

FY 2023/24

# Impact Report



**Council on Aging**  
Southern California



**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. HICAP also assists in enrolling beneficiaries in low-cost programs to manage healthcare costs.

**Impact:** In FY 23/24, HICAP counseled 7,770 Medicare beneficiaries, helping them save an estimated \$1.5M in healthcare premiums and prescription drug costs across Orange, San Bernardino, Riverside, Inyo, and Mono Counties.

Visit [coasc.org/hicap](https://coasc.org/hicap)



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

**Impact:** In FY 23/24, ReConnect served 1,058 older adults and connected them to 12,286 essential healthcare and community resources. ReConnect also facilitated 2,000 multilingual support groups throughout the county.

Visit [coasc.org/reconnect](https://coasc.org/reconnect)



**Friendly Visitor Program:** The impact of isolation is severe among older adults who live alone and struggle with health challenges, limited 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, this free program provides companionship, emotional support, and identifies clients' unmet needs to help secure access to resources.

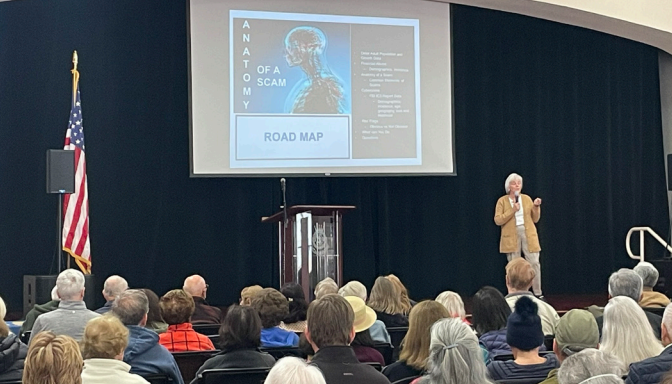
**Impact:** In FY 23/24, 62 dedicated Friendly Visitor volunteers made regular weekly visits to nearly 150 isolated older adults, providing friendship, advocacy, and critical support.

Visit [coasc.org/friendlyvisitor](https://coasc.org/friendlyvisitor)

**PEARLS OC:** Depression affects more than 2 million older adults in Americans every year. 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 is tailored to support older adults who are experiencing depression, isolation, and other chronic health issues.

**Impact:** Established in 2023, PEARLS OC served 100 individuals during FY 23/24.

Visit [coasc.org/pearlsoc](https://coasc.org/pearlsoc)



**Senior Protection Program (SPP):** According to the FBI, in 2023, there were over \$3.4 billion in losses reported from elder financial fraud cases, highlighting a growing trend of such abuse. In 2024, the FBI has seen a continued rise in elder financial fraud, with losses exceeding \$1.6 billion reported from January to May, representing a nearly \$300 million increase from the same period in 2023.

**Impact:** In FY 23/24, SPP conducted 101 outreach presentations, reaching 10,118 community members, and distributed over 46,257 educational materials to raise awareness about fraud prevention and recovery resources.

Visit [coasc.org/spp](https://coasc.org/spp)

**Answers Resource Guide:** Answers is our community's only free, comprehensive guide designed to help older adults navigate the challenges of aging. This 112-page guide covers healthcare, housing, finances, legal matters, scam prevention, insurance, and community resources. Answers also includes a special section dedicated to supporting family caregivers.

**Impact:** Now in its 14th year, Answers reaches over 50,000 readers annually, providing essential articles, checklists and resources to help older adults remain healthy, connected and protected.

Visit [coasc.org/answers](https://coasc.org/answers)



### **Long-Term Care Ombudsman Program:**

Since 1976, advocacy for Long-Term Care (LTC) residents has been one of the founding initiatives of the Council on Aging – Southern California. LTC Ombudsmen advocate for the rights of over 44,000 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 LTC facilities, investigate abuse or neglect, resolve resident concerns, and report violations.

**Impact:** In FY 23/24, LTC Ombudsmen addressed 2,096 complaints, ensuring vulnerable residents received necessary advocacy and support.

Visit [coasc.org/ltcombudsman](https://coasc.org/ltcombudsman)

**SmileMakers Program:** The SmileMakers Program mobilizes community support to provide individually wrapped holiday gifts to thousands of older and disabled adults in skilled nursing and residential care facilities. Many of these seniors have no one with whom they can celebrate the holidays. Centennial Smiles, a project of the SmileMakers Program, was launched to acknowledge birthdays for those residents turning 100 years old or more.

**Impact:** In FY 23/24, SmileMakers delivered 6,313 wrapped holiday gifts, along with 2,000 Valentine's Day cards and 51 handmade blankets to seniors celebrating their centennial birthday.

Visit [coasc.org/smilemakers](https://coasc.org/smilemakers)

## Helping Seniors Remain Healthy, Connected and Protected

For over 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 free programs and services across Orange, San Bernardino, Riverside, Inyo and Mono Counties.

Our successes 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 adults and people with disabilities.

“Aging My Way” is our newest educational program, aimed at empowering older adults to take charge of their aging experience. Through educational workshops and resources, this program encourages older adults to actively participate in shaping their future, helping them maintain independence and quality of life as they age.

Thank you for helping us enable older adults and family caregivers to thrive.



2 Executive Circle, Suite 175, Irvine, CA 92614

(714) 479-0107 | [www.coasc.org](http://www.coasc.org)

Regional offices located in Riverside, Hemet, and Palm Desert

