HRA Actions/Referrals

Information, Assistance and Resources (Spanish and Vietnamese versions in Appendix)

Office on Aging Information Line

Senior Community Center List

Adult Day Services Fact Sheet

Community-Based Adult Services (CBAS) locations in OC and adjacent areas

Age Well Senior Services

Alzheimer’s Orange County Programs

Caregiver Resource Center (Spanish and Vietnamese versions in Appendix)

Council on Aging Programs

Financial Abuse Specialist Team (FAST)

Friendly Visitor Program

Health Insurance Counseling and Advocacy Program (HICAP)

Healthier Living with Chronic Conditions Program

Healthier Living with Diabetes Program

Long Term Care Ombudsman Program

OC Links (mental health)

Orange County Transportation

Senior Health Outreach and Prevention Program (SHOPP)

SeniorServ Program

Tobacco Cessation

Veterans Service Office

Important Notes

HRA Actions/Referrals document helps interpret responses to question on the HRA and suggest appropriate referrals for issues identified.
# Health Risk Assessment (HRA) ACTION/REFERRALS

| HRA Q# | Topic               | Action/Information/Referrals                                                                                                                                                                                                                                                                                                                                 | Resources                                                                                     |
|-------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Aerobic exercise    | Recommended at least 5 days a week; if less, then provide information on suitable types of aerobic exercise (i.e., walking, cycling), and list of senior community centers for exercise classes.                                                                                   | Office on Aging 1-800-510-2020 for exercise classes; list of Senior Centers (Section 5)                                                         |
| 2     | Resistance exercise | Recommended twice a week; if less, then provide information on strengthening/resistance exercises.                                                                                                                                                                                                                                               | Same as above, plus Strong and Stable Brochure or Workout To Go (Section 6)                                                                      |
| 3-5   | Diet                | Recommended servings should be consumed daily; if less, then provide information on diet/nutrition; consider referral to dietician if needed.                                                                                                                                                                                                                   | Healthy Eating After 50 Age Page (Section 6)                                                                                                       |
| 6     | Fast Food           | No recommendation on frequency, but if excessive, provide information on diet or referral to meal service.                                                                                                                                                                                                                                              | See #7 below                                                                                  |
| 7     | Food Insecurity     | If it’s a lack of money or lack of assistance; refer to Meals on Wheels and/or food banks if lack of money; refer to In Home Supportive Services (IHSS) if lack of assistance and if qualified.                                                                                                                       | Food Banks [http://www.211oc.org/food.html](http://www.211oc.org/food.html)
See Resource List for numbers for Meals on Wheels, IHSS and Office on Aging Infoline |
| 8     | Alcohol             | Recommended 1 or less per day; if more, document amount in chart, provide information on alcohol reduction, and screen for alcohol use disorder with CAGE questionnaire (Section 3)                                                                                                         | Alcohol Use in Older Adults Age Page; Alcohol/drug abuse clinics: OC LINKS 855-625-4657; AA [http://www.oc-aa.org/](http://www.oc-aa.org/)
[714-556-4555](http://714-556-4555) |
| 9     | Sleep               | Recommended 7 hours or more per day; if less, provide information on sleep hygiene.                                                                                                                                                                                                                                                                         | Sleep Age Page (Section 6)                                                                                                                         |
| 10    | Tobacco             | Recommend to avoid use and exposure; if smoking, provide referral to smoking cessation.                                                                                                                                                                                                                                                                     | Smoking cessation hotline: 1-866-NEW-LUNG (1-866-639-5864); flyer in Section 5                                                              |
| 11    | Socialization       | No recommendations on frequency.                                                                                                                                                                                                                                                                                                                                 | See # 26 on back page                                                                         |
| 12    | Pain                | If significant, consider referral to pain management specialist/center.                                                                                                                                                                                                                                                                                     | Pain Age Page (Section 6)                                                                       |
| 13    | Dental              | If yes, then refer to dentist. If uninsured, refer to Adult Emergency Dental Clinic at HCA (extractions only; every Tues and Thurs, 20 clients per day on first-come, first served basis with numbers handed out starting at 7:30 AM)                                                  | Adult Emergency Dental, 1725 W. 17th Street; call 1-800-564-8448 for information                                                              |
| 14    | Financial Insecurity| If no, can refer to programs that may assist with specific financial needs (housing, utility, medical bills, food programs)                                                                                                                                                                                                                           | Office on Aging 1-800-510-2020 or Social Service Agency (SSA) 714-541-4895                                                                  |
| 15    | Medication questions| If medication adherence poor, ask further questions to determine reasons. For OTC meds, review what is being taken and add to medication list (if not already listed). If poly-pharmacy, consider referral to Senior Health Outreach and Prevention Program (SHOPP) for visit with a pharmacist | Medication Use or Dietary Supplements Age Page (Section 6) SHOPP referral (714) 972-3700 for pharmacist review of meds (Section 5) |
| 16    | Driving             | If no, provide information on transportation resources. If unsafe driving suspected, refer for driver evaluation at St. Jude’s, or self-assessments (computerized) at The Driving Center; report to DMV (report form in Section 8) if loss of consciousness or disorder which affects driving | Transportation resources: Office on Aging 1-800-510-2020, or 2-1-1. Driving Safety: St. Jude’s Center for Rehab and Wellness, 714-578-8720; The Driving Center, 949-380-0155; Driving Age Page |

June 2017
<table>
<thead>
<tr>
<th>HRA Q#</th>
<th>Topic</th>
<th>Action/Information/Referrals</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Sexual activity</td>
<td>If more than one partner, ask about sexual practices and condom use; counsel as appropriate to reduce risk and screen for STIs if at high risk</td>
<td>Hearing impaired: Providence Speech and Hearing Center <a href="http://www.pshc.org">www.pshc.org</a> 855-901-7742; Visually impaired: Braille Institute <a href="http://www.brailleinstitute.org/orangecounty/714-821-5000">http://www.brailleinstitute.org/orangecounty/714-821-5000</a></td>
</tr>
<tr>
<td>18</td>
<td>Hearing /vision</td>
<td>If hearing impaired, refer to audiology; if visually impaired or if in need of exam, refer to optometry</td>
<td>Balance Basics Brochure (Section 6); Fall Prevention Center of Excellence <a href="http://www.stopfalls.org">www.stopfalls.org</a></td>
</tr>
<tr>
<td>19</td>
<td>Balance/falls</td>
<td>If yes to balance problems, provide information on fall prevention; if yes to falls, consider PT evaluation or fall prevention program. Also, administer screening tests during visit to more fully assess risk.</td>
<td>In Section 7: Abuse Report Form Report (APS Registry 800-451-5155 or Ombudsman 800-300-6222 for questions); flyers on prevention of abuse</td>
</tr>
<tr>
<td>20</td>
<td>Memory</td>
<td>Administer MOCA (Section 3); if score of concern, refer for further evaluation of dementia</td>
<td>Forgetfulness Age Page (Section 6), Alzheimer’s Orange County (949) 955-9000 or 844-435-7259 <a href="http://www.alzoc.org">http://www.alzoc.org</a></td>
</tr>
<tr>
<td>21</td>
<td>Incontinence</td>
<td>If yes, review causes of incontinence, refer as needed</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Financial abuse</td>
<td>If yes, ask more questions; if suspicion is low, provide information on prevention of financial abuse; if suspicion high, report to authorities: Adult Protective Services (APS) if living in the community, or Long term Care Ombudsman if living in a facility</td>
<td></td>
</tr>
<tr>
<td>22, 24</td>
<td>ADLs/iADLs</td>
<td>If yes to any/all, review resources patient has, and refer for Long Term Supports and Services (LTSS) or personal assistance if needed</td>
<td>Office on Aging 1-800-510-2020 for information on LTSS</td>
</tr>
<tr>
<td>25</td>
<td>Caregiver</td>
<td>If no, refer to Caregiver Resource Center</td>
<td>Caregiver Resource Center 800-543-8312 <a href="http://www.caregiveroc.org/">http://www.caregiveroc.org/</a> (flyer Section 5)</td>
</tr>
<tr>
<td>26</td>
<td>Socialization</td>
<td>If socialization needed/desired, refer to Senior Centers, Friendly Visitor Program or Community Based Adult Services (CBAS) Centers</td>
<td>Call Office on Aging 1-800-510-2020, or see list of Senior Centers, CBAS Centers or Friendly Visitor Program (Section 5)</td>
</tr>
<tr>
<td>28</td>
<td>Abuse</td>
<td>If yes and suspicion high for abuse, ask more questions and report</td>
<td>See # 23 above</td>
</tr>
<tr>
<td>29</td>
<td>Advance Directive</td>
<td>If yes, ask who has a copy of it and document in chart; if no, provide information about it and/or form to fill out</td>
<td>Advance Directive fillable form and registration (Section 8)</td>
</tr>
<tr>
<td>33-35</td>
<td>Depression/ anxiety</td>
<td>If score on PHQ-2 (Q# 34-35) is &gt; 3, administer PHQ-9 and refer if PHQ-9 indicates major depressive disorder</td>
<td>Private referral or OC LINKS 855-625-4657 (Section 5)</td>
</tr>
</tbody>
</table>

All websites above accessed June 2, 2017.

June 2017

AWV Toolkit
### Information, Assistance & Resources

**Orange County Office on Aging Information Line**  
**Toll-Free: 800-510-2020 • Direct: 714-480-6450**

Call center for information, assistance and linkage to community resources and programs for older adults, persons with disabilities, and family caregivers, including adult day care, disability services, exercise classes, financial assistance, home modification, housing, in-home services, food, recreation, senior centers, transportation and more.

### Other Key Resources

<table>
<thead>
<tr>
<th>Agency/Program Name &amp; Services Offered</th>
<th>Phone No.</th>
</tr>
</thead>
</table>
| **Adult Protective Services (Social Services Agency)**  
To report elder abuse                                                                                   | 800-451-5155    |
| **Alcoholics Anonymous OC**  
Support groups for recovering alcoholics                                                                     | 714-556-4555    |
| **Alzheimer’s Orange County**  
Help with and resources for people with dementia and their caregivers                                     | 800-272-3900    |
|                                                                                                          | 949-955-9000    |
| **Braille Institute**  
Help for visually impaired people                                                                         | 714-821-5000    |
| **Caregiver Resource Center**  
Help for caregivers                                                                                            | 800-543-8312    |
|                                                                                                          | 714-446-5030    |
| **Council on Aging**  
Oversees Ombudsman, Friendly Visitor, HICAP and other programs                                             | 714-479-0107    |
| **Dayle McIntosh Disability Resource Center**  
Helps people with disabilities live independently                                                            | 714-621-3300    |
| **Dental – Adult Emergency (Health Care Agency)**  
Tues/Thurs only, extractions only, no appts, limited to 20 per day                                           | 800-564-8448    |
| **Driving Assessment**  
St. Jude Center for Rehabilitation and Wellness  
The Driving Center                                                                                      | 714-578-8720    |
|                                                                                                          | 949-380-0155    |
| **Friendly Visitor Program**  
Home visitation by trained volunteer                                                                      | 714-352-8820    |
| **Health Insurance Counseling & Advocacy Program (HICAP)**  
Help with Medicare & health insurance options                                                              | 800-434-0222    |

June 2017
<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td><strong>In-Home Supportive Services (IHSS)</strong></td>
<td>714-825-3000</td>
</tr>
<tr>
<td>Help at home for eligible seniors and disabled people</td>
<td></td>
</tr>
<tr>
<td><strong>Long Term Care Ombudsman</strong></td>
<td>800-300-6222 714-479-0107</td>
</tr>
<tr>
<td>Help with patient issues in long term care facilities</td>
<td></td>
</tr>
<tr>
<td><strong>Meals on Wheels</strong></td>
<td>714-220-0224 949-855-8033 949-724-6910</td>
</tr>
<tr>
<td>SeniorServ (Central and North Orange County)</td>
<td></td>
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<tr>
<td>Age Well (South Orange County)</td>
<td></td>
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<tr>
<td>City of Irvine</td>
<td></td>
</tr>
<tr>
<td><strong>OC LINKS</strong></td>
<td>OC LINKS 855-625-4657</td>
</tr>
<tr>
<td>Linkage with County-funded mental/behavioral health programs and services</td>
<td></td>
</tr>
<tr>
<td><strong>Older Adults Services (OAS)</strong></td>
<td>714-972-3700</td>
</tr>
<tr>
<td>Mental health and substance abuse counseling for older adults</td>
<td></td>
</tr>
<tr>
<td><strong>Providence Speech and Hearing Center</strong></td>
<td>855-901-7742</td>
</tr>
<tr>
<td>Services for speech and hearing impaired</td>
<td></td>
</tr>
<tr>
<td><strong>Smoking Cessation</strong></td>
<td>866-639-5864</td>
</tr>
<tr>
<td>Free counseling and nicotine patches</td>
<td></td>
</tr>
<tr>
<td><strong>Senior Health Outreach and Prevention Program (SHOPP)</strong></td>
<td>714-972-3700</td>
</tr>
<tr>
<td>Home visitation of older adults for short term case management and linkage to services.</td>
<td></td>
</tr>
<tr>
<td><strong>Veterans Service</strong></td>
<td>714-480-6555</td>
</tr>
<tr>
<td>Benefits &amp; Potential Entitlement</td>
<td></td>
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<tr>
<td><strong>211 - 24 hours a day, 7 days a week</strong></td>
<td>211</td>
</tr>
<tr>
<td>Help with basic needs, like food, shelter, clothing, transportation</td>
<td></td>
</tr>
</tbody>
</table>

Need information on something else? Call the OC Office on Aging Information Line Toll-Free: 800-510-2020 • Direct: 714-480-6450
Office on Aging Information Line

1-800-510-2020
1-714-480-6450

Hours: Monday—Friday
8:00am—5:00pm
Voicemail available after hours

Languages: English, Spanish, and Vietnamese speaking call center staff; over 250 languages available through a third-party interpreter service.

Resource Linkage: Information, referrals and assistance are provided free of charge. The programs and resources referrals may have charges associated with their services.

Information on many services, such as:

- Adult Day Care
- Bereavement/Burial Assistance
- Case Management
- Dementia Support
- Disability Services
- Emergency Hotlines
- Employment/Volunteerism
- Fall Prevention
- Financial Assistance
- Health Education
- Home Modification/Repair
- Housing/Shelter
- In-Home Services
- Insurance
- Legal Services
- Meals/Food
- Recreation/Sports/Learning
- Safety
- Senior Centers
- Transportation
- Veteran’s Services
- ......And Much More.

Website:
<table>
<thead>
<tr>
<th>CITY</th>
<th>SENIOR COMMUNITY CENTER</th>
<th>TELEPHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anaheim</td>
<td>Anaheim Independencia Senior Center&lt;br&gt;10841 Garza Avenue&lt;br&gt;Anaheim 92804</td>
<td>714-826-9070</td>
</tr>
<tr>
<td></td>
<td>Anaheim Senior Citizens Center&lt;br&gt;250 E. Center&lt;br&gt;Anaheim 92805</td>
<td>714-765-4512</td>
</tr>
<tr>
<td></td>
<td>West Senior Center&lt;br&gt;2271 West Crescent Avenue&lt;br&gt;Anaheim 92801</td>
<td>714-765-3373</td>
</tr>
<tr>
<td>Brea</td>
<td>Brea Senior Citizen Center&lt;br&gt;500 S. Sievers Avenue&lt;br&gt;Brea 92821</td>
<td>714-990-7750</td>
</tr>
<tr>
<td>Buena Park</td>
<td>Buena Park Community Senior Center&lt;br&gt;8150 Knott Avenue&lt;br&gt;Buena Park 90620</td>
<td>714-236-3870</td>
</tr>
<tr>
<td>Corona del Mar</td>
<td>Oasis Senior Center&lt;br&gt;801 Narcissus Avenue&lt;br&gt;Corona del Mar 92625</td>
<td>949-718-1820</td>
</tr>
<tr>
<td>Costa Mesa</td>
<td>Costa Mesa Senior Center&lt;br&gt;695 West 19th Street&lt;br&gt;Costa Mesa 92627</td>
<td>949-645-2356</td>
</tr>
<tr>
<td>Cypress</td>
<td>Cypress Senior Center&lt;br&gt;9031 Grindlay&lt;br&gt;Cypress 90630</td>
<td>714-229-2005</td>
</tr>
<tr>
<td>Dana Point</td>
<td>Dana Point Senior Center&lt;br&gt;34052 Del Obispo&lt;br&gt;Dana Point 92629</td>
<td>949-496-4252</td>
</tr>
<tr>
<td>Fountain Valley</td>
<td>Fountain Valley Senior Center&lt;br&gt;17967 Bushard Street&lt;br&gt;Fountain Valley 92708</td>
<td>714-593-4446</td>
</tr>
<tr>
<td>Fullerton</td>
<td>Fullerton Community Center&lt;br&gt;340 West Commonwealth&lt;br&gt;Fullerton 92832</td>
<td>714-738-6305</td>
</tr>
<tr>
<td>Garden Grove</td>
<td>H.Louis Lake Senior Center&lt;br&gt;11300 Stanford Avenue&lt;br&gt;Garden Grove 92840</td>
<td>714-741-5253</td>
</tr>
<tr>
<td></td>
<td>Korean American Seniors Assn of O.C.&lt;br&gt;9884 Garden Grove Blvd.&lt;br&gt;Garden Grove 92844</td>
<td>714-530-6705</td>
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<tr>
<td></td>
<td>Horizon Cross Cultural Center&lt;br&gt;3707 W. Garden Grove Blvd.&lt;br&gt;Garden Grove 92648</td>
<td>714741-5253</td>
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Updated: May 2017

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<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Huntington Beach</td>
<td>Senior Center in Central Park 18041 Golden West St. Huntington Beach 92648</td>
<td>714-536-5600</td>
</tr>
<tr>
<td>Irvine</td>
<td>Lakeview Senior Center 20 Lake Road Irvine 92604</td>
<td>949-724-6906</td>
</tr>
<tr>
<td>Irvine</td>
<td>Irvine Rancho Senior Center 3 Ethel Coplen Way Irvine 92612</td>
<td>949-724-6800</td>
</tr>
<tr>
<td>La Habra</td>
<td>La Habra Senior Center 101 West La Habra Blvd. La Habra 90631</td>
<td>562-383-4200</td>
</tr>
<tr>
<td>Laguna Beach</td>
<td>SusiQ 380 3rd Street Laguna Beach 92651</td>
<td>949-464-6645</td>
</tr>
<tr>
<td>Laguna Hills</td>
<td>Florence Sylvester Memorial Senior Center 23721 Moulton Parkway Laguna Hills 92653</td>
<td>949-380-0155</td>
</tr>
<tr>
<td>Laguna Niguel</td>
<td>Sea Country Community Center 24602 Aliso Creek Road Laguna Niguel 92677</td>
<td>949-425-5151</td>
</tr>
<tr>
<td>Lake Forest</td>
<td>Lake Forest Community Center 25550 Commercentre Drive, #100 Lake Forest 92630</td>
<td>949-461-3408</td>
</tr>
<tr>
<td>La Palma</td>
<td>La Palma Recreation Department Seniors Club 7821 Walker Street La Palma 90623</td>
<td>714-690-3350</td>
</tr>
<tr>
<td>Los Alamitos</td>
<td>Los Alamitos Recreation &amp; Community Services 10911 Oak Street Los Alamitos 90720</td>
<td>562-430-1073</td>
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<tr>
<td>Midway City</td>
<td>Midway Community Center 14900 Park Lane Midway City 92655</td>
<td>714-898-0203</td>
</tr>
<tr>
<td>Mission Viejo</td>
<td>Norman P. Murray Community Senior Center 24932 Veterans Way Mission Viejo 92692</td>
<td>949-470-3062</td>
</tr>
<tr>
<td>Orange</td>
<td>El Modena Senior Center 18672 East Center Street Orange 92669</td>
<td>714-532-3595</td>
</tr>
<tr>
<td></td>
<td>North Orange Senior Center 1001 East Lincoln Orange 92865</td>
<td>714-995-4010</td>
</tr>
<tr>
<td>Location</td>
<td>Center Name</td>
<td>Address</td>
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<tr>
<td>Orange</td>
<td>The Friendly Center</td>
<td>147 W. Rose Avenue Orange 92866</td>
</tr>
<tr>
<td></td>
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<td>Orange Senior Center 170 South Olive Street Orange 92866</td>
</tr>
<tr>
<td>Placentia</td>
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<td>Placentia Senior Center 143 S. Bradford Avenue Placentia 92870</td>
</tr>
<tr>
<td>Rancho Santa Margarita</td>
<td>Bell Tower Regional Center</td>
<td>22232 El Paseo Rancho Santa Margarita 92688</td>
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<tr>
<td>San Clemente</td>
<td></td>
<td>Dorothy Visser Senior Center 117 Avenida Victoria San Clemente 92672</td>
</tr>
<tr>
<td>San Juan Capistrano</td>
<td></td>
<td>San Juan Capistrano 25925 Camino del Avion San Juan Capistrano 92675</td>
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<tr>
<td></td>
<td></td>
<td>Asian American Senior Citizens Service Center 850 N. Birch Street Santa Ana 92701</td>
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<td>Santa Ana Senior Center 424 West Third Street Santa Ana 92701</td>
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<td>Southwest Senior Center 2201 West McFadden Avenue Santa Ana 92704</td>
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<td>Temple Beth Sholom 2625 Tustin Avenue Santa Ana 92704</td>
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<td>Vietnamese Community of OC 1618 West First Street Santa Ana 92703</td>
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<td></td>
<td></td>
<td>Vietnamese Hope Community Services 1538 N. Century Blvd. Santa Ana 92703</td>
</tr>
<tr>
<td>Seal Beach</td>
<td></td>
<td>North Seal Beach Senior Center 3333 St. Cloud Drive Seal Beach 90740</td>
</tr>
<tr>
<td>Stanton</td>
<td></td>
<td>Stanton Senior Center 7800 Katella Avenue Stanton 90680</td>
</tr>
<tr>
<td>City</td>
<td>Center Name</td>
<td>Address</td>
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<tr>
<td>Tustin</td>
<td>Tustin Area Senior Center</td>
<td>200 S. &quot;C&quot; Street Tustin 92780</td>
</tr>
<tr>
<td>Westminster</td>
<td>Abrazar, Inc.</td>
<td>7101 Wyoming Westminster 92683</td>
</tr>
<tr>
<td></td>
<td>Westminster Senior Center</td>
<td>8200 Westminster Blvd. Westminster 92683</td>
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<tr>
<td></td>
<td>County Community Service Center</td>
<td>15460 Magnolia Avenue Westminster 92683</td>
</tr>
<tr>
<td>Yorba Linda</td>
<td>Yorba Linda Senior Center</td>
<td>4501 Casa Loma Yorba Linda 92886</td>
</tr>
</tbody>
</table>
Adult Day Services
An Untapped Resource

When a mom, dad, aunt, uncle or other loved one cannot meet their own needs independently, family resources are called upon. The strongest families and the most committed often do not realize that their energies can be depleted by the care and attention a loved one in crisis needs.

Adult Day Care Centers offer elderly and disabled populations a social environment where they can also receive care. Centers serve people with chronic disabling conditions such as Alzheimer’s disease, dementia, COPD, Parkinson’s disease, social isolation, Diabetes, Hypertension, Congestive heart failure and other medical conditions that require care. Compassionate care gives family members and caregivers peace of mind and time to tend to work and personal business.

Adult day care participants often can delay or prevent institutionalization and benefit from the enhanced self-esteem that comes through peer engagement. Two types of Centers are available. Social Day Care Centers primarily provide supervision and socialization. Health Day Care Centers offer supervision, socialization and health related services.

The Orange County Adult Day Services Coalition is a nonprofit collaborative of licensed adult day care providers in Orange County. Our mission is to ensure quality care for frail elders, disabled adults, and caregivers. Members are committed to the highest standards of care.

Call us today at 1-800-510-2020 or visit www.ocadultdayservices.org
Frequently Asked Questions

What is an Adult Day Service Center?
Adult Day Service Centers are community programs that provide daytime care for frail elders and disabled adults who need supervision, structured activities, or health care monitoring.

What Kind of Services Are Available?
There are two types of adult day care centers. Social Day Care Centers provide supervised social activity. A typical day might include current events, music, art, physical exercise, lunch, snacks, a field trip or special holiday program. Caregiver support is also provided.

Health Care Centers serve those who have complex medical, physical and cognitive conditions that require nursing care and medical oversight. Health Care Centers provide health care, personal care and occupational, physical and speech therapy as directed by the participant’s personal physician.

Are Centers Licensed?
Health Care Centers are licensed by the Department of Public Health and MediCal certified by the Department of Aging. Social Day Care Centers are licensed by the State Department of Social Services

When Are Services Available?
Most Centers provide care 8:00 a.m. to 5:00 p.m., Monday – Friday. Please inquire with the Center you are interested in to verify.

How Much Do These Services Cost?
Costs vary based on several factors including which type of care is selected. Often insurance, government programs such as MediCal, or Veterans Administration may cover the cost of some care. Centers work with families so that no one is turned away because of financial considerations.

Is Transportation Available?
Most Health Day Care Centers and Social Day Care Centers work with families to coordinate transportation.

Please visit our Web site at www.ocadultdayservices.org, where you will find more information about day care, caregiver tips, and other resources.
### Community Based Adult Services (CBAS) Centers in Orange County

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Center Address</th>
<th>Contact &amp; Fax Numbers</th>
<th>County</th>
<th>Languages</th>
<th>Speciality/Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC Westminster Day Health Center</td>
<td>202 Hospital Circle Westminster, CA 92683</td>
<td>Phone: 714-894-5880 Fax: 714-894-5879</td>
<td>Orange</td>
<td>Vietnamese &amp; Chinese</td>
<td>ADHC</td>
</tr>
<tr>
<td>Acacia Adult Day Services</td>
<td>11391 Acacia Parkway Garden Grove, CA 92840</td>
<td>Phone: 714-530-1566 Fax: 714-530-1592</td>
<td>Orange</td>
<td>English, Spanish, Vietnamese, Korean &amp; Chinese</td>
<td>ADHC &amp; Adult Day Services</td>
</tr>
<tr>
<td>Alzheimer's Family Services Center</td>
<td>9451 Indianapolis Avenue Huntington Beach, CA 92646</td>
<td>Phone: 714-593-9630 Fax: 714-593-9632</td>
<td>Orange</td>
<td>English, Spanish &amp; Vietnamese</td>
<td>Severe or Late-Stage Dementia &amp; Alzheimer's Disease</td>
</tr>
<tr>
<td>Anaheim VIP Adult Day Health Care</td>
<td>1158 North Knollwood Circle Anaheim, CA 92801</td>
<td>Phone: 714-220-2114 Fax: 714-220-1406</td>
<td>Orange</td>
<td>English &amp; Spanish</td>
<td>ADHC</td>
</tr>
<tr>
<td>Commonwealth Adult Day Health Care Center</td>
<td>7811 Commonwealth Avenue Buena Park, CA 90621</td>
<td>Phone: 714-522-4960 Fax: 714-522-4961</td>
<td>Orange</td>
<td>English &amp; Korean</td>
<td>ADHC</td>
</tr>
<tr>
<td>Cypress Adult Day Health Care Center</td>
<td>4470 Lincoln Avenue, Suite 1-3 Cypress, CA 90630</td>
<td>Phone: 714-826-9664 Fax: 714-826-9614</td>
<td>Orange</td>
<td>Spanish, Tagalog &amp; Mandarin</td>
<td>ADHC</td>
</tr>
<tr>
<td>Evergreen World ADHC</td>
<td>9856 Westminster Avenue Garden Grove, CA 92877</td>
<td>Phone: 714-638-1818 Fax: 714-638-3828</td>
<td>Orange</td>
<td>Vietnamese &amp; Chinese</td>
<td>ADHC</td>
</tr>
<tr>
<td>Happy (Brea) Adult Day Health Care</td>
<td>596 Apollo Street, Brea, CA 92821</td>
<td>Phone: 714-990-0333 Fax: 714-990-0368</td>
<td>Orange</td>
<td>Mandarin, Taiwanese, Cantonese &amp; Spanish</td>
<td>ADHC</td>
</tr>
<tr>
<td>Helping Hands for Better Living</td>
<td>10281 Chapman Avenue Garden Grove, CA 92840</td>
<td>Phone: 714-530-4489 Fax: 714-530-9917</td>
<td>Orange</td>
<td>Spanish, Vietnamese, Chinese, Japanese &amp; Thai</td>
<td>Developmental Disability</td>
</tr>
<tr>
<td>Irvine Adult Day Health Services</td>
<td>20 Lake Road Irvine, CA 92604</td>
<td>Phone: 949-262-1123 Fax: 949-551-0841</td>
<td>Orange</td>
<td>English, Farsi, Arabic, Hinidi, Mandarin, Taiwanese, Spanish, Russian, German, French &amp; Vietnamese</td>
<td>ADHC &amp; Adult Day Services</td>
</tr>
<tr>
<td>New Life Adult Day Health Care Center-Artesia</td>
<td>716 S. Beach Blvd., Anaheim, CA 92804</td>
<td>Phone: 714-828-7898 Fax: 714-828-3898</td>
<td>Orange</td>
<td>Korean</td>
<td>ADHC</td>
</tr>
<tr>
<td>Regent West ADHC</td>
<td>8341 Garden Grove Blvd., Garden Grove, CA 92844</td>
<td>Phone: 714-530-9992 Fax: 888-433-2104</td>
<td>Orange</td>
<td>Korean</td>
<td>ADHC</td>
</tr>
<tr>
<td>Rehabilitation Institute of Southern California (Fullerton)</td>
<td>130 Laguna Road Fullerton, CA 92835</td>
<td>Phone: 714-680-6060 Fax: 714-871-3640</td>
<td>Orange</td>
<td>English &amp; Spanish</td>
<td>Cognitive Impairment and Traumatic Brain Injury</td>
</tr>
<tr>
<td>Rehabilitation Institute of Southern California (Orange)</td>
<td>1800 East La Veta Avenue Orange, CA 92866</td>
<td>Phone: 714-633-7400 Fax: 714-633-0738</td>
<td>Orange</td>
<td>English, Spanish, Vietnamese &amp; Tagalog</td>
<td>Cognitive Impairment, Traumatic Brain Injury &amp; Developmental Disability</td>
</tr>
<tr>
<td>RIO San Clemente-Leo Fessenden</td>
<td>2021 Calle Frontera San Clemente, CA 92673</td>
<td>Phone: 949-498-7671 Fax: 949-361-3361</td>
<td>Orange</td>
<td>English &amp; Spanish</td>
<td>Intellectual Disability, Down's Syndrome, Dementia and Alzheimer's Disease</td>
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<tr>
<td>Santa Ana/Tustin VIP Adult Day Health Care</td>
<td>1101 South Grand Avenue, Suite K, Santa Ana, CA 92705</td>
<td>Phone: 714-558-1216 Fax: 714-564-0386</td>
<td>Orange</td>
<td>English &amp; Spanish</td>
<td>ADHC</td>
</tr>
<tr>
<td>Sarang Adult Day Health Care</td>
<td>5171 Lincoln Avenue, Cypress, CA 90630</td>
<td>Phone: 714-236-0852 Fax: 714-236-0021</td>
<td>Orange</td>
<td>Korean</td>
<td>ADHC</td>
</tr>
<tr>
<td>South County Adult Day Services</td>
<td>24300 El Toro Road, Bldg A, Ste 2000, Laguna Woods, CA 92637</td>
<td>Phone: 949-855-9444 Fax: 949-855-4093</td>
<td>Orange</td>
<td>English, Spanish, Tagalog, Korean, Mandarin &amp; Farsi</td>
<td>ADHC &amp; Adult Day Services</td>
</tr>
<tr>
<td>Sultan Adult Day Health Care Center</td>
<td>125 W. Cerritos Avenue, Anaheim, CA 92805</td>
<td>Phone: 714-778-9000 Fax: 877-641-0513</td>
<td>Orange</td>
<td>English, Farsi, Arabic, &amp; Spanish</td>
<td>ADHC</td>
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<tr>
<td>GetTogether Adult Day Health Care</td>
<td>16636 South Crenshaw Blvd. Torrance, CA 90504</td>
<td>Phone: 310-965-0110 Fax: 310-527-2027</td>
<td>Los Angeles</td>
<td>English, Russian, Mandarin, Arabic, Farsi &amp; Spanish</td>
<td>ADHC</td>
</tr>
<tr>
<td>HMS ADHC</td>
<td>740 E. Washington Blvd. Pasadena, CA 91104</td>
<td>Phone: 626-345-1240 Fax: 626-345-1335</td>
<td>Los Angeles</td>
<td>English, Spanish &amp; Arabic</td>
<td>ADHC</td>
</tr>
<tr>
<td>Home Avenue Adult Day Health Care</td>
<td>8114 Telegraph Road Downey, CA 90240</td>
<td>Phone: 562-927-7660 Fax: 562-927-6455</td>
<td>Los Angeles</td>
<td>English, Spanish, Tagalog &amp; Cantonese</td>
<td>Mental Health and Dementia</td>
</tr>
<tr>
<td>Joy ADHC</td>
<td>12110 Firestone Blvd, Norwalk, CA 90650</td>
<td>Phone: 562-807-2244 Fax: 562-807-2274</td>
<td>Los Angeles</td>
<td>Korean</td>
<td>ADHC</td>
</tr>
<tr>
<td>Joyful Adult Day Health Care</td>
<td>18951 Colima Rd Rowland Heights, CA 91748</td>
<td>Phone: 626-333-2222 Fax: 626-369-8926</td>
<td>Los Angeles</td>
<td>Mandarin, Cantonese, Taiwanese &amp; Korean</td>
<td>ADHC</td>
</tr>
<tr>
<td>La Puente Adult Day Health Care</td>
<td>656 Glendora Ave La Puente, CA 91744</td>
<td>Phone: 626-369-1113 Fax: 626-934-7986</td>
<td>Los Angeles</td>
<td>Mandarin &amp; Cantonese</td>
<td>ADHC</td>
</tr>
<tr>
<td>Life Sharing Health Care- Norwalk</td>
<td>13000 San Antonio Dr., Room 6 Norwalk, CA 90650</td>
<td>Phone: 562-929-4345 Fax: 562-929-4374</td>
<td>Los Angeles</td>
<td>English &amp; Spanish</td>
<td>Developmental Disability</td>
</tr>
<tr>
<td>Spring Adult Day Health Care</td>
<td>19648 Camino De Rosa, Walnut, CA 91789</td>
<td>Phone: 626-965-7833 Fax: 626-964-5483</td>
<td>Los Angeles</td>
<td>English, Korean, Mandarin &amp; Indian</td>
<td>ADHC</td>
</tr>
<tr>
<td>Well and Fit Adult Day Health Care</td>
<td>820 N. Diamond Bar Blvd Diamond Bar, CA 91765</td>
<td>Phone: 909-860-0061 Fax: 909-860-6801</td>
<td>Los Angeles</td>
<td>Mandarin</td>
<td>ADHC</td>
</tr>
<tr>
<td>Whittier Adult Day Health Care Center</td>
<td>14268 E. Telegraph Road Whittier, CA 90604</td>
<td>Phone: 562-944-6986 Fax: 562-944-3748</td>
<td>Los Angeles</td>
<td>English, Spanish &amp; Tagalog</td>
<td>Mental Health &amp; Developmental Disability</td>
</tr>
<tr>
<td>St. Christopher Adult Day Health Care Center</td>
<td>4180 Green River Rd Corona, CA 92880</td>
<td>Phone: 951-549-6060 Fax: 951-549-6064</td>
<td>Riverside</td>
<td>English</td>
<td>Mental Health</td>
</tr>
</tbody>
</table>
Age Well Senior Services Overview

Age Well Senior Services, Inc. is a charitable 501C(3) public benefit corporation and is the only agency in south Orange County that provides direct services, health resources, and nutritional programs for seniors and frail elderly. Our emphasis is for those individuals who are 60 years of age and older, low-income, underinsured, and have multiple chronic health conditions.

Our community based services ensure that seniors can stay in their homes longer and maintain the quality of life they deserve. Our programs emphasize a continuum of care and include the following network of services:

- Case Management and In-Home Support Services
- Health and Wellness Programs
- Meals on Wheels and Congregate Meals
- Operation and Management of Senior Centers
- Non-Emergency Medical Transportation

Since 1975 we have been providing critical services, resources and programs to seniors throughout South Orange County. Our community-based services emphasize a continuum of care and include a network of services. Our mission is to provide resources for older adults to promote their vitality and support their independence. Our vision is to be a service provider, a community resource, and a consumer advocate for older adults in Orange County, California.

Because adequate nutrition is critical to health, functioning, and to sustain life, it is the most important component of our community-based services for the elderly. The Meals on Wheels and Congregate Meals programs are intended to provide the dietary intakes of participants and help them remain self-sufficient, preserving their independence and dignity. The goal is to provide meals to those seniors/elderly, who are homebound and unable to prepare meals for themselves, are at risk for malnutrition, and have special nutritional needs.

**Meals-On-Wheels and Congregate Meals locations and telephone numbers are:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dana Point Senior Center</td>
<td>(949) 496-4252</td>
</tr>
<tr>
<td>Florence Sylvester Memorial Senior Center, Laguna Hills</td>
<td>(949)380-0155</td>
</tr>
<tr>
<td>Sea Country Community Center, Laguna Niguel</td>
<td>(949)362-2807</td>
</tr>
<tr>
<td>SusiQ Senior Center, Laguna Beach</td>
<td>(949)715-5462</td>
</tr>
<tr>
<td>Norman P. Murray Community Senior Center, Mission Viejo</td>
<td>(949)470-3063</td>
</tr>
<tr>
<td>Oasis Senior Center, Corona Del Mar &amp; Newport Beach</td>
<td>(949)718-1820</td>
</tr>
<tr>
<td>Dorothy Visser Senior Center, San Clemente</td>
<td>(949)498-3322</td>
</tr>
<tr>
<td>San Juan Capistrano Community Senior Center</td>
<td>(949)493-5921</td>
</tr>
<tr>
<td>City of Lake Forest Senior Center (Congregate Only)</td>
<td>(949)461-3458</td>
</tr>
<tr>
<td>Bell Tower Regional Community Center, Rancho Santa Margarita</td>
<td>(949) 216-9700</td>
</tr>
<tr>
<td>Silverado Community Center</td>
<td>(714)649-2850</td>
</tr>
</tbody>
</table>

Age Well Senior Services
A non-profit serving Orange County's older adults

24461 Ridge Route Drive, Suite 220
Laguna Hills, CA 92635
www.myagewell.org
(949) 855-8033

AWV Toolkit
Case Management and In-Home Support Services
Case Managers are available for consultation in each of the senior centers managed by Age Well Senior Services. In-home visits can also be arranged when necessary. Individuals and their families or caregivers receive professional assessment of critical needs and overall condition, a recommendation for appropriate services, and referrals and/or authorizations to get them the care they need.

Health and Wellness Programs
Health and wellness are at the heart of our name - Age Well Senior Services. This program provides a collaboration of community resources committed to promoting and enhancing the physical, social, and emotional needs of seniors. The cornerstone of this commitment is the provision of education and programs that will help seniors prolong their physical, social, and emotional health, and maintain a high level of wellness to delay or eliminate the need for institutional care.

Meals on Wheels and Congregate Meals
At Age Well Senior Services, we're doing our best to make sure no senior citizen in need goes hungry by operating our vital nutrition programs - Meals on Wheels and the Congregate Lunch. Annually, we deliver over 300,000 nutritious meals to seniors who are living at home and unable to prepare their own meals or go out to eat, and have little or no assistance to obtain adequate meals. Designed by a registered dietitian, each delivery consists of a hot, ready-to-eat meal, a cold meal to eat later in the day, and a breakfast meal for the following morning. Congregate lunches are served daily at 11 locations.

Senior Centers
Age Well Senior Services currently operates or provides vital services at 11 senior centers throughout Orange County. They offer innovative and adaptive programs to promote the emotional, social, and physical well-being of a full spectrum of seniors – from healthy, active seniors who want to use a lifetime of skills and experience to make a difference through civic engagement and volunteer work. Each center offers a rich and engaging array of opportunities to help older adults age successfully.

Non-Emergency Medical Transportation
Seniors using Age Well Senior Services' transportation service must be at least 60 years of age and must reside within the South Orange County designated service area. This includes the cities of Aliso Viejo, Capistrano Beach, Dana Point, Foothill Ranch, Irvine, Ladera Ranch, Laguna Beach, Laguna Niguel, Laguna Hills, Laguna Woods, Lake Forest, Mission Viejo, Newport Beach, Rancho Santa Margarita, San Clemente, and San Juan Capistrano. Professionally trained drivers provide transportation on our modern fleet of accessible buses and vans. Riders pay a $2.00 per one-way trip charge (care attendants ride free of charge). Call (949) 855-9766 for additional program information and to receive enrollment forms.

* Participants must register through the mail prior to utilizing the service.
We’re here to help

NO-COST SERVICES & SUPPORT

For friends and family

**Telephone Support:** Information, education, emotional support, and resource referrals

**Consultation:** Family conference, care planning, and linkage to community services and support

**Support Groups:** Throughout the community in English, Spanish, Vietnamese, and Korean

**Education:** About the disease, caregiving, and research

For individuals experiencing memory loss and their families

**Early Memory Loss Education, Support and Discussion Groups:** Participate in Early Memory Loss Educational Groups (4 weeks) and topic focused discussion groups

**Our Gang Clubhouse:** Monthly meetings provide socialization and mind stimulating activities for persons with memory loss and their families

**Social, Cultural and Art Activities:** For people with early stage memory loss and their families

**Wandering and Safety Education:** MedicAlert® FOUND California, an ID and wandering protection program for persons with dementia and their caregivers

**Interfaith Program:** Community-based faith services, education, and outreach

**Research:** Connect to local and national clinical trials

Education for the community and families

**Topics include:**

- Brain Health and Aging
- Understanding Alzheimer's & Dementia
- Compassionate Communication
- Understanding Dementia-related Behaviors
- Legal and Financial/Long Term Planning
- Research Updates
- Care Options
- Savvy Caregiver
- End of Life Care

24/7 Helpline 844-HELP-ALZ (844-435-7259)

2515 McCabe Way, Suite 200 | Irvine, CA 92614 | Phone: 949-955-9000 | www.alzoc.org

AWV Toolkit
Family Caregiver Resource Center provides family caregivers with a comprehensive assessment and a personalized care plan that focuses on successful self-care for the caregiver. The Family Consultation is the first step towards ongoing support and services. The Family Consultation is provided in your home, at your convenience, by a professional consultant.

**Topics covered include:**

- **LONG TERM CARE PLANNING**
- **LEGAL & FINANCIAL OPTIONS**
- **RESOURCES AVAILABLE IN THE COMMUNITY**
- **SUPPORT GROUPS AND SUPPORTIVE COUNSELING**
- **SKILLS IN DEALING WITH STRESS**
- **COPIING WITH PROBLEM BEHAVIORS**
- **WHERE TO GET INFORMATION ON MEDICAL CONDITIONS**
- **RESPITE PLANNING**
- **FOLLOW-UP AND ON-GOING SUPPORT**

The family consultation is provided free of charge. The Family Caregiver Resource Center is a grant funded, non-profit program. Donations are always welcome.

The Family Caregiver Resource Center is a trusted partner for Orange County families coping with physical, emotional, and financial responsibilities of caregiving. Since 1988, the Family Caregiver Resource Center has assisted thousands of families and professionals who care for an adult over the age of sixty with chronic illness and/or a disabling condition or an adult who has brain impairing conditions such as Alzheimer's, stroke, Parkinson's, head injury, and Huntington's Disease. Services include Family Consultation, Assessment & Care Planning, Supportive Counseling, Psycho Educational Seminars, Respite Planning and Community Education.

The Family Caregiver Resource Center, a program of St. Jude Medical Center, is part of a statewide system of California Caregiver Resource Centers, contracted through the California Department of Health Care Services. Additional funding comes from the Department of Aging funds from the Federal Older Americans Act, as allocated by the Orange County Board of Supervisors. The Family Caregiver Resource Center works collaboratively in the community with other service providers and community partners in the aging and disability network. Services are free and donations are gratefully accepted.

**FAMILY CAREGIVER RESOURCE CENTER**

800-543-8312  
Website: [www.caregiveroc.org](http://www.caregiveroc.org)

AWV Toolkit

Caregiving includes caring for me...

A Program for Family Caregivers
CARE PLANNING 
CONSULTATION FOR 
FAMILY CAREGIVERS

Are you caring for a loved one over the age of sixty with chronic illness and/or a disabling condition or adults with Alzheimer’s, Stroke, Parkinson’s, Traumatic Brain Injury or other related disorder?

Do you want a roadmap for the future?

Do you have someone you can talk to who understands your situation?

Do you need help, but don’t know where to get it?

Family Caregiver Resource Center
800-543-8312
Website: www.caregiveroc.org

SERVICES FOR FAMILY CAREGIVERS

California was the first state in the nation to address the impact of cognitive disorders on families. Since 1988 the Family Caregiver Resource Center, a non-profit program, has been offering a full complement of family services designed to assist Orange County family caregivers of adults over age sixty with chronic & disabling conditions and brain impairing conditions. Multilingual staff is available to serve Orange County’s diverse family caregiver population.

Services are free and include: 
Specialized Information
Information, assistance and referrals on caregiving issues and stress, diagnoses and community resources.

Family Consultation and Care Planning
At home, individual sessions and telephone consultations with professional staff to assess the needs of caregivers caring for incapacitated adults and helping you develop strategies for effective caregiving and options for self-care.

Respite Assistance
We can assist caregivers to plan for time away from caregiving to do things that you enjoy! Respite planning and referrals to community resources for alternative care so that you can take a break are provided. Funds may be available for emergency situations where the caregiver must step away from the caregiving environment to handle personal health or other emergency family matters.

Education and Training
Seminars, workshops and conferences to address the physical and emotional needs of family caregivers and provide successful caregiving strategies.

Legal Workshops
Regularly scheduled workshops provided by “Elder-Law” Attorneys that include topics such as estate planning, conservatorships, advance healthcare directives and planning for long-term care.

Counseling
Ongoing supportive counseling is available to our registered clients. Referrals to professionals with training related to caregiver concerns are also available.

Support Groups
Support Groups and referrals to specialized groups by diagnosis, audience and location are made available.

Services are offered in English, Spanish and Vietnamese. Donations are always welcome.

Caregiving includes caring for me
Who We Are

The Council on Aging - Southern California has been a trusted nonprofit organization since 1973. We provide unbiased information, programs and services to more than 275,000 adults and families annually.

We promote the independence, health and dignity of adults through compassion, education and advocacy.

Aging Impacts Us All

Whether you are in need of assistance navigating the aging experience or facing a crisis with a parent or loved one, the Council on Aging is here to help. We offer a range of no-cost services and programs.

CALL US — WE CAN HELP

Our offices are open Monday through Friday from 8am to 5pm. Our programs are offered in multiple languages to support our multicultural communities.

(714) 479-0107 | www.coasc.org

What We Do

Our programs and services provide adults and their families:

- Empowerment to tackle life’s aging challenges
- Knowledge and support to navigate the complexities of Medicare
- Advocacy for residents in long-term care facilities
- Education and protection from financial predators
- Resources on aging and caregiving
- Friendship to combat isolation and loneliness
- Integration into community activities to support mental health
Council on Aging Programs
Direct Services for Adults and Their Families

- **Answers Guide** – Yearly publication filled with information on healthcare, caregiving, finance, legal and Medicare comparison charts for Orange County.

- **Benefits Enrollment Centers (BEC)** – Helps Medicare beneficiaries with low-income benefit program information and application assistance.

- **Education** – Seminars on topics such as Medicare, long-term care and safety.

- **Friendly Visitor Program** – Provides companionship and social support to isolated, frail adults in Orange County.

- **Health Insurance Counseling and Advocacy Program (HICAP)** – Provides free, unbiased, individual Medicare counseling and seminars.

- **Long-Term Care Ombudsman Program** – Advocates for the rights of Orange County’s older and disabled adults living in skilled nursing and residential care facilities.

- **ReConnect Program** – Assists Orange County’s adults age 60+ to manage and improve their emotional health and overall well-being.

- **Senior Protection Program & FAST** – Educational seminars to help you avoid financial predators and limited consultation on matters of abuse.

- **SmileMakers Guild** – Mobilizes community support and provides holiday gifts to over 5,000 residents in long-term care facilities in Orange County.

- **Volunteer Opportunities** – Learn about volunteering during our Changing Lives Tour offered the third Wednesday of every month.

**OF EVERY DOLLAR SPENT DIRECTLY SUPPORTS OUR PROGRAMS & SERVICES**

Council on Aging - Southern California is a nonprofit 501(c)(3) corporation

Council on Aging Programs
Direct Services for Adults and Their Families

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**OF EVERY DOLLAR SPENT DIRECTLY SUPPORTS OUR PROGRAMS & SERVICES**

We are funded by individuals, businesses, grants, and government programs.

**VOLUNTEER AND LEARN MORE AT WWW.COASC.ORG**
Who We Are

The Council on Aging – Southern California has been a trusted nonprofit organization since 1973. We provide unbiased information, programs and services to more than 275,000 adults and families annually.

Financial abuse is the fastest growing and least reported form of abuse. Our Senior Protection Program helps you recognize and guard yourself from financial predators.

Are You Vulnerable To Financial Abuse?

Financial abuse occurs when someone illegally or improperly uses another persons' money or property. If you suspect that you or someone you know is being financially abused, REPORT IT!

- Call Adult Protective Services (APS) for individuals living independently: (800) 451-5155
- Call the Long-Term Care Ombudsman Program for individuals living in a facility: (800) 300-6222
- Report suspicions of abuse to local law enforcement: www.ocgov.com/residents/law/safety/police
- Report scams to the FTC: www.ftccomplaintassistant.gov or (877) 382-4357

What We Do

We provide free outreach and training regarding:

- Protection against scams and fraud
- Protecting your assets
- Powers of attorney and advanced healthcare directives
- Community resources

We advise APS, Ombudsmen, law enforcement and attorneys in matters of complicated financial abuse.

FAST is a volunteer based organization that meets on a monthly basis with Adult Protective Services (APS) and the Long-Term Care Ombudsmen to offer information in the areas of law, criminal investigation, civil litigation, guardianship, fiduciary matters, banking and accounting, real estate property, insurance and senior services.

CALL US FOR GUIDANCE

(714) 479-0107 www.coasc.org
Who We Are
The Council on Aging – Southern California has been a trusted nonprofit organization since 1973. We provide unbiased information, programs and services to more than 275,000 adults and families annually.

Our Friendly Visitor Program prevents and alleviates the physical and mental health challenges of isolated, older adults and individuals with disabilities who lack an adequate support system.

Our program offers case management services and a supportive safety net of prescreened, trained volunteers who provide weekly home visits and telephone checkups.

Eligibility
- Older or dependent adults 18 years and above
- Frail and/or homebound
- Inadequate support system
- Willing to participate in the program

What We Do
Our program offers ongoing socialization services to isolated adults and seniors. Services are provided at no cost to participants and include:

- Comprehensive screenings
- In-home case management services
- Individual care plan
- Coordination of care
- Participant and family education
- Short-term in-home therapy as needed
- Ongoing case monitoring
- Referrals and linkages to resources
- Weekly telephone checkups
- Home visitation

CALL US — WE CAN HELP
Our office are open Monday through Friday from 8am to 5pm.
The Friendly Visitor Program provides direct services in English, Spanish and Vietnamese.

(714) 479-0107 | www.coasc.org

Friendly Visitor
a Program of Council on Aging

AWV Toolkit
Who We Are

The Council on Aging – Southern California has been a trusted nonprofit since 1973. We provide unbiased information, programs and services to more than 275,000 adults and families annually.

The Council on Aging’s HICAP counselors are California state-registered staff and volunteers, offering individualized counseling and group seminars about Medicare and other related health insurance topics.

HICAP is part of the national network of State Health Insurance Assistance Programs, and funded in part by the California Department of Aging. HICAP is the most dependable source of unbiased, accurate, and up-to-date Medicare related information for Orange County residents.

What We Do

Medicare is often complex and confusing. We offer personalized counseling and advocacy to assist beneficiaries in understanding their Medicare benefit options and choosing benefits best-suited for their needs.

HICAP Counselors Can:
- Compare and evaluate insurance plans
- Assist when problems occur
- Assist with low income benefit programs
- Provide Medicare education seminars

HICAP Counselors Explain:
- Medicare benefits and enrollment
- Medicare Advantage Plans (Part C)
- Prescription Drug Plans (Part D)
- Medigap Plans (supplemental policies)
- Low income assistance programs
- Long-term care services and support
- Medicare fraud and abuse

CALL US — WE CAN HELP

Our HICAP Call Center is open Monday through Friday, 8am to 4pm. Call for counseling locations and group seminars.

(714) 560-0424 or (800) 434-0222
www.coasc.org

AWV Toolkit
About Healthier Living

- Great for ANY ADULT ages 18+, with an ongoing health condition
- Family and friends are welcomed
- Small group workshop on gaining control and managing your own health
- Meets 2½ hours per week for 6 weeks

You Will Learn…

- Tips to better manage your health
- Ways to control pain, stress, and anxiety
- How to talk to doctors, family, and friends
- How to set goals and solve problems
- Ways to eat healthy and keep active

Workshop Benefits

- Helps you feel well and be well
- Feel more energy and less tired
- Increased exercise and reduced pain
- Meet new people and get support from new friends
- And much more!

For More Information

Call Office on Aging at: 1-800-510-2020
or see website: www.cahealthierliving.org/orange

“It gave me the courage to get my life back on track…”
- Workshop Participant

Ask for our workshops offered in Spanish
Join us for a **FREE** 6 week workshop!

**What is Healthier Living with Diabetes?**

- Small group workshop created for adults with Type 2 diabetes or pre-diabetes
- Participants will learn skills and increases their confidence in managing their diabetes
- Meets 2 ½ hours per week for 6 weeks

**Who Should Participate?**

- Adults living with Type 2 Diabetes
- Adults with Pre-Diabetes
- Adults living with someone who has diabetes

**What are Benefits?**

- Increased confidence in managing diabetes
- Better health behaviors
- Improvements in blood sugar levels
- Fewer doctor/emergency room visits and hospitalizations

**Did You Know?**

- Diabetes is one of the leading causes of death in the U.S.
- More than 25 million people have diabetes.
- Diabetes is the leading cause of blindness, heart disease, stroke, and amputations of lower legs and feet

**For More Information:**

Call Office on Aging at:
1-800-510-2020

Or See Website:
www.cahealthierliving.org/orange

Ask for our workshops offered in Spanish

“It gave me the courage to get my life back on track…”

- Workshop Participant

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The Chronic Disease Self-Management Workshop ©2012, Self-Management Resource Center, LLC. An evidence-based program originally developed at Stanford University that may only be used or reproduced by organizations licensed by the Self-Management Resource Center.
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The Ombudsman Program is a federally and state mandated program built largely of volunteers. Ombudsmen are advocates for the rights of residents of skilled nursing and residential care facilities. Our mission is to empower residents through advocacy, mediation, complaint investigation and resolution.

In Need Of Immediate Help?

Ombudsman services are free and confidential. Do you:

- Have an abuse complaint?
- Know your rights as a resident?
- Have concerns about quality of care?
- Suspect financial abuse?

What We Do

Ombudsmen are certified by the State of California to:

- Make unannounced, regular visits to licensed long-term care facilities
- Mediate and attempt to resolve residents’ concerns
- Investigate abuse and neglect complaints
- Provide unbiased placement information and referrals regarding long-term care facilities
- Witness the signing of Advance Health Care Directives in care facilities
- Educate families and the community on long-term care issues
- Report serious facility violations to state licensing agencies

CALL US — WE CAN HELP

Our offices are open Monday through Friday from 8am to 5pm. In the event of an after-hours emergency, please contact the 24-hour CA State CRISIS Line at 1 (800) 231-4024.

1 (800) 300-6222 | www.coasc.org

AWV Toolkit
What is OCLinks?

OCLinks is an information and referral phone and online chat service to help navigate the Behavioral Health Services (BHS) system within the Health Care Agency for the County of Orange. Callers are connected to clinical Navigators who are knowledgeable in every program within the BHS system. This includes children and adult mental health, alcohol and drug inpatient and outpatient programs, crisis services, and prevention/early intervention programs. Once a program is identified, the Navigator will make every effort to link the caller directly to that program while still on the call. The Navigators speak English, Spanish, Vietnamese, and Farsi while other languages can be accommodated through translation services.

When should I contact OC Links?

Anyone can call OCLinks when looking for help connecting to the County of Orange’s almost two hundred Behavioral Health programs. Callers can be someone looking for services for themselves, for family members or loved ones, or for participants in their programs seeking additional or supportive services. OC Links’ Navigators are available to help callers understand what programs or services are the right fit for them. Navigators are available Monday through Friday from 8AM to 6PM by phone at 855-OC Links (855-625-4657) or by connecting online through a Chat line at www.ochealthinfo.com/oclinks.
Transportation Services Available
For Orange County Seniors

If you need help getting to medical or other services, there are local, private, non-profit and government agencies that provide transportation to Orange County seniors at little to no cost.

Here are some types of transportation programs:

- Senior Non-Emergency Medical Transportation (SNEMT)
- Local/public transportation services
- Transportation provided by senior centers
- Disability related transportation
- Senior mobility/voucher programs
- Private transportation
- Transportation provided by medical centers/hospitals
- Specialized transportation for specific-need populations

Call the Office on Aging for more information about transportation services in your area.

(800) 510-2020

NOTE: Transportation services are not offered in all areas of Orange County. Some age restrictions may apply.
What can I expect from a visit with a public health nurse?
We will come to your home to talk about your concerns and help you get connected with the health care services you need.

Does a public health nurse treat people who are sick or injured?
No, we do not provide medical treatment. Call 911 if you need help right away. For any other needs for medical treatment, contact your doctor or medical clinic.

Do I have to pay to talk to a public health nurse?
No, we do not charge for our services in most cases. Please call us to learn how we can help.

(714) 834-7747

Public Health Nursing, a division of the Orange County Health Care Agency, promotes optimal health across the lifespan by providing community and in-home health education, health assessments, and help accessing medical and other supportive services.

Public health nurses:
- Serve people of all ages
- Visit you in your home
- Can provide you with education on healthy living
- Help you manage your health problems
- Connect you to resources and services

Public Health Nursing Division
1725 W 17th Street
Santa Ana, CA 92706
Referral Phone Line: (714) 834-7747
Fax: (714) 834-7780

OChealthinfo.com
Public Health Nursing
Caring for Our Community

We are specially trained registered nurses who can help you with your health concerns. We help you manage high-risk or ongoing health conditions and learn where you can get the care you need, close to where you live.

Senior Health Outreach & Prevention Program (SHOPP)

SHOPP is a Public Health Nursing Program that serves older adults and persons with disabilities. Public Health Nurses (PHNs) provide home visitation to low income, uninsured, or under-served adults with unmet healthcare needs. The goal is to improve the physical and mental health through health screening, counseling, education, case management, consultation, and client advocacy. PHNs often collaborate with Behavioral Health and community service providers to improve access to health care and to assist clients to identify and maximize their strengths in daily living skills and health issues.

How do you directly contact SHOPP?
Call (714) 972-3700 and ask for the SHOPP Nurse Officer of the Day or call the Public Health Nursing referral line at (714) 834-7747.

Our Services

Below are some ways we can help you. Please contact us to learn more.

- Help to identify health problems early
- Keep up to date on shots and vaccines
- Eat healthier foods
- Stay safe and prevent injuries
- Connect to local medical and other services
- Find out more about your health needs
- Learn signs of illness
- Follow-up on advice from your doctor
- Manage long-term health conditions
- Locate a doctor
- Obtain health insurance
- Assist in arranging transportation to medical appointments
- Arrange for home delivered meals
- Assist in finding a caregiver
- Assist in obtaining Behavioral Health Services
- Connect to a socialization program

“Dad was really worried when the doctor told him he has diabetes. The public health nurse helped him understand his treatment and learn about local support. The nurse checks in with dad to help him stay on track with medicine, eating healthy and walking.”

Visit us online to learn more about what we can do for you:

OChealthinfo.com

Call our referral phone line to ask for services:

(714) 834-7747

You can also fax referral information:

(714) 834-7780
Meals on Wheels & Case Management

Participants on the Meals on Wheels program have experienced:

- Significant improvement in diet and overall health
- Decreased number of hospital visits and shorter stays if hospitalized
- Significant and sustained decrease in depression levels
- Increased access to support services

Adult Day Health Care Centers (ADHC):

Designed for individuals with physical and/or mental impairments. Our ADHCs provide supportive therapies to enable individuals and their loved ones to maintain as much daily independence as possible. Services include: medical/nursing monitoring, physical and occupational therapy, social services, nutritional services, activities and transportation. Located in Anaheim and Santa Ana.

Adult Day Care Center:

This program offers support and temporary respite to families and friends who are caring for a frail older loved one who may be experiencing dementia or memory loss. Utilizing a social model, this program provides a safe and comfortable daytime environment where seniors can enjoy games, crafts and social interaction with their peers. This is the social model of Adult Day Care and no medical monitoring is provided. Located in Buena Park.

Volunteer Services:

A vital network of caring friendship and support for frail older adults living independently in the community. Individual and group volunteer opportunities enable volunteers to give of their time and talent to powerfully impact the lives of older adults in meaningful ways. Opportunities include providing basic nourishment of food and check-in through our Meals on Wheels program, acts of service and support through our Senior Lunch Programs, compassionate care at our Adult Day Health Care centers, and ongoing companionship and support services through our Friendly Visitor and Care Circle programs.

Care Coordination:

This program provides a menu of care services to both the health care and private sectors aimed at keeping people in their homes and reducing hospital readmissions. Services include care transitioning in-home assessments, care coordination for people discharged from acute care or nursing facilities, and coaching and medication reconciliation for those identified as high-risk for readmissions.

Senior Lunch Program:

SeniorServ provides a nutritious lunch at 25 senior centers in Orange County. The lunches provide important nutritional value while at the same time providing opportunities to socialize.

Outcomes:

**Meals on Wheels & Case Management**

Participants on the Meals on Wheels program have experienced:

- Significant improvement in diet and overall health
- Decreased number of hospital visits and shorter stays if hospitalized
- Significant and sustained decrease in depression levels
- Increased access to support services

**Senior Lunch Program**

Meal participants report the following results of participating in the Senior Lunch Program at their local senior center:

- Improved quality of life
- Reduced isolation
- More friends who provide a support network
- More connection to the local community and city
SeniorServ Headquarter and Kitchen
1200 N. Knollwood Circle
Anaheim, CA 92801
Tel: (714) 220-0224
Fax: (714) 220-1374

Adult Day Health Care Centers (ADHC)/
Community Based Adult Services (CBAS)

Anaheim Center
1158 N. Knollwood Circle
Anaheim, CA 92801
Tel: (714) 220-2114
Fax: (714) 220-1406

Santa Ana/Tustin Center
1101 S. Grand Avenue, Suite K
Santa Ana, CA 92705
Tel: (714) 558-1216
Fax: (714) 564-0386

Adult Day Care Center
Buena Park Day Care
Buena Park, CA 90620
Tel: (714) 826-3163
Fax: (714) 821-8191

Facts and Figures
A proud history of service to older adults and their families since 1967
• More than 11,000 clients served annually
• 1 million meals served annually

Client Profile
• 70% of clients live at or below the poverty level
• 60% Caucasian
• 24% Hispanic/Latino
• 14% Asian/Pacific Islander
• 1% African American
• 1% Native American

Financial Overview
• $12.3 million annual operating budget
• 91 cents of every dollar donated goes directly to programs and services

Funding Sources
47% Government Grants
25% Program Income
10% Donations
18% Social Enterprise

Volunteers and Staff
• 14 Board Members
• 600 Volunteers
• 100 Staff Members

Visit our Website www.SeniorServ.org
• Detailed program information
• Information and resources for older adults in Orange County
• Event information
• Staff contact list
• Donation link

Helping seniors remain nourished in home, health, and heart, so that they may live independently with wellness in the homes and communities they love.

Nutritious lunches served in the following cities:

Anaheim
Brea
Buena Park
Costa Mesa
Cypress
Fountain Valley
Fullerton
Garden Grove
Huntington Beach
La Habra

Los Alamitos
Midway City
Orange
Placentia
Santa Ana
Seal Beach
Stanton
Tustin
Westminster
Yorba Linda

Call (714) 220-0224 for program information.
www.SeniorServ.org

SeniorServ Signature Event
www.SeniorCareHeroAwards.org

AWV Toolkit
FREE Nicotine Patches!

- FREE nicotine patches for adults 18 and older who complete the FREE quitting tobacco services.
- Services available throughout Orange County in English, Spanish, and Vietnamese by calling 1-866-NEW-LUNG (639-5864).
- Patches available only while supplies last!

The combination of tobacco cessation counseling and medication is more effective than doing either one alone.  
http://www.cdc.gov/Features/SmokingCessation

READY TO BE TOBACCO FREE?

Call 1-866 NEW LUNG (639-5864)  
For FREE Help to Quit Tobacco!
Attention!

Wartime Veterans and Surviving Spouses

Did you know that many Wartime Veterans and their surviving spouses or widows are eligible for a tax-free pension benefit from the Veterans Administration?

The Aid and Attendance Improved Pension Benefit

Maximum Benefit Schedule for 2017

<table>
<thead>
<tr>
<th>Beneficiary</th>
<th>Monthly Pension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two veterans, married</td>
<td>$2,127</td>
</tr>
<tr>
<td>Veteran and spouse</td>
<td>$2,127</td>
</tr>
<tr>
<td>Veteran, no dependent</td>
<td>$1,794</td>
</tr>
<tr>
<td>Sick spouse of Veteran (New and Improved Pension)</td>
<td>$1,408</td>
</tr>
<tr>
<td>Surviving spouse/widow</td>
<td>$1,153</td>
</tr>
</tbody>
</table>

County Operations Center

1300 S. Grand Ave.
Bldg B, Room 247
Santa Ana, CA 92705

WWW.OCVETERANS.COM

Phone: (714) 480-6555
Mon/Wed/Thurs/Fri 8am-4pm
Tues 9:30 am-4pm

Walk-ins & Appointments Welcome