

FY 2022/23

Impact Report



Council on Aging
Southern California



Health Insurance Counseling and Advocacy Program (HICAP):

Medicare is complex and confusing. HICAP provides free, unbiased, multi-lingual, one-on-one counseling, and educational seminars to assist Medicare beneficiaries, their families, and caregivers in understanding Medicare benefits and healthcare options. HICAP also helps beneficiaries enroll in low-cost programs to manage costs. In FY 22/23, HICAP counseled 9,212 Medicare beneficiaries and educated them on how to potentially save an estimated \$1,364,000 in healthcare premiums and prescription drug costs across Orange, Riverside, San Bernardino, Inyo, and Mono Counties. Learn more at [**coasc.org/hicap**](https://coasc.org/hicap)



ReConnect Program: Far too many older adults in Orange County struggle with loneliness, inadequate social support, and mental health challenges. ReConnect provides up to 12-months of free complex clinical case management services, short-term therapy, and support group activities to OC residents aged 60+ who are experiencing emotional challenges or health barriers. In FY 22/23, ReConnect served 1,603 older adults and connected them with 14,506 needed healthcare and community resources. ReConnect also delivered 2,169 multi-lingual therapeutic, educational, and social support groups to program participants. Learn more at coasc.org/reconnect



Friendly Visitor Program: The impact of isolation is severe among older adults who live alone, struggle with health issues, mobility, and transportation access. Our Friendly Visitor volunteers provide a supportive social structure to homebound older adults. Through ongoing assessments, recurring home and telephone visitations, this no-cost program identifies clients' unmet needs, provides friendship, as well as assistance to secure access to appropriate health and social resources. In FY 22/23, our 40 dedicated Friendly Visitor volunteers made regular weekly visits to 100 isolated older adults, providing meaningful support and advocacy in OC. Learn more at coasc.org/friendlyvisitor



Senior Protection Program (SPP): Financial elder abuse is the fastest growing crime in the nation with over \$28 billion stolen annually. Our Senior Protection Program provides free educational seminars and empowerment to help OC's older adults and family caregivers recognize and protect themselves from financial exploitation. In FY 22/23, SPP conducted 77 outreach presentations, reaching 8,508 community members, and distributed over 36,000 pieces of collateral, educating the community about the red flags associated with fraud and scams. SPP also provided valuable resources and referrals to assist in fraud protection and recovery. Learn more at coasc.org/spp



Answers Resource Guide: Navigating the aging experience is rewarding and challenging. The Answers Guide is Orange County's only no-cost comprehensive guide that helps older adults and family caregivers navigate the complexities of aging. Now in its 13th year, Answers is published in print and online, reaching over 50,000 readers annually with 96 pages of articles, checklists and information on healthcare, caregiving, housing, finance/legal, scam prevention, insurance, and community resources. Learn more and read Answers online at coasc.org/answers



Long-Term Care Ombudsman Program: Older adults in long-term care (LTC) are very vulnerable. Our LTC Ombudsmen advocate for the rights and dignity of over 44,000 older and disabled LTC residents in Orange and Riverside Counties. Surprisingly, 50% of these older adults have no friends or family actively involved in their care. Ombudsmen make unannounced visits to 1,632 LTC facilities to advocate for residents, resolve their concerns, investigate abuse and neglect, and report facility violations to state licensing agencies. In FY 22/23, our Ombudsmen received and acted on 2,289 complaints, providing residents with vital advocacy and support. Learn more at coasc.org/LTCOmbudsman



SmileMakers Program: 26 years ago, our LTC Ombudsmen realized far too many seniors in long-term care facilities were forgotten during the holidays. To address this need, the SmileMakers Holiday Project was born. With support from the community and hundreds of volunteers, SmileMakers collect, wrap, and deliver thousands of cozy sweaters, warm jackets, and comforting lap blankets to frail and isolated seniors. In FY 22/23, SmileMakers delivered 5,774 unexpected holiday gifts and expanded the program to deliver over 3,300 Valentine's Day cards and 40 handmade blankets to seniors celebrating a centennial birthday. It's a "SmileMaker" for everyone involved! Learn more at coasc.org/smilemakers

Helping Seniors Remain Healthy, Connected and Protected

For 50 years, the mission of the Council on Aging – Southern California 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 impactful programs and services.

Our accomplishments are the result of the tireless efforts of over 400 volunteers and 102 skilled staff, coupled with generous contributors and community partners who have come together in support of older and disabled adults. Together, we recognize the value older adults have made in creating and building our community and it's vitally important that we help them as they age.

Aging impacts us all, from the moment we are born. Today, there are over 1.1M older adults in our 5-county service area. When coupled with a similar number of family caregivers, over 2.2 million people are navigating the challenges and opportunities associated with aging in our community. They need our collective support and advocacy.

Thank you for helping us support and enhance the lives of older adults and family caregivers every day.



Council on Aging
Southern California

2 Executive Circle, Suite 175, Irvine, CA 92614
(714) 479-0107 | www.coasc.org
Regional offices are located in Riverside,
Hemet, and Palm Desert



YEARS OF SERVICE