



# **Senior Services Strategic Plan 2012-2017**

Implementation Matrix  
For Serving Irvine's Older Adults

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# Table of Contents

- Executive Summary ..... 5
- Plan Development..... 7
  - Advisory Committee and Task Forces ..... 7
  - Town Hall Meetings..... 8
  - Community Survey ..... 8
  - Plan Completion ..... 8
  - Senior Plan Strategies ..... 9
- Summary of Senior Services ..... 11
- Demographics ..... 17
- Community Participation and Recommendations..... 21
  - Education Task Force ..... 21
  - Housing Task Force ..... 23
  - Mental and Physical Health Task Force ..... 27
  - Recreation and Leisure Task Force ..... 29
  - Transportation Task Force ..... 32
- Conclusion ..... 37
- Acknowledgements..... 39

## Appendices

- A Implementation Matrix 2012-2017..... 43
- B Town Hall Meeting Input..... 51
- C Community Survey..... 57
- D Survey Key Findings ..... 65
- E Senior Resource Guide ..... 69
- F Preliminary Education Strategies ..... 87
- G Affordable Housing Definitions ..... 89
- H Preliminary Housing Strategies ..... 91
- I Keen Center for Senior Resources ..... 93
- J Recreation Activities ..... 95

*Notes:*

# Executive Summary

The City of Irvine, incorporated in 1971, has developed over the past 40 years to become one of America's safest and most successful master-planned urban communities, with a population of more than 219,000, spanning over 65 square miles. Irvine is known for its top-rated educational institutions, enterprising business atmosphere, sound environmental stewardship and a respect for diversity.

Planning is a hallmark of the City of Irvine, not only in physical terms of the city's development, but also in delivering high quality parks, programming, services and facilities. Irvine is consistently ranked as one of America's safest cities and most desirable places to live or do business. The City's strategic planning and community participation has resulted in successful models for business planning, fiscal priorities, and preventive measures to ensure the health and well-being of children, youth and families. It is a natural evolution of the City's growth that the community would develop a strategy to address the needs of its aging population.

In February 2009, the City of Irvine Community Services Department and Senior Citizens Council began development of a Senior Services Strategic Plan (Senior Plan) to identify priority services for Irvine's older adults. Between February 2009 and January 2010, the City implemented a community planning process involving five task forces, an advisory committee and participation of over 600 community members and professionals through a variety of outreach methods, including town hall meetings and community surveys.

The primary goals of the Senior Plan are to identify and support policies and practices that strengthen the emotional, cognitive, physical, and social health of the City's older adults. The plan provides the City with a vision, a set of strategies and an Implementation Matrix to address five priority focus areas between 2012 and 2017, identified in Appendix A. The City is committed to strategies that are effective and build upon existing resources.

To achieve the Senior Plan vision, the following priority areas were identified:

- 1) Education - Support information and assistance to older adults on topics such as financial, legal, insurance, employment, advocacy and policy issues;

- 2) Housing - Support accessible, affordable and safe housing for older adults;
- 3) Mental and Physical Health - Support programs and services designed to enhance cognitive, emotional and physical health of older adults;
- 4) Recreation and Leisure Programs - Promote physical and social health in older adults through recreation and leisure opportunities; and
- 5) Transportation - Support effective local and regional transportation services among public and private sources that provide transportation for older adults.

Through the community planning process, an assessment of these priority services was conducted and 20 strategies within the five priority areas were identified to address current and emerging needs of Irvine's older adult population. A five-year Implementation Matrix was developed to meet the strategies and goals identified in the Senior Plan.

# Plan Development

## Advisory Committee and Task Forces

The Senior Plan Advisory Committee (Advisory Committee) was led by City staff and comprised of 39 individuals including representatives from senior center clubs and organizations, Senior Council members, senior community members, program volunteers and professionals in the field of senior services. In addition to participation on the Advisory Committee, members were asked to join at least one of five task force groups with the goal of increasing their knowledge in a particular area of the Senior Plan. Advisory Committee and task force members are listed in the Acknowledgements section.

Advisory Committee members were provided an overview of current data and demographic trends related to seniors. The Committee worked with City staff to determine the plan's vision and priority areas, and provide input into the overall process and final recommendations.

Task forces were established to address five priority areas: education, housing, mental and physical health, recreation and leisure activities, and transportation. The areas were identified by City staff based on previously selected priorities of the Senior Council. Task forces were comprised of senior community members, volunteers, City staff and community partners.

City staff or community members with content expertise led each task force, which met regularly for four months between February and May 2009. Using the Senior Plan vision and goals, task forces identified current and future needs of Irvine's older adult population and created strategies recommendations.

The strategy recommendations were presented to the Advisory Committee to review. The Committee developed and prioritized 20 strategies that encompassed the task force recommendations. Table 1 on page 9 illustrates the strategies ranked 1 as the highest priority and 20 as the lowest.

## **Town Hall Meetings**

After completion of the task forces and Advisory Committee meetings, two town hall meetings with a total of 30 attendees were held in July 2009 at Lakeview Senior Center to gather additional community input. Staff provided an overview of the planning process and shared the work of the five task force groups and Advisory Committee.

The top 10 of the 20 strategies were presented to attendees. Community members were asked to provide input on specific actions to help achieve each strategy. Input provided was reviewed by staff and evaluated during development of recommended actions for implementation. Input from the town hall meetings is listed in Appendix B.

## **Community Survey**

The City collected additional community input through a survey designed to gather information from seniors regarding their needs and interests related to senior programs and services in each of the five priority areas. The survey was distributed at Lakeview and Rancho Senior Centers, the 2009 Irvine Global Village Festival and was available on the City website. The 461 survey respondents provided useful feedback and guidance for overall planning purposes. The survey is included in Appendix C and Survey Key Findings are included in Appendix D.

## **Plan Completion**

With the completion of a comprehensive community planning process that included input on multiple levels including older adults, professionals and senior service providers, a draft of the Senior Plan was presented to the Senior Council for review in Spring 2011. Input from this group was incorporated into the Senior Plan. In August 2011, the Senior Council approved the draft Senior Plan. Between August and December 2011, staff and Senior Council collaborated to develop a five-year Implementation Matrix as part of the Senior Plan presented to the City Council for approval.

Table 1 *Senior Plan Strategies*

Priority Area	Priority Ranking	Strategy
All Areas	1	Develop a multifaceted marketing program to increase awareness of programs and services for seniors and their families available at Irvine senior centers and through community resources.
	2	Seek funds for programs and services through grants and donations.
	3	Expand the Keen Center for Senior Resources.
	4	Conduct a needs assessment for each priority area.
	5	Provide education on issues important to seniors and their families in each of the five priority areas.
	6	Develop a coordinated senior volunteer program with City and community agencies.
Education	7	Increase partnerships with other agencies and organizations to coordinate senior services and funding.
	15	Review best practices and models for provision of financial, legal, insurance and employment services and advocacy.
	20	Develop new programs to support seniors through retirement and career transitions.
Housing	8	Explore existing senior living housing models for consideration in future City plans.
	10	Enhance services for rental housing for extremely-low/low-income seniors.
	16	Develop a plan to address emergency housing for seniors to include temporary shelter and transitional housing.
	17	Support a shared housing program for seniors.
Mental and Physical Health	11	Create an outcome survey to measure effectiveness of community referrals.
	13	Enhance health and wellness programs for seniors.
Recreation and Leisure	18	Expand recreational programs and activities to increase social group interactions among seniors.
Transportation	9	Coordinate with local nonprofits and transportation providers to develop a comprehensive transportation guide for Irvine residents.
	12	Support the addition of City staff to perform senior mobility management services to coordinate with and connect local and regional transit organizations providing service to Irvine.
	14	Investigate vouchers and iShuttle to support current transportation options for seniors.
	19	Provide education and transit training programs.

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# Summary of Senior Services

## *History*

The City of Irvine was incorporated in 1971, with a population of just over 10,000 residents. In 1978, Rancho Senior Center was opened and the City began providing programs and services targeted to the older adult population through the Senior Services Section of the Community Services Department. Rancho Senior Center is an 11,000 square foot facility overlooking the Rancho San Joaquin Golf Course, and provides programs and services Monday through Friday during regular business hours.

The Senior Council was established in 1978 as an advisory body to the City Council. The Senior Council consists of seven members: five appointed (one by each member of the City Council) and two at-large selected through public recruitment. The Senior Council meets monthly to discuss programs and services, and advises the City Council on matters pertaining to older adults.

In the 1980s, nonprofit organizations and senior clubs emerged to support the City in its efforts to provide services through Rancho Senior Center. The first senior club established was the Irvine Active Senior Citizens Committee. Many other senior clubs emerged, including Irvine Senior Travelers, Friends of Outreach and Irvine Evergreen Chinese Senior Association. In addition, the City formed a partnership with the National Charity League to implement the Meals on Wheels program.

Between 1987 and 2002, the nonprofit Irvine Senior Foundation received, managed and distributed funds and other resources to senior citizens and their families. It provided fundraising support for construction of Lakeview Senior Center, activities within the senior centers and support for Irvine Adult Day Health Care Services.

In 1994, Lakeview Senior Center opened to address the needs of a growing older adult population. It is a 22,000 square foot facility and is the City's second stand-alone senior center. Lakeview Senior Center is part of the 22-acre Woodbridge Community Park and offers educational opportunities, recreational activities, meal programs, physical activities, outreach assistance, resources and referrals.

*Lakeview and Rancho Senior Centers provide a wide variety of social, recreational and wellness programs for seniors, including health, nutrition and outreach services through community collaborations. Annually, there are approximately 45,000 participant visits at Rancho Senior Center and 100,000 at Lakeview Senior Center.*

The facility also includes 5,600 square feet of leased space operated by Irvine Adult Day Health Services, a nonprofit organization providing adult day care to frail seniors.

Between 1995 and 2000 several key developments furthered support of Irvine seniors, including:

- a) Award of a grant from the County of Orange Area Agency on Aging to become a meal delivery site for the Elderly Nutrition Program. The program provides meals prepared at Lakeview Senior Center for the onsite lunch program and for home delivered meals to participants in the Irvine Meals on Wheels program;
- b) Opening of the Center for Senior Resources at Lakeview Senior Center to provide support services to older adults and their families to maintain independence and quality of life. In 2001, the Center for Senior Resources was renamed the Keen Center for Senior Resources in recognition of Al and Dorothy Keen's dedication of time and financial support to Irvine seniors; and
- c) Creation of a senior club called NEDA, a club that provides activities for Irvine's Persian/Iranian seniors.



*Irvine Meals on  
Wheels Volunteers*

### *Compendium of Services*

The City of Irvine provides a wide variety of programs and services through Lakeview and Rancho Senior Centers. Services meet needs in the five priority areas of education, housing, mental and physical health, recreation and leisure, and transportation. Information about current senior center services is listed below.

#### ■ Keen Center for Senior Resources (Keen Center)

The Keen Center, located at Lakeview Senior Center, is a drop-in resource center with trained staff and volunteers available to provide information, referrals and linkages to services ranging from health care, health insurance, social security, safety, finances, alternative living arrangements, transportation, home care and caregiving.

## ■ Educational Programs

- a) Computer Lab and computer classes
- b) Traditional Chinese Medicine
- c) Healthy Lifestyles for Older Adults
- d) English as a Second Language (ESL)
- e) Irvine Valley College Emeritus Institute
- f) Osher Lifelong Learning Institute classes

## ■ Nutrition Services

Nutrition services are provided as part of the Office on Aging Elderly Nutrition Program and include:

- a) Meals on Wheels, a home delivered meal program for qualifying Irvine residents age 60 and older who are homebound and unable to prepare their own meals; and
- b) Rose Garden Cafe, an onsite lunch program provided at Lakeview Senior Center. Affordable meals are served weekdays from 11:45 a.m.-1:00 p.m.

## ■ Housing

To assist seniors in obtaining affordable housing, the City of Irvine offers a shared housing resource book at the Keen Center, which provides information about available rooms for rent and individuals seeking rental options. In addition, information about affordable housing is available through the City for housing-related services. Staff provides presentations at the senior centers about affordable housing and has a comprehensive website that details housing options in the City.

In 2006, the City created the Irvine Community Land Trust to provide affordable housing opportunities for the community. The Land Trust partners with private and nonprofit developers to produce high quality, affordable housing for low- and moderate-income households. As of January 2012, the City has 4,165 affordable housing units, with 811 specifically designated for seniors and 64 designated for persons with disabilities.

## ■ Mental and Physical Health

The City coordinates a variety of free health education programs and health services, including:

- a) Health assessments (conducted by a registered nurse)
- b) Health insurance counseling (provided in multiple languages)

- c) Ombudsman services for health services (visitation and advocacy for referrals of skilled nursing and assisted living facilities)
- d) Alzheimer's support group (education and support)
- e) Diabetes support group (education and support)
- f) Support for caregivers (education and support for individuals caring for an aging or chronically ill senior)
- g) Flu shots and hearing tests
- h) Simple stretching and common age-related injuries lecture;
- i) Hospice services
- j) Skin and breast cancer lectures
- k) California Telephone Access Program

■ **Fitness Programs**

The City coordinates a variety of fitness programs at senior centers and sites throughout the community. Some examples include:

- a) Walking club
- b) Fitness classes
- d) Ping Pong
- e) Golf
- f) Tennis
- g) Rancho Senior Fitness Center

■ **Care Management**

Care Management is an outreach program in which City staff, including licensed clinical social workers and care managers, meet with seniors in their homes or at senior centers to help determine individual support needs and identify a plan of care and appropriate resources such as:

- a) Linking to community resources (Meals on Wheels, respite care and in-home care);
- b) Developing short- and long-term goals and establishing care plans to remain independent and safe;
- c) Providing ongoing support through regular home visits, friendly volunteer visits and supportive calls; and
- d) Assisting with respite services for caregivers and help offset costs of occasional homecare or respite services.



*Ping Pong Players at Lakeview Senior Center*

■ **Support Groups**

Support groups are held at Lakeview Senior Center and include:

- a) Caregivers Support Group
- b) Diabetes Education and Support Group

- c) Challenge of Change
- d) Low Vision Support Group
- e) Parkinson's Support Group (for individuals with Parkinson's and their families/caregivers)
- f) Cancer Support Group
- g) Living with the Loss of a Spouse
- h) Compassionate Friends (for the loss of a child)

■ Financial and Legal Information

A variety of financial and legal resources and referrals are provided and include:

- a) End of life issues lecture series
- b) Estate planning and money management lecture series
- c) Long-term care planning
- d) Financial investment counseling
- e) Legal counseling (wills and trusts)
- f) Income tax preparation
- g) Homeowner and renter tax rebates
- h) Legal aid services
- i) Notary services

■ Recreation and Leisure

A variety of social recreation programs are offered to meet the needs and interests of a diverse Irvine community, including:

1. Games

- a) Billiard
- b) Bingo
- c) Mahjong
- d) Pinochle
- e) Poker
- f) Bridge
- g) Chess
- h) Canasta
- i) Scrabble

2. Social Programs

- a) Travel adventure slide shows
- b) Dances and movies
- c) Sing-a-Long
- d) Geriactors Reader Theater

3. Personal Enrichment

- a) International Discussion
- b) Writing Club
- c) Driver Safety Program
- d) Aging and the Voice
- e) Irvine Valley College Emeritus Institute Classes
- f) Chinese Brush Painting
- g) Senior Gardeners



*Rancho Senior Center Garden Participant and Volunteer*

### ■ Senior Clubs

A variety of senior clubs offering recreation and social opportunities are organized and directed by volunteers and hosted at Lakeview and Rancho Senior Centers. A list of Senior Clubs is available in Appendix E, Senior Resource Guide.

### ■ Transportation

Transportation is provided to seniors through the City of Irvine TRIPS program, iShuttle and community volunteers.

#### *TRIPS*

Provides door-to-door accessible transportation services throughout Orange County to Irvine residents age 18 and older with a disability and senior citizens 65 years of age or older who are unable to drive due to permanent physical and/or cognitive impairment.

#### *iShuttle*

Provides services within the Irvine Business Complex connecting Irvine and Tustin Metrolink Stations to major employers, residential communities and amenities, including the Irvine Spectrum and John Wayne Airport. The program is supported through a funding agreement with the City and Orange County Transportation Authority, and private companies.

#### *Senior Services Volunteer Transportation Program*

Community volunteers provide transportation for seniors to medical appointments. Services are coordinated through the Keen Center for Senior Resources at Lakeview Senior Center.

Appendix E, Senior Resource Guide, includes a list of transportation services in Irvine.



*TRIPS Passengers*

# Demographics

The City of Irvine is a diverse, growing community with a population of 219,156 as of January 2012, and a proactive business plan for future housing and infrastructure growth. An estimated 25 percent of Irvine residents are age 50 or older. Consistent with national trends, Irvine’s older adult population is growing.

## *Definition of a Senior*

As people live longer and the population of older adults grows, so too does the demand for resources and services. The trend over the past decade is to increase the age at which older adults qualify for programs and services. For example, the federal government has increased the age at which seniors can collect Social Security benefits from 65 to 67.

Currently, the City of Irvine offers senior services to individuals age 50 years or older, consistent with the AARP definition of a senior, however, the majority of Irvine senior services are provided to seniors 65 years or older. Table 2 outlines the minimum age to receive services by various entities.

Table 2 *Minimum Age Requirement to Qualify for Senior Services*

Category	Age 50	Age 55	Age 60	Age 65+
<b>Service Organizations</b>	<ul style="list-style-type: none"> <li>•AARP</li> </ul>	<ul style="list-style-type: none"> <li>•Braille Institute</li> <li>•Dayle McIntosh Center</li> <li>•Orange County Caregiver Resource Center</li> </ul>	<ul style="list-style-type: none"> <li>•Orange County Office on Aging</li> <li>•Department of Motor Vehicles</li> <li>•Orange County Older Adult Services</li> </ul>	<ul style="list-style-type: none"> <li>•Cal Optima</li> <li>•Health Insurance Counseling and Advocacy Program</li> <li>•Social Security</li> <li>•Medicare</li> </ul>
<b>Cities</b>	<ul style="list-style-type: none"> <li>•Anaheim</li> <li>•Costa Mesa</li> <li>•Irvine</li> <li>•Laguna Niguel</li> <li>•Orange</li> <li>•San Clemente</li> <li>•San Juan Capistrano</li> </ul>	<ul style="list-style-type: none"> <li>•Buena Park</li> <li>•Fountain Valley</li> <li>•Garden Grove</li> <li>•Huntington Beach</li> <li>•Laguna Beach</li> <li>•Laguna Hills</li> <li>•La Habra</li> <li>•Mission Viejo</li> <li>•Newport Beach</li> <li>•Santa Ana</li> <li>•Westminster</li> <li>•Yorba Linda</li> </ul>	<ul style="list-style-type: none"> <li>•Brea</li> <li>•Dana Point</li> <li>•Garden Grove</li> <li>•Seal Beach</li> <li>•Tustin</li> </ul>	<ul style="list-style-type: none"> <li>•None</li> </ul>

*In 1940, 222,000 people in the United States received Social Security benefits compared to 49 million in 2006, according to the Social Security Administration.*

## Demographic Overview

### *Senior Population*

According to the U.S. Census Bureau, the number of people age 65 years and older in the United States is expected to double from approximately 35 million in 2000 to an estimated 71 million in 2030. The number of people age 80 years and older is also expected to double during the same period from 9.3 million to 19.5 million.

Similar to the rest of the United States, the Irvine population is aging. At present, an estimated 25 percent (54,006) of Irvine residents are age 50 and older, with seniors 65 years and older representing 9 percent (18,461) of the City's total population, according to 2010 Census data. Improved medical care and prevention efforts are resulting in longer life spans. Since the City began offering services at Rancho Senior Center in 1978, average life expectancy has risen 7 percent from 73.5 years to 78.7 years (National Center for Health Statistics, National Vital Statistics Report, 2010). By 2030, the population of Irvine residents age 55 and older is expected to almost double from 39,809 to 76,345, and the population of adults age 65 and older is also expected to more than double to 47,117 (California Department of Finance, 2009).

The increase in the number of older adults is due largely to aging baby boomers, the group of 78 million people born between 1946 and 1964, who began entering their sixties in 2006. Baby boomers represent 28 percent of the United States population (2010 U.S. Census Bureau). Compared to their parents, baby boomers tend to lead more active and healthy lifestyles, which are anticipated to result in greater longevity and greater demand for City services geared toward active senior living and aging-in-place services.

### *Ethnic Diversity*

Irvine's population is ethnically diverse. According to the 2010 American Community Survey, Caucasians represented the largest percentage of the population (45.1 percent), followed by Asians (39 percent), Hispanics (9.2 percent) and all other ethnic groups (6.7 percent). Approximately 34 percent of Irvine's total population is comprised of people born outside of the United States, compared to 12.4 percent of the total United States population. Approximately 41 percent of Irvine residents speak a non-English language at home, compared to an average of 20 percent in the United States. This diversity is reflected in the participant population of Irvine senior centers.

## *Housing*

In 2007, there were 74,329 housing units in Irvine. By 2030, the number of units is estimated to increase to 112,529 (2009 City of Irvine Strategic Business Plan). Occupancy rates in Irvine are high, with 94.1 percent of available units occupied, compared to 88.6 percent for the remainder of the United States (2010 U.S. Census Bureau). Many projected new dwelling units will consist of higher density ranges, particularly large apartment project developments (2009 City of Irvine Strategic Business Plan).

In 2003, the City adopted an Inclusionary Ordinance that requires 15 percent of all new housing built in the City meet the criteria for affordable housing. The United States Department of Housing and Urban Development defines affordable housing as “housing for which the occupant is paying no more than 30 percent of his/her income for gross housing costs, including utilities.” In lieu of this requirement, developers may request to pay fees, which are then used to develop affordable housing throughout the City. As of January 2012, there were 4,165 affordable housing units in Irvine, of which 811 are specifically designated for seniors, and 64 are designated for persons with disabilities. Information regarding affordable housing is the most requested service at the Keen Center for Senior Resources.

According to the 2010 American Community Survey, the median cost of a residential house in Irvine is \$646,900, compared to \$528,200 in Orange County and \$179,900 in the United States. The median rent in Irvine is \$1,705, compared to \$1,402 in surrounding Orange County areas and \$855 in the United States. Approximately 5 percent of all housing units in the City meet criteria for affordable housing. Mobile homes, one of the most affordable types of housing in the City, comprised 1.1 percent of housing units in Irvine in 2010, compared to 3 percent in Orange County and 6.6 percent in the United States. In 2006, the City adopted a Housing Strategy and Implementation Plan, which set the City’s goal to provide 9,700 affordable units by 2025.

## *Income and Education Levels*

Irvine is an affluent community with a median household income of just under \$85,615, compared to the national average of approximately \$50,046 (2010 American Community Survey). The high median household income is due, in part, to the large number of high paying professional jobs located in the City, attracting a highly educated



*Kitchen Volunteers  
at Lakeview Senior  
Center*

and ethnically diverse workforce. Approximately 96 percent of Irvine residents graduated high school and 66.2 percent graduated college, compared to 85.5 percent of high school and 28.1 percent of college graduates in the United States population.

According to the 2010 American Community Survey, approximately 9.3 percent of Irvine seniors age 65 and older had incomes below the poverty level in 2010, compared to 9.0 percent of seniors nationally.

### *Disabled Seniors*

The proportion of Irvine residents with disabilities (5 percent) is lower than the national average of 12 percent. However, persons with disabilities in Irvine are concentrated in the older adult segment of the population, with 29 percent of Irvine residents age 65 and older having one or more disabilities (2010 American Community Survey).

### *Seniors and Parental Status*

Today's seniors differ from their predecessors in a number of ways; they are increasingly childless or live apart from their families, which may reduce family support available for aging seniors. The Keen Center for Senior Resources has seen an increase in the number of childless seniors seeking assistance for in-home services. According to a 2008 Census Bureau National Report, in 1976, 10 percent of women ages 40 to 44 had no children. This figure doubled to 20 percent in 2006 and continues to rise.

In addition to childless seniors, many people who are now age 55 and older or who will be in the next decade, opted to have children when they were older. As a result, many seniors are still raising minor aged children, have children in college or are primary caregivers for their grandchildren. These factors can impact seniors' discretionary income and time available for recreation or volunteer activities to better their own health.

According to a report from the United Way, in 1970 approximately 3.2 percent of children under age 18 living in the United States, or 2.2 million children, lived in a household headed by a grandparent. By 1997, the number of United States children under the age of 18 living in households headed by grandparents more than doubled to 5.6 percent.

# Community Participation and Recommendations

Individual task forces were established for each of the five priority areas: education, housing, mental and physical health, recreation and leisure activities and transportation. Discussions and recommendations from each task force are presented below.

## Education Task Force

The Education Task Force, comprised of 26 members, met four times and was co-facilitated by City staff and a Senior Councilmember. Goals for the Education Task Force were to identify gaps in consumer education facing the Irvine senior community and make recommendations for the provision of educational services to be included in the Senior Plan.

The group identified the need for increased education and information in five major topic areas, including financial literacy, insurance services, legal issues, employment and advocacy services.

### *Existing Education Services*

The Education Task Force reviewed a wide variety of currently available services for older adults, including:

- a) Financial education and support services
- b) Insurance services
- c) Legal and elder law services
- d) Employment resources
- e) Advocacy support services

A list of service providers is available in Appendix E, Senior Resource Guide.

### *Trends and Gaps in Education Services*

The Education Task Force reviewed service trends and service gaps to make recommendations for inclusion in the Senior Plan. One service trend identified was the use of volunteers to provide unbiased consumer educational programs.



*Keen Center for Senior Resources Participant and Volunteer at Lakeview Senior Center*

Demographic trends related to the area of education were also reviewed by the Education Task Force. Trends discussed included:

- a) Changing financial status
- b) Increasing health care costs
- c) Increasing incidents of fraud and financial abuse
- d) Increasing number of seniors remaining in or returning to the workforce

Gaps discussed included:

- a) Educational outreach efforts
- b) Utilization of technology for educational purposes
- c) Advanced life financial planning
- d) Affordable long-term care insurance
- e) Employment training and placement
- f) Education about legislative issues pertaining to seniors

### *Education Task Force Strategy Recommendations*

The Education Task Force assembled all of the comments and strategies listed in Appendix F, Preliminary Education Strategies, and prioritized them into the top five strategy recommendations, presented below:

1. Develop a centralized resource and outreach campaign to educate seniors on current financial, insurance, legal, employment, advocacy services and related information. Publicity could include:
  - a) Internet
  - b) Cable television
  - c) News publications
  - d) Office on Aging
  - e) Yellow/White page telephone books
  - f) *WeConnect.net*
  - g) Faith-based groups
2. Provide educational information, support services, advocacy and follow-up on key assistance topics (financial, insurance, legal, employment and fraud prevention) pertinent to older adults and their families. Examples include:
  - a) Information on reverse mortgages
  - b) Investing principles
  - c) Employment networks
3. Establish peer-to-peer mentoring services using individuals and groups of volunteers to provide education, support and linkages to financial, legal and employment services. Examples include:

- a) Peer support groups for employment, financial and legal assistance
  - b) “Train-the-Trainer” model for financial investment education
  - c) Volunteer opportunities which support career transitions
4. Identify strategies to localize and create accessibility to basic educational services. Examples include:
- a) Offer benefit screening and enrollment at local sites accessible to seniors such as housing sites, senior centers and medical complexes;
  - b) Offer “one-stop shop” events where many services are presented, such as screening, enrollment and collaborative services from multiple agencies; and
  - c) Increase access to existing basic needs programs by providing transportation to/from agencies, or bringing services to where seniors live.
5. Review best practice models to implement proven programs in the areas of financial, legal and employment education services. Best practice models would:
- a) Create expanded partnerships among community agencies addressing financial and educational needs of older adults;
  - b) Identify cost efficiencies and leverage resources to fund expanded programs; and
  - c) Share resources across agencies and programs to implement the best educational services.

## **Housing Task Force**

The Housing Task Force met three times and was comprised of 25 members, including senior residents, professionals in the housing industry, Senior Council representatives and City staff. Housing Task Force members were provided an overview of the strategic planning process, and reviewed current and future demographic trends and housing services available to Irvine residents. Housing topics reviewed included:

- a) Affordable housing options
- b) Senior housing options

- c) State and county budget reductions and elimination of in-home supportive services
- d) Prospective housing models to address the needs of a growing older adult population in Irvine

Goals for the Housing Task Force were to identify housing concerns facing the Irvine senior community and research various best practice models for affordable and accessible senior housing.

### *Existing Housing Services*

The Housing Task Force reviewed available housing options and support services for older adults in Irvine, taking into consideration recent increases in foreclosures and homelessness among senior populations. The following senior housing resources were reviewed:

- a) Rental assistance agencies
- b) Single room occupancy
- c) Domestic violence shelters
- d) Affordable housing waitlists and shared housing resource boards

A list of housing resources is available in Appendix E, Senior Resource Guide.

In addition, City staff provided information about affordable housing, including:

- a) City's Affordable Housing Brochure
- b) City's Code Enforcement Policy
- c) Role of Fair Housing Council of Orange County
- d) Locations of current and future affordable housing developments and funds available for future affordable housing development in three targeted areas (transitional, senior and special needs)
- e) City web-based housing information
- f) State and federal definitions of affordable housing

A copy of the affordable housing definitions is included as Appendix G.

### *Housing Trends and Gaps in Services*

The Housing Task Force discussed the importance of housing in maintaining senior health and longevity. Loss of housing can create a

ripple effect in other areas of an older adult's life such as the individual's physical and mental health, access to transportation and financial health.

Demographic trends related to the increased need for senior housing and support services were presented. In response, the Housing Task Force identified gaps in senior housing and support services in Irvine, including:

- a) Long wait lists for affordable housing;
- b) Difficulty understanding federal requirements for affordable housing;
- c) Increases in the number of seniors seeking affordable housing due to issues such as fixed incomes, foreclosures and homelessness;
- d) Need for additional transitional and emergency housing for seniors; and
- e) Lack of housing for mentally and chronically ill seniors.

### *Housing Task Force Strategy Recommendations*

The Housing Task Force discussed a number of preliminary strategies, listed in Appendix H, and identified the following six strategy recommendations listed below:

1. Enhance outreach and education services to connect extremely-low to low-income seniors with affordable housing options. Examples include:
  - a) Seek additional funding sources (city, county, state and federal) the City could access to increase affordable rental housing options;
  - b) Explore options for a centralized database to reduce duplication and streamline information for affordable housing units; and
  - c) Explore options to re-evaluate criteria for extremely-low to low-income housing specifically for seniors.
2. Explore emergency and transitional housing options for homeless seniors. Examples include:
  - a) Work with City Community Development Department and community and faith-based agencies to identify the provision of emergency and transitional housing services; and

- b) Seek additional opportunities to develop funding sources to implement a continuum of wraparound support services, including temporary housing for homeless Irvine seniors.
3. Develop a program to educate seniors about how to age in place. This could include enhancing education about how to remain living independently by utilizing universal design options for new homes and home modification assessments to remodel older homes.
4. Enhance senior education programs to include marketing affordable housing services. Examples include:
  - a) Increase awareness about availability of Community Development Block Grant (CDBG) funds to Irvine nonprofits providing senior housing;
  - b) Develop a user-friendly senior-specific social service guide to help seniors access affordable housing assistance;
  - c) Enhance partnerships with additional Orange County agencies to provide seminars/workshops about available affordable housing services for older adults; and
  - d) Increase the number of community forums for seniors to learn about housing and support services provided by local agencies.
5. Research best practices in senior living housing and provide information to City staff, Senior Council and County of Orange Housing Authority about model senior housing communities for future consideration, including:
  - a) Senior housing model trends (intergenerational, multigenerational, community-based and religious-based);
  - b) Facility development options for individuals with special needs; and
  - c) Housing best practice models for older adults with mental health issues to live independently.
6. Explore opportunities for community or faith-based agencies to develop shared housing programs to match seniors seeking shared housing options.

## Mental and Physical Health Task Force

The Mental and Physical Health Task Force met three times and was comprised of 35 members, including senior residents, professionals in physical and mental health fields, and City staff.

Goals of the Mental and Physical Health Task Force were to identify health-related concerns facing the Irvine senior community, research service delivery best practices and identify recommendations that support current and future needs for older adults.

### *Existing Physical and Mental Health Services*

The Mental and Physical Health Task Force reviewed existing health services for older adults in Irvine and surrounding cities. A list of services is identified in Appendix E, Senior Resource Guide.

The group shared information about resources, including home and community-based support services provided by the City and public, nonprofit and private organizations. These services focus on health care, mental health, caregiving and nutrition. City services provided by the Keen Center for Senior Resources are outlined in Appendix I.

### *Trends and Gaps in Mental and Physical Health Services*

Trends discussed included:

- a) Increased number of seniors with chronic diseases;
- b) Increased cultural diversity in the community;
- c) Decreased availability of family caregivers;
- d) Increased cost of care, declining public resources and limited income of seniors; and
- e) Increased number of seniors desiring to remain in their homes as long as possible.

Gaps discussed included:

- a) Lack of knowledge among older adults about how to manage chronic illnesses and navigate health care services;
- b) Decreased public funding for coverage of ancillary medical expenses (vision, hearing and dental);
- c) Lack of insurance coverage for caregiving at home;



*Senior Services Volunteer*

*The Orange County Social Services Agency estimates indicate that only one in six cases of elder abuse is reported nationally.*

- d) Lack of health professionals knowledgeable about cultural sensitivity for treating a diverse community;
- e) Limited number of shelters and in-patient treatment for seniors with mental health issues;
- f) Increased need for enhanced home-based services;
- g) Increased demand for support services, education and resources to family members responsible for multiple generation care (aging parents, his/her own children and grandchildren); and
- h) Lack of awareness about elder abuse and causes of abuse.

### *Mental and Physical Health Task Force Strategy Recommendations*

The Physical and Mental Health Task Force identified five strategy recommendations listed below:

1. Promote and improve access to information to service providers and the public about social and outreach services and mental health programs for seniors. Examples include:
  - a) Enhance outreach and education to faith-based agencies, medical groups, individuals and families;
  - b) Expand media campaigns to promote services such as friendly volunteer visitor programs and develop a senior ombudsman service;
  - c) Expand senior outreach services at locations such as the Irvine Civic Center, mobile home communities and community parks;
  - d) Develop partnerships with other agencies and organizations to collaborate on expanded services; and
  - e) Provide training to medical providers about existing social and health programs.
2. Expand cultural competency and age sensitivity training for medical providers. Examples include:
  - a) Develop culturally sensitive outreach and education campaigns;
  - b) Provide educational information and training to medical agencies and professionals about cultural sensitivities; and
  - c) Create community resource directories in multiple languages for medical providers to distribute to senior patients.

3. Expand community partnerships to seek funding and programs for intermediate and long-term mental health services for seniors. Examples include:

- a) Enhance communication between the public sector, private organizations, nonprofit groups and faith-based agencies;
- b) Work with Orange County Senior Citizens Advisory Council to advocate for expanded physical and mental health services provided by the County; and
- c) Work with AARP to address the need for expanded mental health services at state and federal levels.

4. Increase support to caregivers by:

- a) Expanding safety net services for frail, isolated and homebound older adults by promoting independence and enhanced coping skills through telephone reassurance, friendly volunteer visitors, home delivered meals, medical alert systems and chore assistance programs;
- b) Partnering with community, business and faith-based agencies to increase awareness of services available to caregivers; and
- c) Collaborating with Irvine Unified School District Guidance Resources to develop support groups for senior caregivers of at-risk children.

5. Create survey tools to measure effectiveness of City and partner agency referrals.



*Longevity Stick Class  
at Woodbridge  
Community Park*

## **Recreation and Leisure Task Force**

The Recreation and Leisure Task Force met three times and was comprised of 40 members, including Irvine residents, Senior Services program participants, professionals in the fields of recreation and education, management personnel associated with senior living communities and City staff. Recreation and Leisure Task Force members were given an overview of the strategic planning process, a review of current and future demographic trends, and a summary of current recreation and leisure activities available to older adults in Irvine, including services provided at the two Irvine senior centers. Also reviewed were collaborative programming efforts with local senior-focused nonprofit organizations and community-based recreation activities.

*“Giving back to the community is important to many people and may also serve as an unexpected method for younger seniors to receive some of the socialization and community involvement they may be seeking.”*

*Jan Owens,  
Recreation and  
Leisure Task Force  
member*

Goals for the Recreation and Leisure Task Force were to identify recreation and leisure opportunities, determine area of interest for programs and services, explore new collaborative partnerships, and research best practice/innovative models to meet the growing demand for program services.

### *Existing Recreation Services*

The Recreation and Leisure Task Force reviewed current social, recreational, educational, travel and fitness activities provided through Senior Services. A listing of recreation activities is identified in Appendix J.

### *Trends and Gaps in Recreation and Leisure Services*

The Recreation and Leisure Task Force identified several challenges in providing programs to the older adult community, including:

- a) Limited additional space to expand programs at senior centers for new and impacted recreation and leisure activities;
- b) Limited programs offered evenings and weekends resulting in less frequent services for working seniors;
- c) Changing availability of Irvine Valley College Emeritus Institute/Community Education classes;
- d) Limited services for individuals seeking re-entry into part- and full-time work or expanded vocational experiences; and
- e) Lack of awareness of available recreation and leisure programs.

### *Recreation and Leisure Task Force Strategy Recommendations*

The Recreation and Leisure Task Force identified the following six recommendations listed below:

1. Provide quality recreation and leisure services and maximize utilization of resources. Examples include:
  - a) Review and ensure efficiency of current programs and use of facility space;
  - b) Explore opportunities to expand program offerings, including seasonal programs and expanded partnerships; and
  - c) Increase frequency of class offerings in over-crowded classes.
2. Enhance recreational programs and activities to increase social interaction among seniors of all ages. Examples include:

- a) Offer highly attended classes during alternative times such as evenings and weekends to increase opportunities for participation by younger seniors;
  - b) Seek local vendors and venues to plan and implement senior-based social programs (movie nights, bowling, farmers markets and dancing);
  - c) Increase social programs and intergenerational programs for younger seniors; and
  - d) Provide open house events to promote services to individuals and special interest groups.
3. Seek information through community needs surveys to identify types of recreation programs desired by seniors.
  4. Maintain and enhance current programs and activities offered at Irvine senior centers that address physical health and wellness. Examples include:
    - a) Explore community partnerships for opportunities to increase the number of fitness programs in high demand; and
    - b) Utilize outdoor space at Lakeview and Rancho Senior Centers to implement outdoor seasonal fitness programs.
  5. Expand communication to seniors about volunteer and community service opportunities throughout Irvine. Examples include:
    - a) Create a list of volunteer opportunities throughout the City of Irvine;
    - b) Better utilize the City iVolunteer website; and
    - c) Create a marketing plan to inform seniors about available volunteer opportunities through a variety of media.
  6. Provide programs for continuing career development and post-retirement leisure activities. Suggestions for implementation include:
    - a) Collaborate with current and new community partners to provide educational opportunities in computer technology;
    - b) Work with current and new community partners to provide workshops that focus on job searches, resume building and interviewing techniques;
    - c) Seek use of contract instructors to offer class instruction related to career development; and

*In the current economic climate, the Recreation and Leisure Task Force focused its efforts on meeting service demands.*

- d) Increase community partners such as the One Stop Center and the Orange County Economic Development Department to provide employment opportunities and skill development for seniors.

## **Transportation Task Force**

The Transportation Task Force held three meetings and was comprised of 23 members, including senior residents, professionals in transportation services, Senior Council representatives and City staff. Task force members were provided an overview of the strategic planning process and a review of current and future demographic trends.

Goals for the Transportation Task Force were to identify transportation concerns facing the Irvine senior community, research best practices for transportation service delivery, and identify recommendations to support effective local transportation services among public and private sources.

### *Existing Transportation Services*

Task force members reviewed available City and regional services providing transportation for older adults.

The following transportation specialists made presentations to the group about City of Irvine and Orange County Transportation Authority (OCTA) transportation services:

- a) City staff presented information about Citywide transit studies; and
- b) The OCTA Community Transportation Coordinator presented information about OCTA services related to Irvine, noting that approximately 1,270 Irvine residents are eligible for ACCESS services with 936 over the age of 60. During calendar year 2008, 26,014 Orange County ACCESS rides were provided to Irvine residents age 60 or older.

### City of Irvine Transportation:

- a) TRIPS program provides low-cost, accessible, door-to-door transportation service to individuals age 65 and older, and persons with disabilities age 18 and older who are medically unable to drive to destinations within Irvine and neighboring cities;

- b) Irvine Senior Services Volunteer Transportation provides free non-emergency transportation for medical appointments to Irvine residents age 50 and older. Services are coordinated through the Keen Center at Lakeview Senior Center; and
- c) iShuttle provides low-cost transportation services within the Irvine Business Complex connecting Irvine and Tustin Metrolink Stations to major employers, residential communities and amenities within the complex, including Irvine Spectrum and John Wayne Airport.



*TRIPS Buses at Lakeview Senior Center*

**Orange County Transportation Authority Transportation:**

- a) OCTA Fixed Route System provides service throughout Orange County with nine local routes, three community routes, two express routes and four station link routes; and
- b) OCTA ACCESS Services program provides low-cost shared-ride service and same-day taxi service for people unable to use regular, fixed-route services because of functional limitations due to a disability.

**Community Transportation:**

- a) Age-Well Senior Services (formerly known as South County Senior Services) provides low-cost emergency medical transportation to seniors not eligible for ACCESS services; and
- b) Jewish Federation and Family Services of Orange County Silver Streak program provides low-cost transportation throughout Orange County for seniors, and bus and taxi vouchers.

A list of City and regional transportation services is included in Appendix E, Senior Resource Guide.

*Transportation Trends and Gaps in Services*

Trends discussed include increases in the following:

- a) Demand for temporary transportation to and from medical appointments for individuals who normally drive, but are unable due to a temporary medical condition;
- b) Number of senior immigrants new to Irvine who do not drive;

- c) Interest in public transportation to the Orange County Great Park for park access and attendance at community events; and
- d) Need for additional OCTA bus shelters as services expand into new residential areas under development in Irvine.

Service gaps discussed included:

1. City of Irvine TRIPS Program:

- a) Interest in additional demand rides for late evenings and weekends;
- b) Transportation services for individuals temporarily unable to drive due to medical issues or who do not drive for reasons unrelated to medical impairment; and
- c) Increasing need for scholarship funding to assist individuals with limited and/or fixed incomes to meet transportation costs.

2. Orange County Transportation Authority Fixed Route Transportation System:

- a) Fixed Route buses do not run at a frequency that meets senior demand for assistance in Irvine, and have limited weekend bus service.
- b) ACCESS Services:
  - i. Program has a 30-minute pick-up window which is too long for vulnerable elderly passengers to wait outside for the bus;
  - ii. Same-day taxi service offered through the OCTA is convenient, but expensive for seniors that are low-income or on a fixed income; and
  - iii. ACCESS does not serve individuals who reside outside its route footprint. Residents living near the following cross streets may not utilize ACCESS services:
    - a. Jamboree and Portola
    - b. Culver and Portola
    - c. Sand Canyon and Irvine Boulevard
    - d. Sand Canyon and Strata
    - e. Ridgeline and Turtle Rock Drive
    - f. Turtle Ridge and Summit Ridge

## *Transportation Task Force Strategy Recommendations*

The Transportation Task Force identified six strategy recommendations with suggested actions to meet each strategy, listed below in priority order:

1. Expand City services to perform senior specific mobility management services and coordinate with local and regional transit organizations providing service to Irvine. Actions include:
  - a) Partner with local transportation organizations and employ best practice models to develop a Senior Mobility Coordinating Council to:
    - i. maintain communication with local transit entities;
    - ii. identify senior transit gaps and issues;
    - iii. recommend transit strategies; and
    - iv. advocate for senior transit initiatives and funds.
  - b) Identify and facilitate acquisition of funding to expand public transportation for seniors;
  - c) Identify and support opportunities for volunteers (drivers, mobility mentors and mobility trainers);
  - d) Develop, print, distribute and maintain an Irvine Mobility Guide;
  - e) Seek grants to fund a City of Irvine position providing senior mobility management services and a Senior Mobility Coordinating Council; and
  - f) Develop a senior transportation plan to be added to the City's approved Transportation Plan.
2. Provide educational and transit training programs for current senior drivers and new senior non-drivers. Examples include:
  - a) Enhance awareness of transportation resources and training programs by marketing through a variety of media and the Keen Center for Senior Resources; and
  - b) Develop a transit training program with transit mentors to:
    - i. coordinate with local cultural groups and organizations to train trainers and provide transit mentoring for limited and non-English speaking residents; and
    - ii. develop and coordinate transit mentors to assist seniors in accessing the OCTA fixed-route system.

3. Expand the City scholarship program for low-income transportation participants.
4. Investigate taxi vouchers and iShuttle opportunities to support current transportation options.
5. Provide a comprehensive guide of Irvine mobility options available throughout the City through:
  - a) Coordination with local agencies and related organizations to gather information for a mobility guide;
  - b) Utilization of interns to research and create lists and maps for a mobility guide to provide seniors and people with disabilities information about transportation options;
  - c) Development of transportation map with bus and shuttle routes, bike and walking trails, train information, and scooter and wheelchair accessibility; and
  - d) Marketing and distribution of maps and information through a wide variety of media and community organizations.
6. Develop a senior specific transportation needs assessment, which includes an evaluation of services for vulnerable senior populations.



*Senior Citizens Council 2011  
(Involved in Senior Plan Development)*



*Senior Citizens Council 2012*

# Conclusion

The City of Irvine has a strong reputation for master planning, not only in its physical and built environments, but also in its approach for delivering a wide variety of programs and services. The City's model for strategic planning has been a successful means for conducting community-based needs assessments, identifying priorities and goals, and developing plans and schedules for implementation.

As Irvine grows and ages, the percentage of residents identified as seniors is also growing and becoming more diverse. Recognizing the opportunity to better serve the needs of this growing population, and in the tradition of Irvine's strategic planning, the Senior Council and the Community Services Department initiated development of this Senior Plan.

The Senior Plan is based on extensive community participation and input. The information gained through a series of task force meetings served as a needs assessment and resulted in development of priorities, goals and strategies. These actions are listed in the five-year Implementation Matrix.

Funding for the Implementation Matrix is part of the proposed Fiscal Year 2012-13 Budget. Additional funds have been proposed to address the additional staffing needed to develop the programs and services defined in the Implementation Matrix.

Monitoring Senior Plan actions and implementation measures will be conducted by the Senior Council. City staff will be responsible for providing annual updates to the Senior Council, identifying progress and results. Ongoing monitoring and feedback will ensure the Senior Plan remains an active document, responsive to changing conditions and needs, reflective of community priorities.

For information about the Senior Plan, please contact Sheila Driscoll, Community Services Superintendent, at [sdriscoll@cityofirvine.org](mailto:sdriscoll@cityofirvine.org) or 949-724-6670.

*Notes:*

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# Appendix A • Implementation Matrix 2012-2017

IMPLEMENTATION MATRIX 2012 - 2017						
Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
1. Develop a multifaceted marketing program to increase awareness of programs and services for seniors and their families available at the Irvine senior centers and through community resources	A. Recruited translation volunteers	<p>A. Develop speakers program to spread message to community about available older adult services</p> <p>B. Increase utilization of ICTV Bulletin Board and public service announcements to promote older adult programs</p> <p>C. Increase marketing to include social media, ICTV, local papers, and enhance web advertising</p> <p>D. Develop and coordinate program to market/educate medical clinicians about programs and services available to older adults</p>	A. Provide outreach and education to Irvine faith-based agencies to improve access to information on social services, outreach services and mental health programs for older adults	A. To increase interest in Lakeview Senior Center activities, update appearance of front entrance to improve street appeal	A. Explore options for electronic message board outside of senior centers	

## Appendix A • Implementation Matrix Continued

IMPLEMENTATION MATRIX 2012 - 2017						
Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
2. Seek funds for programs and services through grants, donations and volunteers	A. Established Senior Citizens Council donor sub-committee	A. Participate in a community project sponsored by SCAN called Trip-OC to enhance volunteer driver program  B. Conduct donor cultivation activities  C. Submit grant applications to support expansion of impacted programs				
3. Expand the Keen Center for Senior Resources		A. Develop and coordinate mobile outreach program to expand Keen Center services to satellite locations. Services include outreach and care management	A. Expand Keen Center hours to include evenings and weekends  B. Designate staff specialists to handle housing and transportation needs of seniors			

## Appendix A • Implementation Matrix Continued

IMPLEMENTATION MATRIX 2012 - 2017						
Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
4. Conduct a needs assessment for each of the five priority areas	A. Create measurement tools and satisfaction surveys for senior services programs and services					
5. Provide education on issues important to seniors and their families in each of the five priority areas	A. Developed 50+ resource guide	A. Increase Nurse-led education programs and care management consultation	A. Implement "Reverse Mentoring Program" B. Post online links to resource guide and other community resources C. Develop transit training programs	A. Partner with community, business and faith-based agencies to increase awareness of services available to caregivers		
6. Develop a coordinated senior volunteer program with City and community agencies		A. Expand volunteer program to include coordination of recruitment and marketing with community agencies	A. Expand use of Raisers Edge software to maintain multi-media options including web, phone and mail			

# Appendix A • Implementation Matrix Continued

## IMPLEMENTATION MATRIX 2012 - 2017

Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
7. Increase partnerships with other agencies and organizations to coordinate senior services and funding		A. Participate in a community project sponsored by SCAN, Trip-OC to enhance volunteer driver program		A. Collaborate with Irvine Unified School District Guidance Resources to develop support groups for senior caregivers of at-risk children		
8. Explore existing senior living housing models for recommendation in future City plans		A. Refer recommendation to City Housing Department				
9. Coordinate with local nonprofits and transportation providers to develop a comprehensive transportation guide for Irvine residents	A. Developed Irvine Mobility Guide including information about public transportation and other mobility options for seniors and people with disabilities		A. Update Senior Resource Guide to include all transportation services available in Irvine			

## Appendix A • Implementation Matrix Continued

IMPLEMENTATION MATRIX 2012 - 2017						
Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
10. Enhance services for rental housing for extremely-low/low income seniors				A. Schedule community forums to educate seniors about housing and support services provided by local agencies		
11. Create an outcome survey to measure effectiveness of community referrals	A. Conducted survey to measure effectiveness of Keen Center referrals					
12. Support the addition of a City staff to perform mobility management services to coordinate with and connect local and regional transit organizations providing service to Irvine		A. Explore options with Irvine Jewish Federation and Family Services to share mobility management resources	A. Provide mobility management services and transit training programs			

## Appendix A • Implementation Matrix Continued

IMPLEMENTATION MATRIX 2012 - 2017						
Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
13. Enhance health and wellness programs for seniors		<p>A. Expand services to meet demand for Meals on Wheels assistance and assessments and care management services</p> <p>B. Explore community partnerships for opportunities to increase the number of fitness programs in high demand</p> <p>C. Utilize outdoor space at senior centers to implement outdoor seasonal fitness programs</p>	<p>A. Work with senior cultural groups to incorporate health and wellness programs as part of their program offerings</p> <p>B. Implement a multifaceted health and fitness program to include expansion of Rancho Fitness Center activities including implementation of new contract fitness programs</p>	<p>A. Explore options to obtain additional funding to expand fitness center at Rancho Senior Center</p> <p>B. Develop a mobile fitness program and incorporate an intern program to support fitness activities</p>		
14. Investigate use of vouchers and expansion of iShuttle to support transportation options for seniors		<p>A. Explore feasibility of using iShuttle for senior transportation</p>				

## Appendix A • Implementation Matrix Continued

IMPLEMENTATION MATRIX 2012 - 2017						
Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
15. Review best practices and models for the provision of financial, legal, insurance, employment and advocacy services		A. Explore best practices and review feasibility of providing services locally based on findings	A. Implement a financial literacy program for seniors in collaboration with Consumer Credit Counseling  B. Evaluate feasibility of replicating or contracting with financial education organizations			
16. Develop a plan to address emergency housing for seniors to include temporary shelter and transitional housing		A. Forward recommendation to City Housing Department				
17. Support a shared housing program for seniors		A. Continue use of Shared Housing Resource Book in Keen Center	A. Explore opportunities for community or faith-based agencies to develop shared housing programs for seniors			

## Appendix A • Implementation Matrix Continued

IMPLEMENTATION MATRIX 2012 - 2017						
Strategy	Implemented in FY2010-11	Year-1	Year-2	Year-3	Year-4	Year-5
18. Expand recreational programs and activities to increase social group interactions among seniors		A. Increase participation in fitness center walking club to increase social interactions.				
19. Provide education and transit training programs		A. Collaborate with Jewish Federation and Family Services on transit training/ education and mobility services for seniors				
20. Develop new programs to support seniors through retirement and career transitions		A. Increase awareness of Volunteer web site for access to volunteer opportunities B. Provide classes in computer technology	A. Increase community and faith-based organization awareness of how to promote aging in place B. Seek use of contract instructors to offer classes related to career development	A. Enhance outreach education to seniors on how to age in place successfully		

# Appendix B • Town Hall Meeting Input

## Top 10 Strategies Reviewed

At town hall meetings, community members provided input on specific actions to help achieve the top 10 of the 20 Senior Plan strategies. Suggestions shared at the town halls meetings are listed below.

### Strategy 1

Develop a multifaceted marketing program to increase awareness of programs and services for seniors and their families available at the Irvine senior centers and through community sources.

Community input on this strategy:

- Develop senior information packets to be available at local companies and businesses in Irvine for retiring employees;
- Provide speakers to present information at senior living venues to outline services available in the City;
- Enhance City website for seniors and their families;
- Conduct senior interview on local TV channel 30 (ICTV);
- Encourage Senior Citizens Council representatives to attend community homeowners association meetings and local churches to share information about available services;
- Utilize local college interns to create DVD presentations to market services;
- Market services to the multicultural community;
- Market classes and programs for seniors at the Irvine Fine Arts Center;
- Modify Senior Newsletter to include a list of activities;
- Target marketing efforts to geographic locations where majority of seniors reside;
- Include marketing material in Irvine Ranch Water District newsletters;
- Develop marketing materials for families of seniors;
- Host open houses at senior centers to promote programs;
- Advertise services at local libraries, parks and churches; and
- Utilize street banners to highlight programs.

## **Appendix B • Town Hall Meeting Input** *Continued*

### **Strategy 2**

Seek funds for programs and services through grants and donations.

Community input on this strategy:

- Develop donor program to support services for seniors; and
- Involve senior clubs to conduct fundraising activities to support senior programs.

### **Strategy 3**

Expand the Keen Center for Senior Resources.

Community input on this strategy:

- Link Center to community faith organizations;
- Expand hours;
- Expand available space;
- Develop a mobile unit to provide outreach to senior-concentrated areas;
- Increase volunteer support;
- Increase awareness of available services; and
- Consider alternative location sites to enhance accessibility.

### **Strategy 4**

Conduct a needs assessment for each of the five priority areas.

Community input on this strategy:

- Collaborate with local universities to develop a citywide senior needs assessment;
- Seek information on preferred recreational activities; and
- Develop survey tools to measure effectiveness of community referrals.

## Appendix B • Town Hall Meeting Input *Continued*

### Strategy 5

Provide education about issues important to seniors and their families in each of the five priority areas.

Community input on this strategy:

- Develop a Train the Trainer program;
- Utilize online resources to educate seniors and family members about resources and available services; and
- Offer lectures and presentations on topics relevant to seniors and their families such as:
  - Access to community resources;
  - How to find transportation;
  - How to find affordable housing;
  - How to talk to your doctor;
  - Successful aging and aging-in-place;
  - Social Security;
  - Financial planning;
  - Long-term health care;
  - Insurance;
  - Employment assistance;
  - Provide English as a Second Language classes;
  - Provide volunteer translation for non-speaking participants;
  - Provide education to physicians on issues relating to cultural sensitivity for seniors and their families; and
  - Provide peer groups to discuss various educational topics.

## Appendix B • Town Hall Meeting Input *Continued*

### Strategy 6

Develop a coordinated senior volunteer program with City and community agencies.

Community input on this strategy:

- Evaluate screening criteria for professional service volunteers;
- Develop coordinated volunteer program with City and community agencies;
- Recruit volunteers with professional skills and special services;
- Encourage volunteer participation to develop job skills; and
- Provide opportunities for seniors to give back to community.

### Strategy 7

Increase partnerships with other agencies and organizations to coordinate senior services and funding.

Community input on this strategy:

- Improve communication with County and neighboring cities to provide coordinated services;
- Develop partnerships with local gyms to increase senior-friendly fitness programs;
- Partner with the Irvine Fine Arts Center to bring art programs to senior centers;
- Expand programs for seniors at locations other than senior centers; and
- Collaborate with faith communities to provide joint programs.

### Strategy 8

Explore existing senior living housing models for consideration in future City plans.

Community input on this strategy:

- Provide shared housing at the Orange County Great Park; and
- Advocate for affordable housing for seniors.

## **Appendix B • Town Hall Meeting Input** *Continued*

### **Strategy 9**

Coordinate with local nonprofits and transportation providers to develop a comprehensive Transportation Guide for Irvine residents.

Community input on this strategy:

- Modify TRIPS program to provide more flexibility for ride requests and evaluate return times scheduled at senior centers; and
- Offer in-person training about how to use public transportation services.

### **Strategy 10**

Enhance services for rental housing for extremely-low and low income seniors.

Community input on this strategy:

- Provide directory of affordable housing providers;
- Provide assistance with housing applications;
- Centralize wait lists for senior housing projects;
- Provide aging-in-place resources;
- Collaborate with Re-Building Together; and
- Explore models for intergenerational and shared housing.

*Notes:*

# Appendix C • Community Survey



November 20, 2009

Dear Program Participant:

Irvine Senior Services is conducting a survey to gain community input on current and anticipated needs of the senior community in Irvine. Please take a moment to complete the attached questionnaire.

Your responses will be used to help develop a five-year Senior Services Strategic Plan for the City of Irvine. Your responses to this survey will be kept confidential and will be used solely for statistical purposes and program and service development.

Please complete the attached questionnaire by December 4, and return to one of the following locations:

Lakeview Senior Center  
20 Lake Road  
Irvine, CA 92604

Rancho Senior Center  
3 Ethel Coplen Way  
Irvine, CA 92612

Thank you for your participation! Your input will be helpful in creating a vision and plan for meeting the current and future needs of Irvine's older adult community.

Sincerely,

**SHEILA DRISCOLL**  
Human Services Superintendent

## **SENIOR SERVICES COMMUNITY SURVEY**

**1. What is your age?**

- A) 54 or below
- B) 55-64
- C) 65-74
- D) 75-84
- E) 85+

**2. What is your Gender?**

- A) Male
- B) Female

**3. What is your ethnicity/race?**

- A) White (Non-Hispanic)
- B) Chinese
- C) Persian/Iranian (Arabic, Armenian, Egyptian)
- D) Korean
- E) Japanese
- F) Filipino
- G) Vietnamese
- H) Hispanic
- I) Middle Eastern
- J) Pacific Islander
- K) Black

Other (List Race/Ethnicity): \_\_\_\_\_

**4. What is the highest level of education that you have completed?**

- A) Less than High School
- B) High School Diploma (or equivalent)
- C) Some College
- D) Associates Degree
- E) Bachelor's Degree
- F) Graduate Level or above

## Appendix C • Community Survey *Continued*

**5. What is your current marital status?**

- A) Single
- B) Married
- C) Widowed
- D) Divorced
- E) Live with partner or significant other
- F) Other

**6. What is your total household income, including all earners in your household?**

- A) \$35,000 or below
- B) \$35,000-\$50,000
- C) \$50,000-\$100,000
- D) \$100,000-\$150,000
- E) \$150,000 or above
- F) Decline to State

**7. What is your employment status (Check only one):**

- A) Work full-time
- B) Work part-time
- C) Work more than one job
- D) Retired
- E) Unemployed involuntarily (laid off, lost job, etc.)
- F) Never worked

Other (please specify): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Appendix C • Community Survey *Continued*

**8. What is the best way to inform you of programs and services offered in Irvine for people 55+? (Check up to three):**

- A) Newspaper
- B) Radio
- C) Television (Local Channels)
- D) Mail
- E) Online
- F) Onsite at senior centers
- G) Senior Services Newsletter
- H) Homeowners Association Newsletter
- I) Word of mouth

Other (please specify): \_\_\_\_\_

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**9. What service offered would you be most interested in receiving information about? (Check up to three):**

- A) Recreation and social activities
- B) Special Events
- C) Community Resources
- D) Social Service Support Programs
- E) Health Lectures
- F) Support Groups
- G) Low-Income Housing Options
- H) Transportation

Other (please specify): \_\_\_\_\_

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## Appendix C • Community Survey *Continued*

**10. Which statement best represents your participation in services and programs offered at the Lakeview and Rancho Senior Centers?**

- A) I currently participate in programs at one or both of the centers
- B) I have participated in the past, but do not participate currently
- C) I have never participated in the programs but have some awareness of the services offered
- D) I have never participated and am not aware of the services offered

Other (please specify): \_\_\_\_\_

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**11. What services offered at the Rancho and Lakeview Senior Centers do you think are most important for older adults?**

**(Circle up to three):**

- A) Recreation classes and activities
- B) Outreach services (care management, in-home services)
- C) Nutrition service (Meals on Wheels program or lunches at Lakeview Senior Center)
- D) Health services (support groups, health assessments, legal services, etc.)

Other (please specify): \_\_\_\_\_

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## Appendix C • Community Survey *Continued*

**12. Which seminar/lecture topics would be of most interest to you? (Circle all that apply):**

- A) Financial
- B) Legal
- C) Employment
- D) Insurance and Benefits
- E) Home Modifications
- F) Physical Health
- G) Mental Health
- H) Transportation

Other (please specify): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**13. In the past 24 months, have you had to make any of the following accommodations to support your income? (Circle all that apply):**

- A) Take a second job
- B) Borrow money
- C) Take a second out on your home loan
- D) Dip into your savings
- E) Sell stocks
- F) Dip into your retirement
- G) Rent a room in your home
- H) Sell your home
- I) Move
- J) None of the above

Other (please specify): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## Appendix C • Community Survey *Continued*

### 14. What is your primary source of transportation?

- A) Drive own vehicle
- B) Transported by friends or family
- C) TRIPS Program (City offered transportation for persons with disabilities and seniors unable to drive)
- D) OCTA Services (Including Access)

Other (please specify): \_\_\_\_\_

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### 15. Are you currently a caregiver for?

- A) Young children still in the household
- B) Adult children returning to household
- C) Spouse
- D) Parents or in-laws
- E) Grandchildren
- F) None of the above

Other (please specify): \_\_\_\_\_

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### 16. Which statement best fits your participation as a community volunteer?

- A) I am an active volunteer at one of the senior centers
- B) I volunteer for one or more community organizations
- C) I am not a current volunteer, but would be interested in learning more about volunteer opportunities
- D) I am not able or interested in volunteering

Other (please specify): \_\_\_\_\_

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**List any comments that you have to share:** \_\_\_\_\_

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*Notes:*

# Appendix D • Survey Key Findings

## 1. Age

	54 or below	55-64	65-74	75-84	85+	N/R	Total
<b>Online SS</b>	7	2	3	0	1	0	13
<b>GV</b>	7	40	32	12	4	0	95
<b>SPSS Survey</b>	12	35	111	122	72	1	353
<b>TOTAL</b>	26	77	146	134	77	1	461

SS: Senior Services  
 GV: Global Village  
 SPSS: Strategic Plan Senior Services  
 N/R: No Response  
 N/A: Not Applicable

## 2. Gender

	Male	Female	N/A	Total
<b>Online SS</b>	1	11	1	13
<b>GV</b>	45	48	2	95
<b>SPSS Survey</b>	91	259	3	353
<b>TOTAL</b>	137	318	6	461

## 3. Ethnicity

	White/Non-Hispanic	Chinese	Persian/Iranian	Korean	Japanese	Filipino	Vietnamese	Hispanic	Middle Eastern	Pacific Islander	Black	Other	N/R	Total
<b>Online SS</b>	10	1	0	0	0	0	0	2	0	0	0	0	0	13
<b>GV</b>	46	23	6	1	2	3	2	5	0	0	0	6	1	95
<b>SPSS Survey</b>	232	33	34	10	10	3	2	6	7	0	2	0	14	353
<b>TOTAL</b>	288	59	70	11	12	6	4	13	7	0	2	6	15	461

## 4. Education (check all that apply)

	< H.S.	H.S. diploma	Some college	Technical/Cert.	AA	BA	Graduate or >	Graduate or >	Total
<b>Online SS</b>	1	0	4	0	0	4	3	1	13
<b>GV</b>	6	16	10	8	26	28	3	0	97
<b>SPSS Survey</b>	19	51	100	0	33	73	87	3	366
<b>TOTAL</b>	26	67	114	8	59	105	93	4	476

## 5. Marital Status

	Single	Married	Widowed	Divorced	Live w/ partner	Other	N/R	Total
<b>Online SS</b>	1	8	1	2	0	0	1	13
<b>GV</b>	8	69	5	10	1	0	2	95
<b>SPSS Survey</b>	38	128	109	68	6	0	4	353
<b>TOTAL</b>	47	205	115	80	7	0	7	461

## Appendix D • Survey Key Findings *Continued*

### 6. Income

	\$35K or less	\$35 - \$50K	\$50-100K	\$100K-\$150K	\$150K or more	Decline	Skipped question	Total
<b>Online SS</b>	2	1	2	1	1	4	2	13
<b>GV</b>	26	15	19	20	3	0	12	95
<b>SPSS Survey</b>	122	56	60	21	8	58	28	353
<b>TOTAL</b>	150	72	81	42	12	62	42	461

### 7. Employment Status (check all that apply)

	Full-time	Part-time	Work > 1 job	Retired	Unemployed involuntarily	Never worked	Other	Skipped question	Total
<b>Online SS</b>	5	2	0	2	2	0	2	0	13
<b>GV</b>	28	14	1	47	6	0	0	2	98
<b>SPSS Survey</b>	6	30	8	278	14	19	13	0	368
<b>TOTAL</b>	33	46	9	327	22	19	015	2	479

### 8. Best way to inform you of programs and services offered in Irvine for people 55+ (check up to 3)

	Newspaper	Radio	Television (local)	Mail	Online	Onsite at senior centers	Senior Services Newsletter	HOA Newsletter	Word-of-mouth	Other	Skipped question	Total
<b>Online SS</b>	3	0	0	7	8	2	3	0	0	2	1	26
<b>GV</b>	32	6	18	24	37	9	21	3	8	3	4	165
<b>SPSS Survey</b>	87	15	56	173	77	100	172	24	67	8	1	780
<b>TOTAL</b>	122	21	74	204	122	111	196	27	75	13	6	971

### 9. What service offered would you be most interested in receiving information about (check up to 3)

	Recreation/Social Services	Special Events	Community Resources	Social Service Support Programs	Health Lectures	Support Groups	Low-Income Housing Options	Transportation	Other	Skipped question	Total
<b>Online SS</b>	6	9	7	5	5	1	2	3	2	1	41
<b>GV</b>	55	45	26	23	29	1	9	9	4	3	204
<b>SPSS Survey</b>	161	165	83	68	124	32	45	56	12	4	750
<b>TOTAL</b>	222	219	116	76	158	34	56	68	18	8	995

## Appendix D • Survey Key Findings *Continued*

10. Which statement best represents your participation in services and programs offered at Lakeview Senior Center (LSC) and Rancho Senior Center (RSC)

	Currently participate in programs at one or both of the centers	I have participated in the past, but do not participate currently	I have never participated in the programs but have some awareness of the services offered	I have never participated and am not aware of the services offered	Other	Skipped question	Total
<b>Online SS</b>	3	2	3	2	3	0	13
<b>GV</b>	33	10	23	19	6	4	95
<b>SPSS Survey</b>	221	46	37	31	7	11	353
<b>TOTAL</b>	257	58	63	52	16	15	461

11. What services offered at RSC/LSC do you think are most important for older adults (check all that apply)

	Recreation classes and activities	Outreach services (care mgmt, in-home svcs)	Nutrition services (Meals on Wheels or lunches)	Health services (support groups, health assessments, legal svcs, etc.)	Other	Skipped question	Total
<b>Online SS</b>	6	4	3	4	1	0	18
<b>GV</b>	50	27	36	45	10	7	175
<b>SPSS Survey</b>	236	116	151	163	13	0	679
<b>TOTAL</b>	292	147	190	212	24	7	872

12. Which seminar/lecture topics would be of most interest to you (check all that apply)

	Financial	Legal	Employment	Insurance/Benefits	Home Mod.	Physical Health	Mental Health	Trans.	Other	Skipped question	Total
<b>Online SS</b>	0	1	3	3	0	5	3	1	2	1	19
<b>GV</b>	31	20	15	27	9	44	10	18	15	9	198
<b>SPSS Survey</b>	82	91	31	101	30	206	92	77	15	1	726
<b>TOTAL</b>	113	112	49	131	39	255	105	96	32	11	943

13. In the past 24 months, have you had to make any of the following accommodations to support your adults (check all that apply)

	Take a second job	Borrow money	Take a second out on your home loan	Dip into your savings	Sell stocks	Rent a room in your home	Sell your home	Move	Other	None of the choices	N/A	Other	Total
<b>Online SS</b>	0	0	0	4	1	3	0	0	0	3	0	0	11
<b>GV</b>	9	6	5	2	9	10	2	4	4	0	27	23	101
<b>SPSS Survey</b>	5	25	8	79	28	36	19	4	9	182	2	8	405
<b>TOTAL</b>	14	31	13	85	38	49	21	8	13	185	29	31	517

## Appendix D • Survey Key Findings *Continued*

### 14. What is your primary source of transportation?

	Drive own vehicle	Friends/family	TRIPS	OCTA Services	Other	N/A	Total
<b>Online SS</b>	7	0	0	0	0	6	13
<b>GV</b>	71	8	3	4	7	2	95
<b>SPSS Survey</b>	211	62	38	27	4	11	353
<b>TOTAL</b>	289	70	41	31	11	19	461

### 15. Are you currently a caregiver?

	Young children in household	Adult children returning to household	Spouse	Parents or In-laws	Grand children	None of the choices	Other	Skipped question	Total
<b>Online SS</b>	1	0	1	1	0	2	1	7	13
<b>GV</b>	4	5	7	4	16	2	45	12	95
<b>SPSS Survey</b>	6	16	28	7	17	234	9	36	353
<b>TOTAL</b>	11	21	36	12	33	238	55	55	461

### 16. Which statement best fits your participation as a community volunteer? (check all that apply)

	I am an active volunteer at one of the senior centers	I volunteer for one or more community organizations	I am not a current volunteer, but would be interested in learning more about volunteer opportunities	I am not able or interested in volunteering	Other	Skipped question	N/A	Total
<b>Online SS</b>	0	0	3	3	1	0	7	19
<b>GV</b>	17	23	20	29	0	9	98	198
<b>SPSS Survey</b>	56	67	56	163	0	11	353	726
<b>TOTAL</b>	73	90	79	195	1	20	458	943

# Appendix E • Senior Resource Guide

Agency	Contact Information	Program Description
<b>GENERAL INFORMATION</b>		
<b>American Association of Retired Persons (AARP)</b>	National: <b>888-687-2277</b> CA Chapter: <b>949-724-6900</b> <b>aarp.org</b>	AARP is a nonprofit, non-partisan membership organization dedicated to enhance the quality of life for maturing adults age 50 and over. Chapter #1489 meetings are held at Lakeview Senior Center every 4th Monday at 10 a.m.
<b>City of Irvine Keen Center for Senior Resources</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6926</b> <b>irvineseniors.org</b>	The Keen Center for Senior Resources offers support and assistance programs designed to help deal with physical, emotional and/or caregiving demands. Provides information about housing, transportation, health insurance, alternative living, social security, in-home care, home repair, support groups, legal aid, safety, immigration, Social Security Insurance and Medi-Cal.
<b>City of Irvine Lakeview Senior Center</b>	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b>irvineseniors.org</b>	Senior center with multiple-purpose facilities for adults age 50+. Offers educational, recreational and social services and information and referrals. The suggested donation for the onsite Rose Garden Café lunch is \$4 for age 60+ and \$5 for age 59 or less.
<b>City of Irvine Rancho Senior Center</b>	3 Ethel Coplen Way Irvine, CA 92612 <b>949-724-6800</b> <b>irvineseniors.org</b> M-F 8 a.m.-5 p.m.	Senior center for adults age 50+. Facility is equipped with a fitness center and provides educational and recreational services. A ballroom, multi-purpose room and kitchen are available for rental.
<b>Office On Aging County of Orange</b>	333 w. Santa Ana Blvd. Santa Ana, CA 92701 <b>800-510-2020</b> <b>officeonaging.ocgov.com</b>	The Office on Aging serves older adults, specifically focusing on low-income and minority elders. The information and referral line provides information on health, transportation, affordable housing, nutrition and social activities.
<b>Veteran's Administration Orange County</b>	1300 S. Grand Ave, Bldg B Santa Ana CA 92705 <b>714-567-7450</b> <b>veterans.ocgov.com</b>	Provides free benefit claims counseling and information and referral assistance to veterans, their dependents and survivors.
<b>211 Orange County</b>	2183 Fairview Road, Suite 107 Costa Mesa, CA 92627 <b>211</b> <b>211oc.org</b>	211 Orange County offers a comprehensive information and referral system linking Orange County residents to community health and human services and support. Callers seeking assistance can dial 211 (toll-free) 24 hours-a-day and be connected to trained, multilingual information and referral specialists.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>DOMESTIC VIOLENCE/ELDER ABUSE</b>		
<b>Adult Protective Services</b>	P.O. Box 22006 Santa Ana, CA 92702 <b>800-451-5155, 24-Hour Hotline</b> <b><i>cdss.ca.gov/agedblinddisabled</i></b>	Adult Protective Services is directed at preventing or remedying 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.
<b>Human Options – Safe Options for Seniors Program</b>	PO Box 53745 Irvine, CA 92619 <b>877-854-3594</b> <b><i>humanoptions.org</i></b>	Housing, counseling, case management for women and children for 12 months affected by domestic violence. Trauma services for seniors and community education.
<b>Women’s Transitional Living Center</b>	PO Box 6103 Orange, CA 92683 <b>714-992-1931</b> <b><i>wtlc.org</i></b>	Emergency shelter for clients with substance abuse problems, mental illness, human trafficking, legal advocacy, transitional housing programs, community outreach, immigration services and childrens programs.
<b>EDUCATION</b>		
<b>Irvine Adult School</b>	3387 Barranca Pkwy Irvine, CA 92606 <b>949-936-7457</b> <b><i>irvineadultschool.com</i></b>	Teaches English as a Second Language, computer, parent education, teachers aide and General Education Degree to adults. Pre-registration required.
<b>Irvine Valley College Emeritus</b>	5500 Irvine Center Drive Irvine, CA 92618 <b>949-451-5243</b> <b><i>ivc.edu</i></b>	Teaches art, computer, cooking, dance, photography, fitness, investing, music and theater arts to older adults. Pre-registration required.
<b>Osher Lifelong Learning, University California, Irvine</b>	P.O. Box 6050 Irvine, CA 92616 <b>949-451-1403</b> <b><i>unex.uci.edu/community/olli/</i></b>	Offers programs for retired and semi-retired adults who enjoy literature, history, science, the arts and travel. Pre-registration required.
<b>EMERGENCY RESOURCES</b>		
<b>Families Forward</b>	9221 Irvine Blvd. Irvine, CA 92618 <b>949-552-2727</b> <b><i>Families-forward.org</i></b>	For Irvine and South County residents only. Offers assistance for emergency and monthly food, transitional housing for homeless families, career coaching, counseling and information and referrals to other Irvine community resources. Must call first and schedule an appointment.
<b>Share Our Selves</b>	1550 Superior Costa Mesa, CA 92627 <b>949-270-2100</b> <b><i>shareourselves.org</i></b>	Provides food, clothing, financial aid for basic necessities, free dental and medical clinics and CARE (Counseling, Advocacy, Resources, Emergency) services, including mental health and support groups in a culturally sensitive environment. Food Pantry hours are M-F 8 a.m. -2:45 p.m.
<b>South County Outreach</b>	26776 Vista Terrace B-12 Lake Forest, CA 92630 <b>949-380-8144</b> <b><i>sco-oc.org</i></b>	For Irvine through San Clemente residents only. Offers transitional housing, rental assistance, utility payments to help Orange County residents by preventing homelessness or utility shut-offs. It also sponsors annual Holiday-Adopt-a-Family program, operates a thrift shop and provides free computer training for people seeking employment opportunities.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>EMPLOYMENT</b>		
<b>Asian American Senior Citizens Service Center</b>	850 N. Birch St Santa Ana, CA 92701 <b>714-560-8877</b> <b><i>aascsc.org</i></b>	Dedicated to increasing the awareness of the needs of Asian American elderly, assisting their access to essential health care and social services and promoting dignified living in the community.
<b>Employment Development Department</b>	5405 Garden Grove #100 Westminster, CA 92683 <b>714-565-2600</b> <b><i>edd.ca.gov</i></b>	Provides weekly unemployment insurance payments for workers who lose their job through no fault of their own. The program is funded by employers who pay taxes on wages paid to employees.
<b>Orange County One-Stop Center</b>	125 Technology Drive West, #200 Irvine, CA 92618 <b>949-341-8000</b> <b><i>oconestop.com</i></b>	Offers job-seekers self-directed facility and tools to look for employment or career change opportunities. Job seekers are required to provide two original Right-to-Work documents (picture ID, CA drivers license, Social Security card). All customers need to go through an electronic intake process.
<b>FINANCIAL/INSURANCE</b>		
<b>Consumer Credit Counseling Service of Orange County</b>	1920 Old Tustin Ave. Santa Ana, CA 92705 <b>800-213-2227</b> <b><i>cccsoc.org</i></b>	Consumer Credit Counseling Service is the nation's oldest and largest credit counseling organization. They offer debt counseling and debt repayment solution to those needing help dealing with creditors and overwhelming debt.
<b>Council on Aging – Health Insurance Counseling and Advocacy Program (HICAP)</b>	1971 E. 4th St., Suite 200 Santa Ana, CA 92705 <b>714-560-0424</b> <b><i>coaoc.org</i></b>	Promotes adult empowerment, prevent abuse and advocate for the rights and dignity of those experiencing health and aging challenges. Services are free regardless of income. HICAP provides educational seminars, individual counseling and limited legal assistance with Medicare and related insurance coverage, as well as unbiased information and assistance with original Medicare, Health Maintenance Organizations, Medigap Plans, Medi-Cal, Consolidated Omnibus Budget Reconciliation Act (COBRA), employer health plans, long-term care insurance and military benefits.
<b>Financial Abuse Specialist Team – Council on Aging</b>	1971 E. 4th Street, Suite 200 Santa Ana, CA 92705 <b>714-479-0107</b> <b><i>coaoc.org/html/services_fast_description.htm</i></b>	Provides educational awareness of financial elder abuse issues on a national and community level while providing recommendations to appropriate agencies for the investigation of financial abuse cases that are reviewed by our volunteer partnership consisting of multidisciplinary public and private professionals.
<b>Medi-Cal</b>	1540 E. 1st St. #200 Santa Ana, CA 92670 <b>949-389-8200, 714-834-5400</b> <b><i>medi-cal.ca.gov</i></b>	Social Service Agency – locations in Santa Ana and Aliso Viejo for provision of Medi-Cal health services, pharmaceuticals and durable medical equipment.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>FINANCIAL/INSURANCE (continued)</b>		
<b>Seniors Against Investment Fraud (SAIF)</b>	320 West 4th Street, Suite 750 Los Angeles, CA 90013 <b>866-275-2677</b> <a href="http://corp.cca.gov/education_outreach/saif/default.asp">corp.cca.gov/education_outreach/saif/default.asp</a>	SAIF is a statewide outreach campaign under the California Department of Corporations. The primary purpose is to alert and educate residents over the age of 50 about investment and telemarketing fraud crimes and how to avoid being victimized by scam artists.
<b>Social Service Agency, Orange County</b>	888 N. Main St. Santa Ana, CA 92701 <b>714-541-7700</b> <a href="http://ssa.ocgov.com">ssa.ocgov.com</a>	Social assistance services offered by the County of Orange.
<b>Social Security Administration</b>	26051 Acero Road Mission Viejo, CA 92691 <b>800-772-1213, 888-306-9878</b> <a href="http://ssa.gov">ssa.gov</a>	Application, information and support for Social Security/ Social Security Disability/Supplemental Security Income (SSI) / Social Security Death Index related benefits.
<b>FOOD RESOURCES/PREPARED MEALS</b>		
<b>Cal Fresh, formerly known as Food Stamp Program, Orange County</b>	<b>800-952-5253</b> <a href="http://benefitscheckup.org">benefitscheckup.org</a>	Cal Fresh, formerly known as Food Stamps, adds to food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy foods at many markets and food stores. Income eligibility.
<b>City of Irvine, Meals on Wheels</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6910</b> <a href="http://irvineseniors.org">irvineseniors.org</a>	Meals on Wheels is available on a donation basis (suggested donation \$5 per day for 3 meals) for seniors living in Irvine age 60+ who cannot prepare or shop for meals themselves.
<b>City of Irvine, Rose Garden Café</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <a href="http://irvineseniors.org">irvineseniors.org</a>	Suggested donation for onsite lunches are \$4 for adults 60+, and \$5 for people under 60. Tuesday breakfast costs \$3 for 60+, and \$4 for people under 60.
<b>Orange County Food Bank</b>	<b>714-897-6670 x3601</b> 11870 Monarch Street Garden Grove, CA 92841 <a href="http://ocfoodbank.com">ocfoodbank.com</a>	Eligible recipients must self-certify that household income is at or below 150% of federal poverty level.
<b>Second Harvest</b>	St. Elizabeth Ann Seton Parish 9 Hillgate Irvine, CA 92612 <b>949-854-1000</b> St. Thomas More Parish 51 Market Place Irvine, CA 92602	Must live within parish boundaries. Food distribution program.
<b>Treasure Box</b>	Orange County Church of Christ 10 Goodyear Irvine, CA 92618 <b>949-903-0744</b> <a href="mailto:keyestohouse@gmail.com">keyestohouse@gmail.com</a> <a href="http://thetreasurebox.org">thetreasurebox.org</a>	Low cost monthly food boxes provided through local faith-based, community organizations. \$32 per box can feed a senior citizen for nearly a month. Frozen foods include protein, produce, side dishes and desserts.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>HEALTH/MEDICAL</b>		
<b>Alzheimer Association, Orange County Chapter</b>	17771 Cowan, Suite 200 Irvine, CA 92614 <b>800-272-3900, 949-955-9000</b> <b><i>alz.org/oc</i></b>	Education and awareness about Alzheimer’s basics, diagnosis, treatments, stages and more.
<b>Braille Institute</b>	527 N. Dale Ave Anaheim, CA 92801 <b>714-821-5000</b> <b><i>brailleinstitute.org</i></b>	Provides an environment of hope and encouragement for people who are blind/visually impaired through educational, social and recreational programs and limited transportation services.
<b>California Department of Public Health</b>	<b>916-558-1784</b> <b><i>cdph.ca.gov</i></b>	Services include birth, death and marriage certificates, health screening, testing, care and treatments, etc.
<b>Caregiver Resource Center of Orange County</b>	130 W. Bastanchury Road Fullerton, CA 92835 <b>800-543-8312, 714-446-5030</b> <b><i>caregiveroc.org</i></b>	Services include free family consultation, specialized referrals, respite assistance, educational services, legal workshops, support group services, multicultural services, Caregiver Advocacy Network and “Link 2 Care”.
<b>Caring Connections-Friendly Visitor Program Council on Aging</b>	1971 E. 4th Street, Suite 200, Santa Ana, CA 92705 <b>714-479-0107</b> <b><i>coaoc.org</i></b>	Provides friendly visitors for isolated seniors and disabled adults in the community and care facilities.
<b>Community Care Licensing</b>	750 The City Drive, Suite 250 Orange, CA 92668 <b>714-703-2800</b> <b><i>cclcd.ca.gov</i></b>	Provides oversight and enforcement for more than 85,000 licensed facilities statewide servicing elderly clients. Community Care Licensing accepts complaints and feedback regarding facilities and services.
<b>Community Senior Serve, Inc.</b>	1200 N. Knollwood Circle, Anaheim, CA 92801 <b>714-220-0224</b> <b><i>communityseniorserv.com</i></b>	Serves 22 cities in North Orange County, providing Meals on Wheels, senior lunch program, case management, Adult Day Services and continuum of care.
<b>Dayle McIntosh Center</b>	13272 Garden Grove Blvd Garden Grove, CA 92843 <b>714-621-3300, 800-972-8285</b> 24012 Calle De La Plata Laguna Hills, CA 92653 <b>949-460-7784</b> <b><i>daylemc.org</i></b>	Disability resources include advocacy, aging with vision loss, assistive technology, client assistance program, core independent living skills, deaf services, housing, information and referral, peer support, personal assistance registry, transition service, sign language interpreting and vocational services.
<b>In-Home Supportive Services, County of Orange Social Service Agency</b>	1505 E. Warner Santa Ana, CA 92702 <b>714-825-3000</b> <b><i>ocgov.com/ochome/socialserviceagency</i></b>	For individuals who are 65 or older, disabled, or blind, Medi-Cal eligible. Helps to pay for in-home services, such as personal care, house cleaning, shopping, cooking and laundry. Social worker makes initial assessment to determine authorized services.
<b>Institute for Brain Aging and Dementia, University California, Irvine</b>	1100 Gottschalk Medical Plaza Irvine, CA 92697 <b>949-824-2382</b> <b><i>alz.uci.edu</i></b>	Provides diagnostic assessments for persons with memory loss and opportunities for clinical research participation.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>HEALTH/MEDICAL (continued)</b>		
<b>Irvine Adult Day Health Center</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-262-1123</b> <i>irvineadhs.org</i>	Provides social and health care services (physical, occupational and speech therapies); nursing supervision, health maintenance recreational activities, social services, meals, etc. in a secure environment for mild wanderers. Scholarship assistance, Medi-Cal, private pay, SCAN, or other insurance as available.
<b>Linkages – Council on Aging</b>	1971 E. 4th St., Suite 200 Santa Ana, CA 92705 <b>714-479-0107</b> <i>coaoc.org</i>	Provides case management for disabled adults ages 18 and over, functionally impaired and frail elderly. Case managers perform a comprehensive in-home daily living needs assessment, monitor individual care plans and link clients to community services.
<b>Long Term Care Ombudsman – Council on Aging</b>	1971 E. 4th St., Suite 200 Santa Ana, CA 92705 <b>714-479-0107, 800-231-4024</b> <i>coaoc.org</i>	Protects the rights of older adults living in nursing and board and care homes living in Orange County.
<b>Multipurpose Senior Service Program</b>	1120 West La Veta Ave, Suite 200 Orange, CA 92868 <b>714-246-8500</b> <i>caloptima.org</i>	Social and health care management for frail, homebound seniors on Medi-Cal.
<b>National Parkinson's Foundation</b>	One Hoag Drive Newport Beach, CA 92658 <b>(949) 764-6998</b> <i>parkinson.org</i> <i>npaocc.org</i>	Provides education, awareness, care and support to individuals with Parkinson's Disease. Support groups, periodic seminars and a regular newsletter.
<b>New Lung – Quit Smoking</b>	630 N. Broadway, Suite 127 Santa Ana, CA 92701 <b>866-639-5864</b> <i>ohealthinfo.com/tupp/help</i>	Free help to quit smoking tobacco. Help is offered through telephone counseling, classes, support groups and one-on-one counseling.
<b>Orange County Medical Association – Physician Referral</b>	17322 Murphy Avenue Irvine, CA 92614 <b>949-398-8100</b> <i>ocma.org</i>	Physician referral line.
<b>Senior Health Outreach Prevention Program, County of Orange</b>	<b>714-972-3700</b> 1540 East First Street, #100 Santa Ana, CA 92701 <i>ohealthinfo.com/shopp</i>	Community outreach and home visitation program for low-income, uninsured, underinsured, or underserved adults. Persons age 45+ with unmet health care needs are eligible, priority given to frail older adults. Services provided by Public Health Nurses and Behavioral Health Older Adult Specialists. Services include health screening, behavioral health assessment/ evaluation, intervention, linkages, case management, consultation and education regarding health and aging.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>HOUSING/UTILITIES</b>		
<b>Adult Residential Care Facility – Community Care Licensing</b>	770 The City Drive, Suite 7100 MS 29-28 Orange, CA 92868 <b>714-703-2840</b> <b><i>cclcd.ca.gov</i></b>	Licensed by the state of California Department of Social Services, Community Care and Licensing. Privately owned and not maintained or regulated by the County of Orange. These facilities provide care and supervision to adults (ages 18-59 years of age) who have a mental illness. Residents are given assistance and monitoring in taking medication, scheduling treatment appointments, transportation and performing daily living skills. There are about 40 licensed residential care facilities in Orange County serving adult consumers with severe and persistent mental illness. Adult Mental Health Outpatient Services can assist individuals to locate vacancies and access residential care homes.
<b>California Alternative Rates for Energy/Family Electric Rate Assistance (CARE/FERA)</b>	<b>800-427-2200</b> <b><i>socalgas.com/residential/assistance/care</i></b>	Provides discounts on the electric bill or gas bill. The utility company providing the discount will determine if the individual qualifies for CARE or FERA, whichever is the greater savings for the customer.
<b>California Lifeline Telephone Service (CLTS)</b>	<b>877-858-7463</b> <b><i>californialifeline.com</i></b>	CLTS is a discounted rate for local telephone service. Two plans are available: Unlimited local calls or limited amount of local calls are available. Any long distance out of the area code or additional phone features are additional charges.
<b>California Telephone Access Program (CTAP)</b>	2677 N. Main St., Suite 130 Santa Ana, CA 92705 <b>800-806-1191</b> <b><i>ddtp.org</i></b>	Provides adaptive telephone equipment and related services at no cost to California residents who have difficulty using a standard telephone because of temporary or permanent problems hearing, speaking, seeing, moving, or remembering. To qualify, you must be a California resident with active telephone service and must have an application form signed by a licensed physician or audiologist.
<b>Community Action Partnership of Orange County (CAPOC)</b>	11870 Monarch Street Garden Grove, CA 92841 <b>800-660-4232</b> <b><i>capoc.org</i></b>	Provides utility assistance and food bank services. For over 46 years, CAPOC works to enhance the quality of life in Orange County by eliminating and preventing the causes and effects of poverty.
<b>Energy Crisis Intervention Program (ECIP)</b>	<b>866-675-6623</b> <b><i>csd.ca.gov</i></b>	Assists clients who are in crisis of having their electric or gas service disconnected or has already been disconnected. Clients whose utilities are included in their rent DO NOT qualify for ECIP.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>HOUSING/UTILITIES (continued)</b>		
<b>Fair Housing Council of Orange County</b>	201 S. Broadway Santa Ana, CA 92701 <b>800-698-3247, 714-569-0823</b> <i><a href="http://fairhousingoc.org">fairhousingoc.org</a></i>	Provides landlord and tenant education, medication services, certified housing and urban development counseling agency and investigation of discrimination complaints.
<b>Home Energy Assistance Program (HEAP)</b>	11870 Monarch Street Garden Grove, CA 92841 <b>866-675-6623, 800-660-4232</b> <i><a href="http://csd.ca.gov">csd.ca.gov</a></i>	Assists clients who are in need of help paying their electric or gas bill. Clients determine which bill they need help with. Clients supply information that will be used to determine an established benefit amount which will appear as a credit on the clients' bill. Assistance is once every 12 months.
<b>Irvine Apartment Information Rental Living Center</b>	17625 Harvard Ave Irvine, CA 92612 <b>800-422-5115, 949-223-0800</b> <i><a href="http://rental-living.com">rental-living.com</a></i>	Helps potential renters find a rental unit in the City of Irvine.
<b>Office on Aging – Senior Apartment List</b>	1300 S. Grand Ave, Bldg B Santa Ana, CA 92705 <b>714-567-7500</b> <i><a href="http://officeonaging.ocgov.com">officeonaging.ocgov.com</a></i>	List prepared by County of Orange Office to help older adults, caregivers and persons with disabilities who are seeking low-income rentals in Orange County.
<b>Orange County Housing Authority – Affordable Rental Housing list</b>	1770 N Broadway Santa Ana, CA 92706 <b>714-480-2900</b> <b>Rental info 714-480-2700</b> <i><a href="http://ochousing.org">ochousing.org</a></i>	Dedicated to financing affordable housing for those who are in need in Orange County. Provides affordable rental listing for Orange County (all ages). Administers rental assistance programs throughout Orange County, except the cities of Anaheim, Garden Grove and Santa Ana. Cities operate their own city-wide rental assistance programs.
<b>Rebuilding Together of Orange County</b>	625 S. Cypress Ave Santa Ana, CA 92701 <b>714-667-8174</b> <i><a href="http://rebuildingtogetheroc.org">rebuildingtogetheroc.org</a></i>	As the nation's largest volunteer home rehabilitation program, Rebuilding Together can make home modifications that include installing wheelchair ramps, railings, grab bars and bathing access equipment. All repairs and improvements are provided to recipients free of charge.
<b>Weatherization Assistance Program (WAP)</b>	<b>866-675-6623</b> <i><a href="http://csd.ca.gov">csd.ca.gov</a></i>	Weatherization can be on a single family home, town home, condo, apartment building or mobile home. Authorization for repairs is required by the owner of the property or an authorized agent for the property. Weatherization services are available one time every ten years.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>LEGAL</b>		
<b>California Department of Child Support Division</b>	1055 N. Main St. Santa Ana, CA 92701 <b>866-901-3212</b> <i>childsup.ca.gov</i>	Works with parents and guardians to ensure children and families receive court-ordered financial and medical support.
<b>Community Service Programs, Inc. (Dispute Resolution Services and Victims Assistance Program)</b>	1821 E. Dyer Rd, Suite 200 Santa Ana, CA 92705 <b>949-975-0244</b> <i>cspinc.org</i>	Mediation is a conflict resolution process in which a mediator guides disputants in finding an agreement that works. Dispute Resolution Service mediators are carefully selected and represent a cross-section of people, diverse in culture, profession and background.
<b>Lamoreaux Justice Center</b>	341 The City Dr. Orange, CA 92868 <b>714-935-7000</b> <i>occourts.org</i>	Handles juvenile, family law and probate/mental health matters. Also housed at this facility is a self-help, court resource bureau, family court services and the office of the Family Law Facilitator.
<b>Orange County Bar Association – Lawyer Referral Information Service (LRIS)</b>	4685 MacArthur Court Newport Beach, CA 92660 <b>949-440-6747</b> <i>ocbar.org</i>	Prospective clients receive a free brief consultation to review the legal issue and discuss fees. Only callers in need of legal assistance and able to pay an attorney are referred to LRIS panel members. Callers unable to afford attorneys' fees are guided toward community pro bono services of attorneys on the national award winning LRIS Modest Means Program. Legal clinics are staffed by volunteer attorneys who provide free legal information in domestic violence, guardianship, bankruptcy, immigration news for Orange County, and legal aid for seniors.
<b>Orange County Human Relations (OCHR)</b>	1300 S. Grand Ave, Bldg B Santa Ana, CA 92705 <b>714-567-7470</b> <i>ochumanrelations.org</i>	OCHR is a partnership between the county-funded Orange County Human Relations Commission and the non-profit Orange County Human Relations Council. It provides programs in partnership with schools, corporations, individuals, cities and foundations to support a vision where all people are valued, respected and included. It focuses on dispute resolution, community building, and school inter-group relations and violence preventions.
<b>Public Law Center</b>	601 W. Civic Center Dr. Santa Ana, CA 92701 <b>714-541-1010</b> <i>publiclawcenter.org</i>	Provides justice for those who are most vulnerable to injustice through pro bono attorneys and their collaborative relationships with organizations to help make Orange County a better place to live for everyone.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>LEGAL (continued)</b>		
<b>Senior Citizens Legal Advocacy Program – Legal Aid Society of Orange County</b>	2101 N. Tustin Ave Santa Ana, CA 92705 <b>800-834-5001, 714-571-5245</b> <i>legal-aid.com/home/seniors</i>	Provides free civil legal services to low-income persons and seniors. Helps solve legal problems depending on the nature and complexity of your legal problem. Services include a hotline intake system, self-help clinics, workshops, online court forms and in depth legal services ranging from preparation of legal documents to legal representation. Many services require eligibility guidelines to be met. The Seniors Program provides representation in the areas of government benefits, health, housing, consumer problems, elder abuse and other areas to the extent of Legal Aid’s available resources, when a senior has a serious, pressing need. Services do not include representation for criminal cases, class action lawsuits, drafting wills and trusts, or cases in which a senior wants to sue for money.
<b>United States Citizenship &amp; Immigration</b>	34 Civic Center Plaza Santa Ana, CA 92701 <b>800-375-5283</b> <i>www.uscis.gov</i>	Information and forms available for citizenship application, green card (permanent residence), working in the United States and related information.
<b>Victim Compensation and Government Claims Board</b>	P.O. Box 48 Sacramento, CA 95812-0048 <b>800-777-9229</b> <i>www.vcgcb.ca.gov</i>	Domestic violence, child abuse, sexual and physical assault, homicide, robbery, drunk driving and vehicular manslaughter. Board helps resolve claims against State agencies and employees for money or damages.
<b>MENTAL HEALTH/COUNSELING</b>		
<b>Adult Mental Health Services (AMHS)</b>	3115 Redhill Ave Costa Mesa, CA 92626 <b>714-850-8463</b> <i>www.ohealthinfo.com</i>	Provides recovery mental health services and episodic treatment services. The specialized outpatient Evaluation and Treatment Service provides 24-hour crisis stabilization, hospital diversion and referral access to Allied Behavioral Care acute psychiatric inpatient services. Inpatient services include: acute psychiatric inpatient treatment program and program administration/case management of Medi-Cal Mental Health Managed Care Plan.
<b>Chicago School and Counseling in Irvine</b>	4199 Campus Drive, Suite E Irvine, CA 92612 <b>949-737-5460</b>	Individual, couples, family and group therapy. Works with anxiety, anger management, bereavement, career issues, chronic psychiatric conditions, depression, child abuse, alcohol/drug, eating disorders, family conflict, sexual orientation and identity issues, life transitions, low self-esteem, women’s issues, men’s issues, personal growth, relationships, sexual abuse, stress and trauma.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>MENTAL HEALTH/COUNSELING (continued)</b>		
<b>Centralized Assessment Team County of Orange</b>	203 E. Ball Road, Suite 200 Anaheim, CA 92805 <b>866-830-6011</b> <a href="http://ohealthinfo.com/behavioral/cat">ohealthinfo.com/behavioral/cat</a>	Responds to psychiatric emergency calls throughout Orange County: 24-hours a day, 7-days a week crisis mental health evaluation.
<b>Diamond Counseling Center</b>	4000 Birch Street, #203 Newport Beach, CA 92660 <b>949-757-0234</b> <a href="http://diamondcounseling.com">diamondcounseling.com</a>	Individual, couples, family and child therapy: depression, anxiety, stress, anger, crisis with divorce, abuse, trauma, addiction, grief, acculturation, unemployment, illness, difficulties with relationships, parenting, blended families, self-esteem issues and work-related problems.
<b>Family Assessment Counseling and Educational Services (FACES)</b>	721 W. Kimberly Ave. Placentia, CA 92870 <b>714-993-2237</b> <a href="http://facescal.org">facescal.org</a>	Provides grandparents support groups, parenting, anger management, teen anger management and co-operative parenting.
<b>Health Psychology Associates</b>	4482 Barranca Parkway #130 Irvine, CA 92604 <b>949-551-4272</b> <a href="http://ochpa.com">ochpa.com</a>	Individual, family and group therapy, treating childhood, adolescents and adults, marital/couples therapy, women's health and personal growth, coping with chronic health conditions: diabetes, obesity, heart disease, health and wellness seminars to promote healthier lifestyles and happier relationships.
<b>Jewish Federation and Family Service</b>	1 Federation Way Irvine, CA 92603 <b>949-435-3460</b> <a href="http://jfsoc.org">jfsoc.org</a>	Services include free family consultation, specialized referrals, respite assistance, educational services, legal workshops, support group services and multicultural services.
<b>Mariposa Women and Family Center</b>	812 W. Town and Country Road Orange, CA 92868-4712 <b>714-547-6494</b> <a href="http://mariposacenter.org">mariposacenter.org</a>	Women's domestic violence groups, women's depression support groups, women's sexual assault survivor support group, women's focus groups, focus on women's anger, men's support group, loss of an adult child, grief, teen grief group, grieving separation and divorce.
<b>Mental Health Association</b>	420 W. 19th Street Costa Mesa, CA 92627 <b>949-646-9227</b> <a href="http://mhaoc.org">mhaoc.org</a>	Provides a variety of services: outpatient, Social Security Income outreach, clubhouse, homeless services, back to work program, rep payee program. Community court full partnership and Project Together mentor program.
<b>National Alliance for Mental Illness</b>	1810 E. 17th Street Santa Ana, CA 92705 <b>714-544-8488</b> <a href="http://nami.org">nami.org</a>	Provides education to increase awareness of mental illness issues, offers acceptance treatment and teaches coping strategies for people with illness, their family members and health providers.
<b>Newport Community Counseling Center</b>	2200 San Joaquin Hills Road Newport Beach, CA 92660 <b>949-721-8079</b> <a href="http://newportccc.org">newportccc.org</a>	Women in transition, problem solving, self-esteem strategies, super parenting workshops, communication skills for families and couples in a positive environment.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>MENTAL HEALTH/COUNSELING (continued)</b>		
<b>Older Adult Services – County of Orange</b>	1540 E. First Street, Suite 100 Santa Ana, CA 92702 <b>714-972-3700</b> <i>ohealthinfo.com</i>	Recovery program for mentally ill individuals 60+ on Medi-Medi or without medical insurance. Services provided at client’s home or local community mental health clinic. Services include initial assessment, crisis intervention; recovery program for adults 60+ Medi-Medi or without insurance and Program for Assertive Treatment.
<b>Older Adult Support and Intervention Services (OASIS)-County of Orange</b>	<b>(714) 972-3700</b> <i>ohealthinfo.com/mhsa/fsp</i>	Designed to assist homeless older adults with mental illness experience recovery and stability. Program offers outreach and engagement services, mental health, nursing assessment, evaluation, mental health services including behavioral therapy, medication management and peer counseling.
<b>Pilgrimage Community Counseling Services, Inc.</b>	23201 Mill Creek Road #220 Laguna Hills, CA 92653 <b>949-460-5320</b> <i>pilgrimage-oc.org</i>	Counseling services provided for all ages.
<b>Substance Abuse Resources Team (START)-County of Orange</b>	P.O. Box 355 Santa Ana, CA 92702 <b>714-972-3700</b> <i>ohealthinfo.com/start</i>	Designed to assist older adults who are abusing alcohol or medications, and their family members, learn how to manage complex problems caused by substance abuse. Provides confidential consultation, home visits, one-to-one counseling, medication reviews, coordination with the client’s doctor, referrals to community agencies and other resources. Information about partial hospitalization services and treatment programs.
<b>Substance Abuse and Mental Health Service Administration</b>	<i>Dasis3.samhsa.gov</i>	A website which aids in locating drug and alcohol abuse treatment programs nationwide.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>MULTI-CULTURAL/SENIOR CLUBS</b>		
<b>Access California Services</b>	2180 W. Crescent Ave, Suite C Anaheim, CA 92801 <b>714-917-0440, 800-287-1332</b> <b><i>accesscal.org</i></b>	Assistance with forms and applications, referrals, parenting classes, English as a Second Language classes, health education classes, immigration services, tax preparation, interpretation and translation services, employment services, family support services for domestic violence and child welfare programs. All services are provided in English, Arabic, Spanish, Armenian, Farsi, Urdu, Pashto, and French.
<b>Association of Iranian American Seniors (NEDA)</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>iamsenior.org</i></b>	NEDA – Yesterday’s Iranian Generation is a non-profit, non-political, non-religious organization designed to promote interaction and friendship for Iranian elders in Irvine and its surrounding communities. It is open to persons age 55+. There is no membership fee to join. Evening gatherings are designed to offer working seniors an opportunity to participate. Daytime meetings are held at the Lakeview Senior Center every Thursday (except the 3rd Thursday of each month) from 2-4 p.m. Evening meetings are held at the Lakeview Senior Center on the 3rd Thursday from 5-9 p.m.
<b>Asian American Senior Citizens Service Center (AASCSC)</b>	850 N. Birch St. Santa Ana, CA 92701 <b>714-560-8877</b> <b><i>aascsc.org</i></b>	AASCSC is a non-profit organization that is dedicated to increasing the awareness of the needs of the Asian American elderly, assisting their access to essential health care and social services, and promoting dignified living in the community.
<b>Friends of Outreach</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <b><i>Irvineseniors.org</i></b>	An all-volunteer Irvine non-profit organization providing socialization and fundraising support for senior outreach programs.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>MULTI-CULTURAL/SENIOR CLUBS (continued)</b>		
<b>Irvine Evergreen Chinese Senior Association (IECSA)</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b>	A nonprofit organization that serves the Chinese elderly population in the Irvine vicinity by offering a broad spectrum of recreational, educational, and social activities designed to promote optimal health and successful aging on a monthly basis. Monthly meetings are held on the third Saturday of each month at the Lakeview Senior Center from 10 a.m. to 4:30 p.m.
<b>Irvine Korean Health Academy Program</b> (Rancho Senior Center)	3 Ethel Coplen Way Irvine, CA 92612 <b>949-724-6800</b> <i>khchoi3455@sbcglobal.net</i>	The Orange County Korean American Health Information and Education Center is a nonprofit organization that sponsors the Irvine Korean Healthy Academy Program for Irvine seniors. Weekly meetings are held on Mondays at Rancho Senior Center from 9-10 a.m.
<b>Irvine Multicultural Association</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900</b> <i>Irvineseniors.org</i>	A senior program at Lakeview Senior Center that works to promote harmony in the multicultural community of Irvine. Activities include multicultural films, monthly social events, international potluck suppers and English mentoring programs. Monthly socials are held on the 1st Wednesday of each month from 5-7:30 p.m. at the Lakeview Senior Center.
<b>Irvine Senior Travelers</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92604 <b>949-724-6900, 888-882-8714</b> <i>irvineseniors.org</i> <i>senior.travelers@yahoo.com</i>	Coordinates a variety of day and extended trips to meet the travel needs of seniors. Office hours provided at both Lakeview and Rancho Senior Centers.
<b>Orange County Asian Pacific Islander Community Alliances (OCAPICA)</b>	12900 Garden Grove Blvd., #A214 Garden Grove, CA 92843-2006 <b>714-636-9095</b> <i>www.ocapica.org</i>	Dedicated to enhancing the health, social and economic well-being of Asians and Pacific Islanders. Provides service, education, advocacy and research.
<b>Parsian Family Resource Center</b>	17155 Newhope Street, Suite C Fountain Valley, CA 92708 <b>714-444-2230</b> <i>parsianfrc.org</i>	A nonprofit organization working with the under-served minority communities of Southern California, to emphasize a successful transition to life in America. Services include immigration assistance, counseling, benefit and legal assistance.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>SUPPORT GROUPS</b>		
<b>Al-Anon Orange County</b>	12391 Lewis St., Suite 102 Garden Grove, CA 92840 <b>714-748-1113</b> <b><i>orangecountyalanon.org</i></b>	Provides support groups for family and friends of alcoholics.
<b>Cancer Support Group in Mandarin</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92704 <b>949-724-6926</b> <b><i>irvineseniors.org</i></b>	Bi-Monthly meetings are held on the 3rd Saturday 10 a.m.-12 p.m. Sponsored by Asian American Senior Citizens Service Center. Call to confirm dates.
<b>Caregiver Support Group</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92704 Irvine Adult Day Health <b>949-262-1123</b> <b><i>irvineadhs.org</i></b> <b><i>irvineseniors.org</i></b>	Meetings are held on the 2nd and 4th Wednesday of each month 3:30 p.m.-5 p.m. Sponsored by Irvine Adult Day Health Services.
<b>Diabetes Education and Support Group</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92704 Lakeview Senior Center <b>949-724-6926</b> <b><i>irvineseniors.org</i></b>	For individuals with Type 1 or Type 2 diabetes. Meetings held on the 4th Thursday of each month 1-2:30 p.m. Sponsored by Irvine Senior Services Outreach.
<b>Living with the Loss of a Spouse</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92704 Lakeview Senior Center <b>949-724-6924</b> <b><i>irvineseniors.org</i></b>	For people who have lost a spouse or significant other within the last 24 months. Meetings held on the 2nd Wednesday of each month: 1-2:30 p.m. Sponsored by Irvine Senior Services Outreach.
<b>Low Vision Support Group</b> (Lakeview Senior Center)	20 Lake Road Irvine, CA 92704 Lakeview Senior Center <b>949-724-6926</b> <b><i>irvineseniors.org</i></b>	Meetings held on the 4th Thursday of each month 10-11:30 a.m. Sponsored by the Braille Institute. For people with low vision and their families.
<b>Parkinson's Support Group</b> (Lakeview Senior Center)	20 Lake Road Irvine CA 92704 Lakeview Senior Center <b>949-724-6926</b> <b><i>irvineseniors.org</i></b>	For people with Parkinson's and their loved ones. Meetings held on the 3rd Wednesday of each month 10:30 a.m.-12:30 p.m. Sponsored by the National Parkinson's Foundation.
<b>St. Andrew's Presbyterian Church: A Grief Support Ministry</b>	600 St. Andrews Newport Beach, CA 92663 <b>949-631-2880</b> <b><i>sapres.org/support/grief</i></b>	The goal of this ministry is to help individuals understand the dimensions of grief and to help with the goal of an intimate relationship with Jesus Christ and the Holy Spirit. A six-week support group is offered at various times throughout the year.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>TRANSPORTATION</b>		
<b>AARP Driver Safety Course</b> (Rancho Senior Center)	3 Ethel Coplen Way, Irvine CA 92612 <b>949-724-6800</b> <a href="http://www.irvineseniors.org">www.irvineseniors.org</a>	Provides driver safety classes for adults age 55+.
<b>Age Well Senior Services</b>	24300 El Toro Road Suite A-2000 Laguna Woods, CA 92637 <b>949-855-9766, 949-855-8033</b> <a href="http://www.agewellseniorservices.org">www.agewellseniorservices.org</a>	Provides senior non-emergency medical transportation for ages 60+, along with Adult Day Health Care, Alzheimer's Social Day care, case management, home delivered and congregate meals in South Orange County.
<b>American Cancer Society – Orange County Chapter</b>	1940 E. Deere Avenue, Suite 100 Santa Ana, CA 92705 <b>949-261-9446</b> <a href="http://www.cancer.org">www.cancer.org</a>	Provides no-cost transportation to chemotherapy and medical appointments. Advanced notice required.
<b>City of Irvine - The iShuttle</b>	<b>949-724-6287</b> <a href="http://irvineshuttle.net">irvineshuttle.net</a>	Provides transportation services within the Irvine Business Complex connecting Tustin Metrolink Station to major employers, residential communities, and amenities, including the Irvine Spectrum and John Wayne Airport. Operates Monday through Friday from 5:30 a.m. to 8:30 a.m. and 2:00 p.m. to 7:00 p.m.
<b>City of Irvine - TRIPS Program</b>	6427 Oak Canyon Irvine, CA 92618 <b>949-724-7433</b> <a href="http://cityofirvine.org/cityhall/cs/trips/default.asp">cityofirvine.org/cityhall/cs/trips/default.asp</a>	Provides door-to-door accessible transportation to Irvine residents 18+ with permanent disabilities and senior citizens 65+ who can no longer drive. Wheelchair accessible. Service is limited to Irvine and adjacent cities. \$25 Initial (\$20 subsequent) annual registration fee plus \$1.90 per one-way ride to Irvine locations.
<b>Department of Motor Vehicles</b>	1330 E. 1st Street Santa Ana, CA 92701 <b>800-777-0133</b> <a href="http://www.dmv.ca.gov">www.dmv.ca.gov</a>	Provides drivers license, registration renewal and vehicle registration.
<b>Jewish Federation and Family Service – Silver Streak Senior Transportation</b>	1 Federation Way, Suite 210 Irvine, CA 92603 <b>949-435-3460</b> <a href="http://www.jfsoc.org">www.jfsoc.org</a>	Upon availability, provides three types of transportation: 1. Group Trips (for groups of 3-5): \$5 round trip anywhere in Orange County. 2. Taxi-Gelt costs are \$15 for 10 coupons. Participants must be 60+, must complete an application and be issued a Silver Streak Rider's card with an ID#. Participants must be unable to drive, must live in Orange County, and must travel inside Orange County. 24-hours in advance 877-232-8294. 3. Volunteer driver rides: requires a \$20 purchase for a book of 10 volunteer coupons. Each coupon entitles a rider to a one-way ride, 12 miles or less.

## Appendix E • Senior Resource Guide *Continued*

Agency	Contact Information	Program Description
<b>TRANSPORTATION (continued)</b>		
<b>Orange County Transit Authority – ACCESS (OCTA)</b>	550 S. Main St Orange, CA 92863 <b>714-560-5888, 877-628-2232</b> <b>octa.net</b>	Provides door-to-door and curb-to-curb service. Must apply. OCTA's shared ride services for physically and/or cognitively disabled adults who are unable to ride fixed route bus services. Applicants must meet the American with Disabilities Act eligibility criteria.
<b>Orange County Transit Authority Bus Service</b>	550 S. Main St Orange, CA 92863 <b>714-636-7433 ext. 2</b> <b>octa.net</b>	Provides fixed bus routes throughout Orange County.
<b>Safe Mobility for Seniors – Center for Injury Prevention</b>	<b>eldersafety.org</b>	Facilitates a collaborative, public health systems approach that increases the number of California seniors who remain safely mobile in their communities and are able to successfully age in place.
<b>Senior Non-Emergency Medical Transportation – Office on Aging</b>	1300 S. Grand Ave, Bldg B Santa Ana, CA 92705 <b>800-510-2020</b> <b>officeonaging.ocgov.com</b>	Must be at least 60+, an Orange County resident, must not be an Orange County Transit Authority Access client. Program is intended for non-emergency medical appointments.
<b>Senior Services Volunteer Transportation Program</b> (Lakeview Senior Center)	Keen Center for Senior Resources 20 Lake Road Irvine, CA 92604 <b>949-724-6926</b> <b>www.irvineseniors.org</b>	Provides no-charge transportation to and from medical appointments to individuals age 50+. Contributions to Friends of Outreach accepted. Advance notice is required and rides are limited to two times per month. Vehicles are not wheelchair accessible.

*Notes:*

# Appendix F • Preliminary Education Strategies

The Education Task Force (financial, insurance, legal, employment and advocacy) identified 11 potential strategies:

1. Increase awareness of educational opportunities through a centralized access to current information through various mediums (Internet, TV, and publications).
2. Provide educational information and support on financial, legal, insurance, employment and advocacy topics pertinent to older adults and their families.
3. Identify services that will move seniors from awareness to implementation of life planning activities.
4. Create linkages and partnerships with community agencies to address the financial and educational needs of seniors.
5. Educate individuals of all ages to plan for and make informed decisions about future long-term care needs.
6. Identify cost efficiencies and leverage resources to fund programs and share resources across sectors.
7. Provide volunteer opportunities supporting career transitions.
8. Encourage the development of efficient service models which use peer and other group strategies to increase access to education and service linkage.
9. Increase senior's access to already existing basic needs programs and services.
10. Identify and address barriers to economic stability and develop strategies to increase access to services (housing and medical costs).
11. Ensure the rights of older adults and prevent elder abuse, neglect and exploitation.

*Notes:*

# Appendix G • Affordable Housing Definitions

## Memo

To: Sheila Driscoll, Senior Services Superintendent  
From: Mark Asturias, Housing Manager   
Date: February 22, 2012  
Re: **State and Federal Definition of Affordable Housing**

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The Strategic Plan Task Force Committee asked for information on how “affordable housing” is defined. This memo updates the prior response to this request by providing 2012 information on State of California (State) and the Federal Government (HUD) determinations that are made to determine what is affordable housing. The Federal and State definitions both establish various income categories based on local median incomes. Income limits for all income categories are adjusted for household size.

The State has published six income limits as follows:

- Extremely low – making less than 30 percent of area median income
- Very low – making between 31 and 50 percent of area median income
- Lower – making between 51 and 80 percent of area median income
- Median – making 100 percent of area median income
- Moderate – making between 101 and 120 percent of area median income
- Above Moderate – making more than 121 percent of area median income

The Federal Department of Housing and Urban Development (HUD) establishes similar income limits, however, HUD selectively adjusts these limits so that the actual maximum value in the any income category may be greater or less than the true value.

Each year HUD and the State determine the median income for each county in California and then adjust the incomes based on household sizes. Income limits are used in the calculation to establish affordable rents by both HUD and the State. In 2012, the area median income for Orange County is \$85,300 and HUD and the State have established the income limits on the following page based on this median income number for each category above.

## Appendix G • Affordable Housing Definitions *Continued*

### Number of Persons in Household

Income Category	1 person	2 people	3 people	4 people
<b>Extremely Low</b>	20,250	23,150	26,050	28,900
<b>Very Low</b>	33,750	38,550	43,350	48,150
<b>Lower</b>	53,950	61,650	69,350	77,050
<b>Median</b>	59,700	68,250	76,750	85,300
<b>Moderate</b>	71,650	81,900	92,100	102,350
<b>Above Moderate</b>	+71,650	+81,900	+92,100	+102,350

Affordable rental housing costs are calculated differently by HUD and the State. HUD uses ratios to determine rents while the State uses percentages based on the number of bedrooms in a home and the number of people in the household. The following is the HUD HOME affordable rent limits for 2012 for the two HUD income categories of very low and low income

### HUD HOME Affordable Rents

	Studio	One – Bedroom	Two – Bedroom
<b>Affordable Rent Very Low</b>	\$843	\$903	\$1,083
<b>Affordable Rent Low</b>	\$1,076	\$1,154	\$1,387

HUD does not publish a HOME rent limit for Extremely Low or Moderate incomes as does the State of California. Above Moderate income are presumed to pay market rate rents. There are no posted rent levels for the Above Moderate income category by HUD or the State. Below are the State affordable rent limits for 2012 and as noted there is no rental rate for the above moderate income category.

### State of California Affordable Rents

2012

	Studio	One – Bedroom	Two – Bedroom
<b>Affordable Rent Extremely Low</b>	\$447	\$511	\$575
<b>Affordable Rent Very Low</b>	\$746	\$853	\$959
<b>Affordable Rent Lower</b>	\$895	\$1,023	\$1,151
<b>Affordable Rent Moderate</b>	\$1,641	\$1,876	\$2,110

# Appendix H • Preliminary Housing Strategies

The Housing Task Force identified eight preliminary strategies:

1. Enhance advocacy, education and outreach about older adult housing services through linkages and partnerships with community agencies, which address affordable housing needs with a focus on extremely-low and low-income seniors.
2. Enhance community awareness about older adult housing issues and needs.
3. Research Federal and local housing providers for replicable models for senior housing development (Veteran's Administration and United States Department of Housing and Urban Development).
4. Develop modes for advocacy for low-income seniors on meeting housing needs.
5. Work with affordable housing providers to evaluate wait list policies.
6. Develop resource and referral information on affordable Board and Care facilities in Irvine and the surrounding communities.
7. Enhance assistance programs to empower seniors to move from awareness to action in obtaining affordable senior housing.
8. Identify and create awareness about local emergency housing options for older adults.

*Notes:*

# Appendix I • Keen Center for Senior Resources

## **PURPOSE:**

To provide resources, information and support to Irvine residents, age 50 and older and their support persons. Multi-cultural, multi-lingual services are provided to assist seniors in maintaining independence, dignity and quality of life.

## **KEEN CENTER:**

- Located at Lakeview Senior Center, 20 Lake Road
- Program Hours:
  - Mondays-Thursdays, 9 a.m.-3 p.m.
  - Fridays, 9 a.m.-Noon
- Staffing includes Outreach Assistants and volunteer specialists
- Services are available in English, Mandarin and Korean, including:
  - Information giving
  - Referral options provided
  - Needs assessment
  - Problem-solving
  - Advocacy
  - Crisis Intervention
  - Follow-up

**SUPPORT GROUPS** are designed to assist in dealing with age-related physical, emotional and/or care-giving demands:

- Caring for an aging relative
- Cancer support (Mandarin)
- Compassionate Friends (loss of a child at any age)
- Diabetes
- Loss of a spouse
- Low vision
- Parkinson's

**ASSISTANCE PROGRAMS** include a variety of free consultation programs for older adults, offering one-on-one meetings with trained professionals, including:

- Adaptive telephone equipment
- Employment consultation
- Financial investment counseling

## **Appendix I • City of Irvine, Keen Center for Senior Resources** *Continued*

- Health assessment
- Health insurance counseling
- Hearing assessment
- Income tax preparation
- Job seeking information board
- Legal counseling
- Medical equipment loan out program
- Private caregiver resource book
- Shared housing information
- Veterans assistance

### **INFORMATION PACKETS AND RESOURCE GUIDES**

are available on the following topics:

- Alternative living
- Employment
- End of life planning
- Housing
- Hiring in-home help
- Long-term care planning
- Transportation

### **HEALTH AND SAFETY EDUCATION LECTURES**

include monthly lectures and educational series by professionals. Topics include:

- Chronic Illness Self Management
- Diabetes Management
- It's Your Estate/It's Your Money
- Pain Management

### **VOLUNTEER DRIVERS FOR MEDICAL APPOINTMENTS**

are coordinated through the Keen Center. Services provide transportation within Orange County at a maximum of two times per month.

**For more information call 949-724-6926 or visit  
[www.irvineseniors.org](http://www.irvineseniors.org)**

# Appendix J • Recreation Activities

## Lakeview Senior Center

Monday		Tuesday	
8 a.m. - 6 p.m.	Ping Pong	7:30 - 9:30 a.m.	Breakfast Club
8 a.m. - 6 p.m.	Senior Billiards	8 a.m. - 6 p.m.	Ping Pong
8 a.m. - 6 p.m.	Open Computer Lab (\$)	8 a.m. - 6 p.m.	Senior Billiards
8 a.m. - 9 a.m.	Walking Club	8 a.m. - 6 p.m.	Open Computer Lab (\$)
9 a.m. - 4:30 p.m.	Mah Jong	8 a.m. - 2 p.m.	Social Bridge
9 a.m. - 10 a.m.	Int. Chair Exercise*	9 a.m. - Noon	International Crafters
9:30 a.m. - Noon	<i>Legal Services</i>	9 - 11 a.m.	<i>Legal Aid</i>
10 - 11:30 a.m.	Health and Education	9 - 10 a.m.	Longevity Stick
10:30 a.m. - Noon	Country Line Dance*	9:30 a.m. - Noon	<i>HICAP (Korean)</i>
10:30 - 11:30 a.m.	Sing-A-Long	9:30 - 10:30 a.m.	Beginning Chair Exercise*
11 a.m. - 2 p.m.	Beginning Piano*	11:30 a.m. - 12:30 p.m.	Bingo Lessons
11:45 a.m. - 1 p.m.	Lunch Program	11:45 a.m. - 1 p.m.	Lunch Program
1 - 3:30 p.m.	Canasta	12:30 - 3 p.m.	Bingo (\$)
1:30 - 3 p.m.	Physical Fitness*	1 - 3 p.m.	<i>HICAP (Mandarin)</i>
2 - 5 p.m.	Chinese Brush Painting (\$)	2 - 4 p.m.	<i>Financial Invest. Counseling</i>
2 - 5 p.m.	Intermediate Piano*	2 - 6 p.m.	Open Games
4:30 - 5:30 p.m.	Zumba Gold	4:30 - 5:30 p.m.	Moving Meditation
4:30 - 6 p.m.	Open Games		

Wednesday		Thursday		Friday	
8 a.m. - 6 p.m.	Senior Billiards	8 a.m. - 6 p.m.	Senior Billiards	8 a.m. - 6 p.m.	Ping Pong
8 a.m. - 6 p.m.	Open Computer Lab (\$)	8 a.m. - 6 p.m.	Open Computer Lab (\$)	8 a.m. - 6 p.m.	Senior Billiards
8 - 9 a.m.	Walking Club	8 - 11 a.m.	Open Games	8 a.m. - 6 p.m.	Computer Lab (\$)
9 a.m. - Noon	Beginning Oil Painting*	8:30 a.m. - 1 p.m.	Floral Design (IAS)	8 - 9 a.m.	Walking Club
9 a.m. - 4:30 p.m.	Mah Jong	8:30 - 11 a.m.	<i>Health Screenings</i>	8:30 - 11 a.m.	<i>Health Screenings</i>
9 - 10 a.m.	Beginning Chair	9 - 10:30 a.m.	Country Line Dance*	9 a.m. - 4:30 p.m.	Mah Jong
9:30 a.m. - Noon	Exercise*	9:30 - 11 a.m.	Hearing Testing	9 - 10 a.m.	Chair Exercise*
10 - 11 a.m.	<i>HICAP</i>	10 - 11 a.m.	Longevity Stick	9 a.m. - Noon	Beg. Watercolor*
10:30 a.m. - 12:30 p.m.	An Hour In Your Day	11 a.m. - 1 p.m.	Geriatrics Practice	10 - 11 a.m.	Friendship Corner
10:30 a.m. - Noon	<i>Parkinson's Support</i>	11:45 a.m. - 1 p.m.	Lunch Program	10:30 a.m. - Noon	Line Dance*
11:45 a.m. - 1 p.m.	Pickleball (Outdoor)	Noon - 3:15 p.m.	Pinochle	10:30 a.m. - Noon	Pickleball
1 - 3:50 p.m.	Lunch Program	Noon - 1:30 p.m.	Joanie's Ragtimers	11 a.m. - 3:30 p.m.	Poker
1 - 2:30 p.m.	Creative Writing*	1 - 2:30 p.m.	Diabetes Education	11:45 a.m. - 1 p.m.	Lunch Program
1 - 2:30 pm.	<i>Legal Aid (Farsi)</i>	2 - 3:30 p.m.	Afternoon Tea (\$)	Noon - 3 p.m.	Int. Watercolor*
1:30 - 3 p.m.	<i>Living Loss of a Spouse</i>	2 - 4 p.m.	Tea Dance	2 - 3:30 p.m.	Yoga
3 - 5 p.m.	Physical Fitness*	2 - 4 p.m.	NEDA	3 - 5 p.m.	Virtual Sports
3:30 - 5 p.m.	Tai Chi (\$)	2 - 4 p.m.	<i>Financial Invest. Counseling</i>		
5 - 7:30 p.m.	<i>Caregivers Support</i>	5 - 9:30 p.m.	NEDA (\$)		
5 - 7:30 p.m.	IMA	6:30 - 8:30 p.m.	Travel Adventure Slide Show		

All courses listed with a (\*) are through Irvine Valley College.

All courses listed with a (\$) symbol are fee based.

Times and locations of programs may have changed. For most updated information, visit [www.irvineseniors.org](http://www.irvineseniors.org) or call 949-724-6900.

## Appendix J • Recreation Activities *Continued*

### Rancho Senior Center

Monday		Tuesday		Wednesday	
8 a.m. - 5 p.m.	Fitness Center Open (\$)	8 a.m. - 5 p.m.	Fitness Center Open (\$)	8 a.m. - 5 p.m.	Fitness Center (\$)
8:30 a.m. - Noon	Bridge Instruction	9 a.m. - Noon	Tap Dance with Marge*	9:30 - 11 a.m.	Yoga
9 a.m. - Noon	Irvine Korean Healthy Academy	9-10:30 a.m.	IMA English Mentoring	9:30 - 10:30 a.m.	Laughter Yoga*
9 a.m. - Noon	Choral Ensemble*	9:30-11:20 a.m.	International Discussion	10 - 11:20 a.m.	Dayan Qigong*
10 - 11 a.m.	Longevity Stick	11:15 a.m. - 12:35 p.m.	Yoga Stretching*	11 a.m. - 3:30 p.m.	Duplicate Bridge
Noon - 3 p.m.	Beginning Photography*	Noon - 4 p.m.	Intermediate Bridge	1 - 5 p.m.	Ping Pong
1 - 5 p.m.	Ping Pong	1 - 4 p.m.	Scrabble	3:15 - 5:05 p.m.	US Political Issues*
1 - 4 p.m.	Film Genres*	1 - 2:30 p.m.	Physical Fitness*		
		2:30 - 4 p.m.	Aerobic Strength & Pilates*		

Thursday		Friday	
8 a.m. - 5 p.m.	Fitness Center Open (\$)	8 a.m. - 5 p.m.	Fitness Center Open
8 a.m. - Noon	Ping Pong	8 a.m. - Noon	Driver Safety (\$)
8 - 9 a.m.	Steppin' Out at RSC (Jog/Walk)	9 - 11:50 a.m.	Beading*
9 - 10:30 a.m.	Steppin' Out at RSC (Walking)	9 - 10:30 a.m.	Yoga
9:30 - 11 a.m.	Writing Club	11 a.m. - 1 p.m.	Chess
10 a.m. - 2 p.m.	Duplicate Bridge	11:30 a.m. - 1:30 p.m.	Art History*
10 a.m. - Noon	Rancho Movie Screening	Noon - 4 p.m.	Canasta
Noon - 1:30 p.m.	Aerobic Strength and Pilates*	1 - 4:15 p.m.	Poker
1 - 2:30 p.m.	Physical Fitness*	1 - 2:30 p.m.	Pilates*
1 - 2 p.m.	Hatha Yoga	1:30 - 3 p.m.	Yoga/Mat Pilates*
		3 - 5 p.m.	Open Dance Studio

All courses listed with a (\*) are through Irvine Valley College.

All courses listed with a (\$) symbol are fee based.

Times and locations of programs may change. For most updated information, visit [www.irvineseniors.org](http://www.irvineseniors.org) or call 949-724-6800.



# City of Irvine Senior Services

For information on program and services, contact Lakeview and/or Rancho Senior Centers, or visit us online at [www.irvineseniors.org](http://www.irvineseniors.org).

## **Lakeview Senior Center**

20 Lake Road  
Irvine, CA 92604  
949-724-6690

## **Rancho Senior Center**

3 Ethel Coplen Way  
Irvine, CA 92612  
949-724-6680