



ORANGE COUNTY

Community Services

Our Community. Our Commitment.

COUNTY OF ORANGE
PROGRAMS SERVING
OLDER ADULTS



OC COMMUNITY SERVICES

This directory was compiled by OC Community Services Office on Aging and includes many of the county departments and community non-profits that provide services to older adults.

Website: www.occommunityservices.org

OFFICE ON AGING

County Operations Center
1300 South Grand Avenue, Building B, 2nd Floor
Santa Ana, CA 92705
(800) 510-2020 Information & Assistance Call Center
(714) 480-6450
Website: www.officeonaging.ocgov.com



Hours of operation:
Monday - Friday, 8:00 am – 5:00 pm

The Office on Aging administers the Older Americans Act and Older Californians Act programs in Orange County which include the senior center lunch program, home-delivered meals, transportation, elder abuse prevention, senior employment services, adult day care, legal assistance, case management, health insurance counseling, Family Caregiver Support Program, health promotion, and the Ombudsman Program.

The Office on Aging also operates the Information and Assistance Call Center (staffed Monday - Friday, 8:00 am - 5:00 pm) which provides access and linkage to the above services as well as many other resources for older adults, caregivers, and persons with disabilities.

For Office on Aging providers turn to page 13.

DISCLAIMER:

Inclusion in this booklet does not constitute endorsement of an agency's program or the quality of its services, nor does exclusion imply an unfavorable judgement of the contribution an agency may be making to the community. The information presented in this booklet was accurate at the time of inclusion. Changes to services and contact information may have occurred since inclusion.

VETERANS SERVICE OFFICE

County Operations Center
1300 South Grand Avenue, Building B, 2nd Floor, Room 247
Santa Ana, CA 92705
(714) 480-6555
Website: veterans.ocgov.com



Hours of operation:
Monday - Friday, 8:00 am – 4:00 pm
Tuesday, 9:30 am - 4:00 pm
Appointments are available

The Veterans Service Office (VSO) assists veterans and their dependents/survivors in preparing, presenting and pursuing any benefits they may be entitled to receive from the U.S. Department of Veterans Affairs.

The following list identifies some of the more common areas which the VSO assists veterans and their dependents or survivors.

Entitlement to:

- Service Connected Disability Compensation
- Veterans and Survivors Pension
- Burial Benefits
- Dependency and Indemnity Compensation



CalVet Information:

- Cal-Vet Dependents College Tuition Fee Waiver Program

Discharge Documents Review:

- Discharge Documents Certification (DD214)

COMMUNITY INVESTMENT DIVISION

County Operations Center
1300 South Grand Avenue, Building B, 3rd Floor
Santa Ana, CA 92705
(714) 480-6500
Website: www.ocboard.org
www.oconestop.com

Community Investment Division (CID) serves as the administrative support to the Orange County Development Board (OCDB). CID is responsible for administering programs and activities of the Workforce Innovation and community Act (WIOA) and various grant funded programs in Orange County. Programs administered by CID focus on the needs of both job seekers and businesses. The programs are available through the One-Stop Centers and satellite offices located throughout Orange County.

Orange County One-Stop Centers:

Anaheim
290 South Anaheim Blvd., Suite 100
Anaheim, CA 92805
(714) 765-4350

Garden Grove
7077 Orangewood Ave., Suite 200
Garden Grove, CA 92841
(714) 241-4900

Buena Park
6281 Beach Blvd., Suite 307
Buena Park, CA 90621
(714) 562-9200

Irvine
17891 Cartwright Rd., Suite 100
Irvine, CA 92614
(949) 341-8000

Los Alamitos
11200 Lexington Drive, Bldg. 244
Los Alamitos, CA 90720
(562) 296-5722

Santa Ana
1000 E. Santa Ana Blvd., Suite 200
Santa Ana, CA 92701
(714) 565-2600

ONE-STOP CENTER PROGRAMS INCLUDE:

Senior Community Service Employment Program (SCSEP):

SCSEP provides part-time, work-based training opportunities at local non-profit or governmental agencies. Participants must be 55 years or older with poor employment prospects. The program assists with the transition of individuals into non-subsidized employment opportunities in the community. SCSEP services are available through both the Irvine and Garden Grove One-Stop Centers.

WIOA Adult and Dislocated Worker Programs:

These Programs provide services to eligible job seekers through the One-Stop Center system. Services include job search assistance, individual assessment, resource center access, employment assistance, education and training, case management and supportive services. Programs assist individuals over the age of 18 as well as workers who have been laid off. For more information regarding Adult and Dislocated Workers Programs please contact any of the One-Stop Centers.

HOUSING AND COMMUNITY DEVELOPMENT/ HOMELESS PREVENTION

County Operations Center
1300 South Grand Ave, Building B, 3rd Floor
Santa Ana, CA 92705

HOUSING AND COMMUNITY DEVELOPMENT

Website: www.occommunityservices.org/hcd

Housing and Community Development provides a mortgage assistance program and affordable housing development programs for homebuyers, developers, renters, cities, nonprofits, and other groups. An *Affordable Rental Housing List* is also available on the OC Community Services website at <http://www.occommunityservices.org/hcd>. Click the link on the right. For more information on these homeowner programs, you may call (714) 480-2869.



HOMELESS PREVENTION

(714) 480-2804 or 211

Website: www.occommunityservices.org, click on “Homeless Prevention”

The Homeless Prevention Division coordinates the County Homeless Continuum of Care System and implementation of the Ten-Year Plan to End Homelessness. The Continuum of Care homeless network has agencies which provide services (such as housing, case management, and employment) for homeless individuals.

For information on homeless resources throughout Orange County, please contact 211.

ORANGE COUNTY HOUSING AUTHORITY

1770 North Broadway
Santa Ana, CA 92706
(714) 480-2700
Website: www.ochousing.org

The Orange County Housing Authority (OCHA) administers rental assistance programs throughout Orange County except the cities of Anaheim, Garden Grove and Santa Ana. These cities operate their own

city-wide rental assistance programs.

The U.S. Department of Housing and Urban Development (HUD) provides funding for the Housing Choice Voucher Program for eligible individuals and is administered by OCHA. Unfortunately the wait list for this voucher is closed at this time and OCHA is unable to accept new applications. However, OCHA offers other housing assistance programs which include the Family Self-Sufficiency Program, Shelter Plus Care Program, Veterans Affairs Supportive Housing, the Family Reunification Program and a program to transition non-elderly disabled persons from nursing facilities into communities.



HEALTH CARE AGENCY

Health Referral Line: (800) 564-8448

Website: www.ochealthinfo.com

BEHAVIORAL HEALTH PROGRAMS FOR OLDER ADULTS

(855) OC-LINKS (625-4657)

Hours of operation:

Monday - Friday, 8:00 am – 6:00 pm

Services include case management, mental health services, and psychiatric medication support to adults who are diagnosed with a mental illness, substance abuse or a co-occurring substance use disorder that significantly impairs their functioning. Programs are provided in outpatient, community, and residential settings.

Specific programs include:

- Outreach and Engagement Services
- Full Service Partnerships
- Community Clinics
- Wellness and Recovery Centers

Senior Health Outreach Prevention Program (SHOPP)

SHOPP is an in-home service that has two components. The program is staffed by Public Health Nurses and Behavioral Health Clinicians.

- The SHOPP Public Health Nurses (PHNs) offer home visitation to address the unmet health care needs of adults 45 and older, though priority is given to frail, older adults. The PHNs provide public health field nursing assessment and services including health and tobacco education, short term medical case management, and linkage to resources.
- The SHOPP Behavioral Health Clinicians provide engagement services, crisis intervention, assessment, and linkage to resources for adults 60 years and older experiencing a functional impairment related to a mental health issue.

Substance Abuse Resource Team (START)

START is an in-home service for adults 60 years and older who have a serious mental illness and who are misusing substances such as alcohol, recreational drugs, over the counter and prescription medications. START serves older adults unable to access traditional services geared toward drug/alcohol abuse. It is a collaborative effort between Behavioral Health and Public Health, funded by a SAMHSA (Substance Abuse Mental Health Services Administration) federal block grant.

Services Include:

- Engagement
- Brief interventions
- Substance abuse counseling & education
- Coordination with health care providers
- Case management
- Information & linkage to community services and in-patient treatment programs

Older Adult Mental Health Recovery Services

Older Adult Mental Health Recovery Services is an in-home and clinic based mental health service for those 60 years and older who have serious, persistent mental illness, and functional impairment placing them at risk for hospitalization or decline that would result in a loss of independence.

It provides:

- Mental health & nursing assessment/evaluation
- Mental health services
- Medication management
- Case management
- Life skills coaches

Program of Assertive Community Treatment (PACT)

PACT-Older Adult Services is a program for adults 60 years and older who are seriously mentally ill and frequently use high cost services such as emergency rooms, psychiatric hospitalization, and incarceration. Services are more intensive and caseloads are smaller than those offered by the Older Adult Mental Health Recovery program.

Services include:

- Assessment
- Counseling and crisis intervention
- Medication services
- Case management
- Health education
- Linkages to community resources

OC4Vets

1300 South Grand Avenue, Bldg. B, 2nd Floor
Santa Ana, CA 92705
(714) 480-6476
Website: www.wochealthinfo.com/bhs/about/pi/veterans



Hours of operation:

Monday- Friday, 8:00 am - 5:00 pm

OC4Vets is a comprehensive behavioral health project using veteran clinicians and veteran peers. Veteran peers partner with the veteran to insure that the veteran is connected with community and VA resources.

PUBLIC GUARDIAN

1300 S. Grand Ave., Bldg. C
Santa Ana, CA 92705
(714) 567-7660
Website: www.wochealthinfo.com/bhs/pg

Hours of operation:

Monday – Friday, 8:00 am - 5:00 pm

The Public Guardian provides investigative and fiduciary services to individuals who suffer from a mental illness or aging adults, who as a result of a physical condition, become vulnerable and are at risk of either physical, emotional or financial abuse and neglect. The goal is to provide individualized personal and financial oversight to ensure the client achieves the highest level of self-determination, autonomy and independence.

COUNTY CONTRACTED BEHAVIORAL HEALTH PROGRAMS FOR OLDER ADULTS

OASIS

1855 West Katella Ave., Suite 150
Orange, CA 92867
(714) 399-3480

Hours of operation:
Monday–Friday, 8:00 am - 5:00 pm



OASIS provides services for adults 60 years and older who live with severe mental illness, are homeless or at risk for homelessness, and have been unable to access traditional mental health services. Case management services at OASIS follow the Wellness and Recovery Model which focuses on client strengths and self-identified goals. This client-centered approach allows participants the opportunity to reach a maximum level of independence in their community. Multidisciplinary, bilingual and culturally competent staff members provide services in the field or at client-friendly locations.

Services include:

- Evaluation/assessment/individualized treatment
- Intensive case management
- PCP referrals
- Mental health & substance abuse services
- 24/7 crisis intervention
- Medication management & nursing services
- Health education
- Family support & education
- Activity center open for daily leisure/social activities
- Life skills coaches to provide peer level support to clients
- Housing referrals
- Transportation services & employment assistance

SOCIALIZATION PROGRAMS FOR ADULTS & OLDER ADULTS

The Socialization program provides comprehensive in-home assessment to develop individualized socialization plans for older adults 60 years and older who experience isolation, loneliness and are at risk for mental health challenges. Short term interventions are offered through education, skill

building, support transportation services, and linkages to facilitate access to available behavioral health, medical and social services. Telephone support is also provided.

COUNCIL ON AGING

2 Executive Circle, Suite 175
Irvine, CA 92614
(714) 479-0107
Website: www.coaoc.org

Hours of Operation:

Administration: Monday - Friday, 8:00 am - 5:00 pm

Direct Service Hours: Flexible

MULTI-ETHNIC COLLABORATIVE OF COMMUNITY AGENCIES (MECCA)

1505 East 17th St., Suite 123
Santa Ana, CA 92705
(714) 202-4750
Website: www.ocmecca.org

Hours of Operation:

Administration: Monday - Friday, 8:30 am - 4:30 pm

Direct Service Hours: Flexible

SOCIAL SERVICES AGENCY

ADULT PROTECTIVE SERVICES (APS)

(800) 451-5155 (24-Hour Hotline)
Website: www.ssa.ocgov.com/abuse/elder

APS investigates reports of neglect, abuse or exploitation of elder adults (65 or older) and dependent adults (physically or mentally impaired 18-64 year olds) who are unable to protect their own interests. Anonymous and confidential reports can be made at the hotline number.

CalFresh/MEDI-CAL

Regional Centers: Anaheim, Garden Grove, Aliso Viejo, Santa Ana and Westminster
(800) 281-9799
Hours of operation:
Monday – Friday, 7:00 am – 5:00 pm
(except Westminster 9:00 a.m. - 5:00 p.m.)

The CalFresh Program was established to improve the nutrition of people in low-income households by increasing their food-buying power so they can purchase nutritious food, such as fruits, vegetables, and other healthy foods, for the members of their household.

Medi-Cal is a health care program that pays for a variety of medical services for children and adults with limited income and resources. Some Medi-Cal covered services include doctor visits, hospitalization, nursing home care, dental, glasses, and prescriptions.

GENERAL RELIEF

2020 West Walnut St.
Santa Ana, CA 92703
(714) 834-8899

General Relief (GR) is a cash assistance program. It provides temporary cash aid to eligible indigent lawful adult residents who do not have custody of any minor children and do not qualify for Federal or State funded cash aid programs. General Relief benefits are considered to be a loan and must be repaid.

IN-HOME SUPPORTIVE SERVICES (IHSS)

714-825-3000

IHSS authorizes necessary caregiving services to Medi-Cal eligible older adults 65 years and older and persons with disabilities to assist them in living safely at home.

OC COMMUNITY RESOURCES

OC ANIMAL CARE: SENIOR FOR SENIOR PROGRAM

(714) 935-6848

Website: www.ocpetinfo.com/adopt/seniors

OC Animal Care offers its Senior for Senior Program. This program provides a discounted adoption rate for senior citizens, 65 years and older, that adopt any animal 5 years of age or older.

ADDITIONAL RESOURCES

FORECLOSURE PREVENTION PROGRAMS:

Fair Housing Council of Orange County

1516 Brookhollow Drive, Suite A

Santa Ana, CA 92705

(800) 698-FAIR (3247)

(714) 569-0823 x224

Website: www.fairhousingoc.org

Fair Housing Foundation

2300 East Katella Avenue, Suite 405

Anaheim, CA 92806

(800) 446-3247

(714) 918-8001

Website: www.fairhousingfoundation.com

Habitat for Humanity

2200 South Ritchey Street

Santa Ana, CA 92705

(714) 434-6200

Website: www.habitatoc.org

Neighbor Works Orange County

128 East Katella Avenue, Suite 200

Orange, CA 92867

(714) 490-1250

Website: www.nwoc.org

U.S. Department of Housing and Urban Development

Making Home Affordable Program

(888) 995-HOPE (4673)

Website: www.makinghomeaffordable.gov

Keep Your Home California

444 North Third Street, Suite 312

Sacramento, CA 95811

(888) 954-KEEP (5337)

Website: www.keepyourhomecalifornia.org

FINANCIAL MANAGEMENT:

Consumer Credit Counseling Service of Orange County

1920 Old Tustin Avenue

Santa Ana, CA 92705

(800) 213-2227

Email: cccsoc@cccsoc.org

Website: www.cccsoc.org

INFORMATION & REFERRAL:

Office on Aging - Information & Assistance Call Center

(800) 510-2020

(714) 480-6450

Website: www.officeonaging.ocgov.com

211 Orange County

211 or (888) 600-4357

Website: www.211OC.org

211 Orange County offers a comprehensive information and referral system linking Orange County residents to community health and human services and support.

LEGAL SERVICES:

Legal Aid Society of Orange County

2101 North Tustin Avenue

Santa Ana, CA 92705

(714) 571- 5200

Hotline: (800) 834-5001

Website: www.legal-aid.com

OC Bar Association

Modest Means Program

(949) 440-6747

Public Law Center

601 Civic Center Drive West

Santa Ana, CA 92701

(714) 541-1010

Website: www.publiclawcenter.org



OFFICE ON AGING ASSOCIATED PROGRAMS:

Abrazar

7101 Wyoming Street

Westminster, CA 92683

(714) 893-3581

Website: www.abrazarinc.com

Abrazar offers transportation, dental services, food distribution, literacy programs, and community classes from its two community centers.

Acacia Adult Day Care

11391 Acacia Parkway

Garden Grove, CA 92840

(714) 530-1566

Website: www.acacia-services.org

Acacia is an adult day care that offers programs to meet both the medical and social needs of individuals who are living at home, but need daytime assistance for their health and safety.

Age Well Senior Services

24461 Ridge Route Dr, Suite 220
Laguna Hills, CA 92653
(949) 855-8033
Website: www.agewellseniorservices.org

Age Well provides home-delivered meals, senior center lunch programs, medical transportation, case management, and health and wellness programs.

Alzheimer's Family Services Center

9451 Indianapolis Avenue
Huntington Beach, CA 92646
(714) 593-9630
Website: www.afscenter.org



An adult day service provider specializing in dementia care.

Alzheimer's Orange County

2515 McCabe Way, Suite 200
Irvine, CA 92614
(949) 955-4400
(844) 435-7259 HELPLINE
Website: www.alzoc.org

Assistance and resources for people with dementia and their caregivers.

City of Irvine

Lakeview Senior Center
20 Lake Road
Irvine, CA 92604
(949) 724-6900
Website: www.cityofirvine.org/senior-services/lakeview-senior-center

Services include home-delivered meals, senior center lunch program, case management, transportation, support groups, and senior center activities.

Council on Aging

2 Executive Circle, Suite 175
Irvine, CA 92614
(714) 479-0107
Website: www.coaoc.org

Council on Aging provides a variety of programs that include: Medicare counseling, advocacy for residential facility residents, financial abuse education, friendly visitor program, and ReConnect.

Family Caregiver Resource Center

130 West Bastanchury Road

Fullerton, CA 92835

(800) 543-8312

(714) 446-5030

Website: www.caregiveroc.org

Programs include family consultation, assessment, care planning, counseling, referrals for resources, psycho-educational seminars, respite planning and community education.

SeniorServ

1200 N. Knollwood Circle

Anaheim, CA 92801

(714) 220-0224

Website: www.communityseniorserv.com

SeniorServ provides home-delivered meals, senior center lunch programs, case management, adult day care, and a friendly visitor program.

SPECIALTY PROGRAMS:**Braille Institute**

527 North Dale Avenue

Anaheim, CA 92801

(714) 821-5000

Website: www.brailleinstitute.org

Braille Institute offers resources and programs for visually impaired people.

Dayle McIntosh Center

501 North Brookhurst Street, Suite 102

Anaheim, CA 92801

(714) 621-3300

Website: www.daylemc.org

Resources, training and programs to help persons with disabilities to live independently in the community.

Vietnamese Community of OC

1618 West 1st Street

Santa Ana, CA 92703

(714) 558-6009

Website: www.thevncoc.org

Specialized community services for the older adult Vietnamese in Orange County.

ORANGE COUNTY BOARD OF SUPERVISORS

The Board of Supervisors oversees the management of County government and many special districts. The five Board Supervisors are elected by the voters of their district to four-year terms.

The Board's legislative and executive activities are conducted at public meetings with certain personnel and legal matters discussed in closed sessions. Meetings are held at the Hall of Administration in Santa Ana.

First District - Supervisor Andrew Do - (714) 834-3110
Second District - Supervisor Michelle Steel - (714) 834-3220
Third District - Supervisor Todd Spitzer - (714) 834-3330
Fourth District - Supervisor Shawn Nelson - (714) 834-3440
Fifth District - Supervisor Lisa A. Bartlett - (714) 834-3550

<http://ocgov.com/gov/bos>

SENIOR CITIZENS ADVISORY COUNCIL

Established as a result of the Older Americans Act and the Older Californians Act, the Senior Citizens Advisory Council (SCAC) advises the Orange County Board of Supervisors and the Office on Aging on matters affecting senior citizens in Orange County.

The council consists of forty volunteer citizens, including local elected officials, representatives of health care and supportive services provider organizations, persons with leadership experience, and the general public. At least half of the council must be older adults. The Board of Supervisors appoints twelve members, the City Selection Committee appoints ten members, and the Council itself appoints the remaining eighteen members.

SCAC meets on the second Friday of each month at 9:30 a.m. at various senior and community centers throughout Orange County.

<http://officeonaging.ocgov.com/about/scac>



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