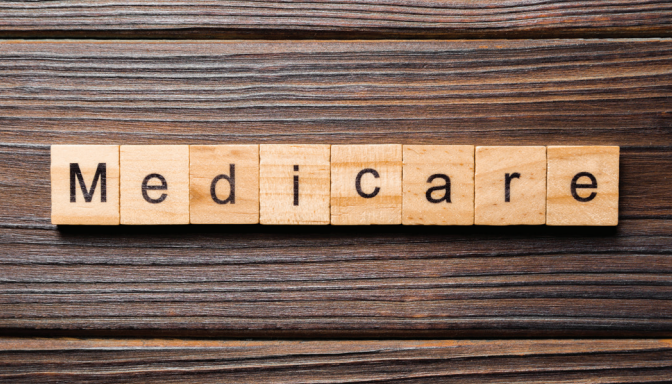
FY 2024/25

Impact Report



Council on Aging
Southern California





Medicare

Health Insurance Counseling and Advocacy Program (HICAP)

Medicare is complex and can be confusing. HICAP provides free, unbiased, multilingual, one-on-one counseling and educational seminars to help Medicare beneficiaries, families, and caregivers understand their healthcare options. We also assist with enrollment in low-cost programs to manage healthcare costs.

Impact: In FY 24/25, HICAP served 10,000 Medicare beneficiaries, helping them save an estimated \$1.7M in healthcare premiums and prescription drug costs in Orange, San Bernardino, Riverside, Inyo and Mono Counties.

Visit: coasc.org/hicap



ReConnect Program

Far too many older adults struggle with loneliness, health inequities, and mental health challenges. ReConnect offers up to 12 months of free clinical case management, psychiatric assessments, short-term therapy, and support groups for Orange County residents aged 60+ facing loneliness, emotional challenges or health barriers.

Impact: In FY24/25, ReConnect served 764 older adults and connected them to 8,590 essential healthcare and community resources. We also facilitated 2,012 multilingual support groups throughout the county.

Visit: coasc.org/reconnect



Friendly Visitor Program

Older adults who live alone often struggle with health challenges, mobility, or restricted transportation. Our program offers a supportive social structure for frail or homebound older adults. Through ongoing assessments, regular home visits and telephone checkups, we provide companionship, emotional support, and identification of unmet needs to help secure access to resources.

Impact: In FY 24/25, 55 dedicated Friendly Visitor volunteers made regular weekly visits to 148 isolated older adults, providing friendship, advocacy and critical support.

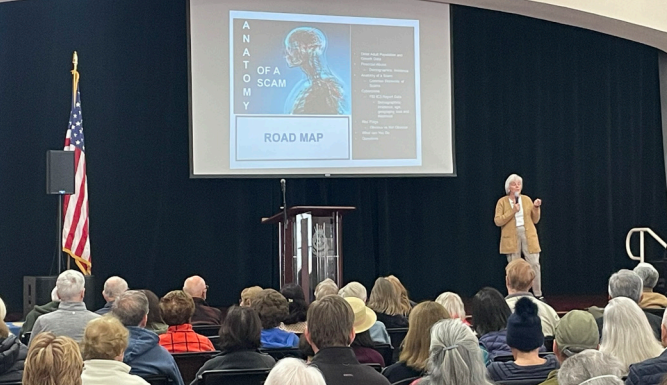
Visit: coasc.org/friendlyvisitor

PEARLS OC Program

The Program to Encourage Active, Rewarding Lives (PEARLS OC) educates older adults about depression and helps them develop the skills they need for self-sufficiency and how to lead more active lives through the support of PEARLS coaches. This short-term, evidence-based program supports older adults who are experiencing depression, isolation, and other chronic health issues.

Impact: In FY24/25, PEARLS OC served 352 older adults and provided community outreach at 78 events, reaching over 11,000 attendees.

Visit: coasc.org/pearlsoc



Senior Protection Program (SPP)

In 2024, the FBI reported that individuals over 60 years old lost approximately \$4.9 billion to various elder fraud schemes nationally. The Senior Protection Program (SPP) offers free educational seminars to help Orange & Riverside County's older adults, and their caregivers recognize and protect themselves from financial exploitation.

Impact: In FY 24/25, SPP conducted 63 outreach presentations, reaching 39,058 community members and distributed 51,191 copies of educational materials on scam prevention.

Visit: coasc.org/spp



Answers Resource Guide

Answers is our free, comprehensive guide designed to help older adults and caregivers navigate aging. This 112-page guide covers healthcare, housing, finance/legal, scam prevention, and community resources. Answers also includes an Aging *My Way* section dedicated to planning for retirement.

Impact: Now in its 15th year, Answers is available in print and online. We reach over 50,000 readers annually, providing information, articles and resources to help older adults and family caregivers navigate the aging experience.

Visit: coasc.org/answers



Long-Term Care Ombudsman Program

Our Long-Term Care (LTC) Ombudsmen advocate for the rights of over 47,000 older and disabled LTC residents in Orange and Riverside Counties. Many of these residents have no friends or family involved in their care. Ombudsmen make unannounced visits to 1,645 LTC facilities, to investigate abuse or neglect, resolve resident concerns, and report violations.

Impact: In FY 24/25, LTC Ombudsmen responded to 1,832 complaints, ensuring these vulnerable residents received necessary advocacy and support.

Visit: coasc.org/ltcombudsman



SmileMakers Program

The SmileMakers mobilize community support to provide individually wrapped gifts to thousands of older and disabled adults in long-term care facilities. Many of these residents have no one to celebrate the holidays with them. Centennial Smiles, a project of the SmileMakers, acknowledges the birthdays of residents turning 100 years old or more.

Impact: In FY 24/25, the SmileMakers delivered 7,100 wrapped holiday gifts, 3,838 Valentine's Day cards, and 51 handmade blankets for centennial birthdays. We help residents feel remembered and cherished.

Visit: coasc.org/smilemakers

Helping Older Adults Remain Healthy, Connected and Protected

For over 50 years, our mission has been to promote the independence, health, and dignity of older adults through compassion, education, and advocacy. Annually, we serve over 100,000 older adults with free programs and services in Orange, San Bernardino, Riverside, Inyo & Mono Counties.

Our successes are the result of the tireless efforts of over 400 volunteers and 92 skilled staff, coupled with the generous contributors and community partners who have come together in support of older adults and people with disabilities.

“Aging My Way - My Life, My Plan” is our newest educational program, aimed at empowering older adults to take charge of their aging experience. Through educational workshops and our guidebook, we encourage older adults to actively participate in shaping their future, to maintain independence and quality of life as they age.

Please consider donating today using the QR code below. Thank you for helping us enable older adults to thrive.



Council on Aging
Southern California

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Regional offices located in Riverside, Hemet, and Palm Desert



Donate Today