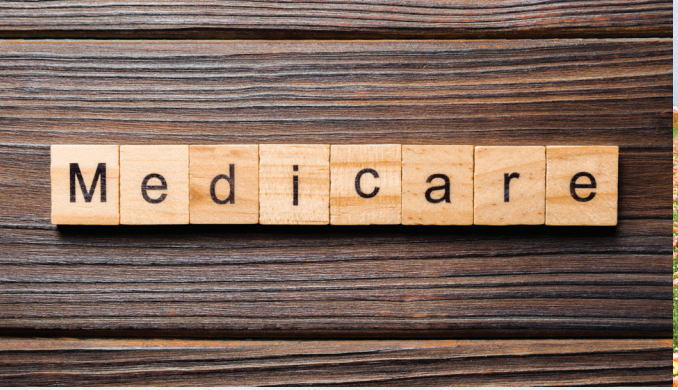
Council on Aging
Southern California

Impact Report



FY 2025/26





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 25/26, HICAP served 9,000 Medicare beneficiaries, helping them save an estimated $1.2M 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 FY25/26, ReConnect served 670 older adults and connected them to 6,990 essential healthcare and community resources. We also facilitated 2,000 multilingual support groups throughout the county.

Visit: coasc.org/reconnect





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 1,741 LTC facilities, to investigate abuse or neglect, resolve resident concerns, and report violations.

Impact: In FY 25/26, LTC Ombudsmen responded to 1,312 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 25/26, the SmileMakers delivered 6,279 wrapped holiday gifts, 2,667 Valentine's Day cards, and 43 handmade blankets for centennial birthdays. We help residents feel remembered and cherished.

Visit: coasc.org/smilemakers





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 25/26, 92 dedicated Friendly Visitor volunteers made regular weekly visits to 300 isolated older adults, providing friendship, advocacy and critical support.

Visit: coasc.org/friendlyvisitor

Enhanced Care Management (ECM) Program

Launched in January 2026, ECM provides individualized, compassionate care coordination for eligible Medi-Cal members facing complex medical and/or social needs. Services are available in 5 languages. **Visit: coasc.org/ecm**

Medi-Cal Enrollment Program (MEP):

Launched in July 2026, MEP assists OC residents with Medi-Cal and CalFresh enrollment and renewal services through application support, benefits navigation, and educational outreach. Services are provided in 5 languages. **Visit: coasc.org/bhw**



Senior Protection Program (SPP)

In 2025, the FBI reported that individuals over 60 years old lost approximately $7.7 billion to various elder fraud schemes nationally. The Senior Protection Program (SPP) offers free educational seminars and direct advocacy to help Orange & Riverside County's older adults, and their caregivers recognize and protect themselves from financial exploitation.

Impact: In FY 25/26, SPP conducted 64 outreach presentations, reaching 40,935 community members and distributed 47,668 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 its16th 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 and thrive.

Visit: coasc.org/answers

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.

As our older population grows, we rely on community support to help those in need. 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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Donate Today