



A G E N D A

Orange County Older Adults Advisory Commission

Friday, October 10, 2025

9:30 A.M.

www.officeonaging.ocgov.com

Location:

Easterseals

1063 McGaw Ave, Suite 100

Irvine CA 92614

****In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting should notify the Orange County Community Service office 72 hours prior to the meeting at (714) 480-6450****

The Orange County Older Adults Advisory Commission shall not hold a meeting unless the number of members participating constitutes a quorum of the Commission.

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing in the agenda. Members of the public who wish to speak on an item(s) may complete a Speaker Request Form(s) identifying the items prior to the beginning of the meeting. To speak on a matter not appearing on the agenda, but under the jurisdiction of this Commission, you may do so during Public Comments. Commission members may not discuss or take action on issues raised during public comment unless the issue is listed in this agenda. Speaker request forms must be completed prior to the beginning of the meeting, the reading of the individual agenda items and/or the beginning of Public Comments. When addressing the Commission, please state your name and place of residence for the record prior to providing your comments. Address the Commission as a whole, through the Chair. Comments to individual Members or staff are not permitted. Speakers are limited to three (3) minutes.

Materials/handouts can be accessed up to 72 hours in advance of the meeting by visiting <http://www.occommunityservices.org/>. or calling (714) 480-6450.

1. CALL TO ORDER: Chair, Crystal Miles
2. INSPIRATION: Commissioner, Jackie Kim
3. PLEDGE OF ALLEGIANCE: Commissioner, Jackie Kim
4. ROLL CALL: County Staff
5. PUBLIC COMMENTS
At this time, members of the public may address the Commission regarding any items within the subject jurisdiction, provided that no action is taken on off-agenda items unless authorized by law. (Comments shall be limited to three (3) minutes, unless the Chair pre-identifies a different time at the start of meeting for all public speakers).
6. INTRODUCTIONS: Chair, Crystal Miles
7. PRESENTATION:

OCSSA Programs and Services
Loreen Montagnon, Community Engagement Manager
Ahmed Haidary, Community Engagement Supervisor
The County of Orange Social Services Agency
8. DISCUSSION ITEMS:
 - A. OAAC Volunteers for OC Cares MPA Initiatives
 - B. C4A Attendance Update
 - C. Senior Center Liaison Purpose and Role
 - D. Senior Center Liaison Topics:
 - i. Does your senior or community center have an advisory board?
 - ii. What resources are available at your center to support the upcoming Medicare Open Enrollment period?
 - E. Formation of ad hoc committee to review and update OAAC Goals and Objectives for calendar years 2026 and 2027.
9. SENIOR CENTER AND CITY LIAISON UPDATES: All Commission Members
10. CHAIR REPORT: Chair, Crystal Miles
11. OC OFFICE ON AGING UPDATES: Claudia Harris, Director, Office on Aging
12. ANNOUNCEMENTS: All Commission Members
13. ADJOURNMENT

Next OAAC Full Commission Meeting

November 14, 2025 – 9:30 a.m.

OAAC Executive Committee

November 21, 2025 – 9:30 a.m.

DISCLAIMER: No member of OAAC shall sign a letter or make a statement purported to represent the position of OAAC as a body. Letters or verbal statements of support or opposition on any issue shall only be made or signed by the Chair of OAAC and shall be submitted to the Commission for pre-approval. The policy of the Board of Supervisors does not allow OAAC or its Chair to sign a letter of position on any matters pertaining to legislation. OAAC members may write personal letters or speak as individuals stating personal positions but may not do so as representing the position or opinion of OAAC or the County of Orange.





Orange County Social Services Agency Programs and Services

*Content included in this presentation is at a point in time and is subject to change

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Speakers



Loreen Montagnon
Community Engagement Manager



Ahmed Haidary
Community Engagement Supervisor

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Medi-Cal

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Medi-Cal Program

-  Applications Accepted Year-Round
 - Apply online, by mail, phone, or in person
-  Eligibility Factors
 - California Residency
 - Tax Filing Status
 - Household Income




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Medi-Cal: Essential Health Benefits

Medi-Cal provides a comprehensive set of Essential Health Benefits, which include:

- Outpatient Services (e.g., doctor's visits)
- **Emergency Services**
- **Hospitalization**
- **Maternity, Postpartum and Newborn Care**
- Mental Health Services
- Substance Use Disorder Services (e.g., treatment for drug or alcohol addiction)
- Prescription Drugs (Medi-Cal Rx)
- Laboratory Services (e.g., blood tests)
- Physical Therapy
- Preventive and Wellness Services
- In-Home and Long-Term Services
- Dental Services
- Vision Services

*Restricted Scope Medi-Cal services highlighted in red

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Medi-Cal Enrollment & Plan Administration

🍊 Eligibility Determination

- Orange County Social Services Agency determines Medi-Cal eligibility

🍊 Once approved, health coverage is managed by:

- CalOptima Health
- Kaiser Foundation Health Plan



🍊 Initial Enrollment Process

- New beneficiaries are first enrolled in fee-for-service Medi-Cal (also known as Straight Medi-Cal)
- Clients will remain in fee-for-service until assigned to or select a managed care plan (CalOptima or Kaiser)

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Medi-Cal Program Updates

🍊 Reinstatement of Asset Limits

- Currently, property and other assets are not required for all Medi-Cal programs
- Effective January 1, 2026 asset limits will be reinstated and clients will need to provide verification during the application process and at annual renewals to determine eligibility

🍊 Eligibility for Full-Scope Medi-Cal

- Until December 31, 2025: All income-eligible individuals qualify regardless of immigration status
- Effective January 1, 2026: New applicants must have satisfactory immigration status to receive full-scope Medi-Cal

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OC Social Services Agency
Our Community. Our Commitment.



CalFresh

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CalFresh Program

- 🍊 CalFresh provides monthly food assistance to low-income individuals and families through an easy-to-use Electronic Benefit Transfer (EBT) card
- 🍊 To qualify, applicants must:
 - Be a resident of Orange County
 - Be a U.S. citizen or an eligible non-citizen
 - Meet income guidelines based on household size
- 🍊 Maximum monthly benefit: \$298/month (household of one)



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What Can Be Purchased with CalFresh?

Eligible Items:

- Fruits and vegetables
- Meat, poultry and fish
- Dairy products
- Frozen foods
- Snack food (including candy and soda)
- Seeds or plants to grow food at home

Ineligible Items:

- Hot foods (ready-to-eat in-store)
- Alcoholic beverages or tobacco
- Vitamins, supplements and medicines
- Pet food
- Non-food items (e.g., cleaning supplies, toiletries)

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| <h1>How to Apply?</h1>  |  |  |  |
|--|---|---|---|
| <p>ONLINE:</p> <p>Individuals/families may apply online at www.BenefitsCal.com</p> | <p>BY PHONE:</p> <p>Call the SSA Call Center at (800) 281-9799</p> <p>Hours of Operation: Monday – Friday 7:30 a.m. – 5 p.m.</p> | <p>IN PERSON:</p> <p>At select SSA locations Monday – Friday 8 a.m. – 5 p.m.</p> | <p>BY FAX:</p> <p>Medi-Cal and CalFresh applications to (714) 645-3489</p> |

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In-Home Supportive Services

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In-Home Supportive Services (IHSS) Program

- 🍊 IHSS provides in-home help for people who are aged, blind, or disabled, so they can live safely at home instead of in a care facility
- 🍊 Applicants must:
 - Live in California
 - Be 65 or older, blind, or disabled
 - Be Medi-Cal eligible
 - Reside in their own home (not a facility)
 - Submit a health care certification form completed by a licensed medical provider
 - Complete a home visit and needs assessment

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What is covered under IHSS?

Examples of Covered Services

- 🍊 Domestic and Related Tasks
 - Housekeeping
 - Grocery shopping and errands
 - Laundry
 - Meal preparation and clean-up
- 🍊 Personal Care tasks
 - Bathing
 - Bowel and bladder care
 - Medication assistance
 - Dressing and feeding
 - Ambulation (help with walking)
- 🍊 Protective Supervision

Examples of What's Not Covered

- Pet or Plant care
- Writing checks or paying bills
- Cleaning garages or doing care repairs
- Social visits or companionship
- Accompaniment to church or social events

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Choosing a Provider



Recipients may choose a family member, friend, or qualified individual



Multiple providers may be selected if needed



All providers must meet eligibility and background check requirements

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How to Apply?



ONLINE:

www.ssa.ocgov.com/IHSS/Apply
IHSSapplications@ssa.ocgov.com

[SSA Submit](#) online portal
 allows clients to upload
 document/verifications



BY PHONE:

(714) 825-3000
 Hours of Operation:
 Monday – Friday
 8:00 a.m. – 5 p.m.



IN PERSON:

2020 W. Walnut Street
 Santa Ana, CA 92703
 Hours of Operation:
 Monday – Friday
 8:00 a.m. – 5 p.m.



BY FAX:

(714) 825-3001

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Adult Protective Services

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Adult Protective Services (APS) Program

- 🍊 Investigates reports of:
 - Abuse, neglect (including self-neglect), and exploitation
 - Involving elder adults (60+) and dependent adults (18–59) with physical or mental impairments
- 🍊 Client Rights
 - Right to self-determination
 - May withdraw consent for APS services at any time
 - **APS services are voluntary**

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Adult Protective Services (APS) Program

- 🍊 Receive and Respond to Reports
 - APS must take reports of suspected abuse, neglect, or exploitation involving elders and dependent adults
- 🍊 Investigate Allegations
- 🍊 Arrange Services
 - Link clients to community resources to support safety, stop abuse and ensure long-term support
- 🍊 Protect Rights and Promote Self-Sufficiency
 - Services are tailored to each individual's unique situation and only provided with their consent whenever possible

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Who is Served by APS?

- 🍊 Elder Adult
 - California resident
 - Age 60 or older
- 🍊 Dependent Adult
 - California resident
 - Ages 18–59
 - Diminished physical or mental limitations due to age
 - Unable to protect their own rights

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Submitting an APS Report

- 🍊 If you become aware of an alleged incident involving:
 - Abuse
 - Neglect
 - Exploitation
- 🍊 Assess the situation
- 🍊 Determine if immediate protection is needed
 - If so, call 911 or local law enforcement
 - Otherwise, call the APS Hotline at (800) 451-5155

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Collaboration and Engagement

- 🍊 County Nutrition Action Plan:
 - Workgroup developed an educational video promoting CalFresh awareness
- 🍊 Office on Aging:
 - Trainings and presentations
 - Participation in health and resource fairs
 - Cross referrals
- 🍊 Established relationships with key community organizations:
 - Meals on Wheels Orange County
 - Alzheimer's Orange County
 - Dayle McIntosh Center
 - 211
 - Abrazar

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Questions & Answers



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For more information, please visit: ssa.ocgov.com

SSA Outreach Inbox: ssaoutreach@ssa.ocgov.com

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Medicare Open Enrollment

October 15 — December 7



It's Time to Review Your Health and Drug Plan Options for 2026

HICAP Can Help You:

- ▶ Understand your health care choices
- ▶ Compare and analyze plans
- ▶ Identify potential cost savings

SCHEDULE YOUR APPOINTMENT TODAY

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 **(714) 560-0424 / (800) 434-0222**
www.coasc.org/hicapaep

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a Program of Council on Aging



SHIP

State Health Insurance
Assistance Program

Navigating Medicare

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