



A G E N D A

Orange County Older Adults Advisory Commission

Friday, June 12, 2026

9:30 A.M.

www.officeonaging.ocgov.com

Location:

County Operations Data Center
Main Conference Room
1400 S. Grand Ave.
Santa Ana CA 92705

****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 on 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 on 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, Rachel Owens
2. INSPIRATION: Commissioner, Elizabeth Busick
3. PLEDGE OF ALLEGIANCE: Commissioner, Dave Wheeler
4. ROLL CALL: Secretary, Ken Higman
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, Rachel Owens
7. PRESENTATIONS:

UCI Senior Health Care Center

Sonia Sehgal, Medical Director

Geriatrics

UCI Health

8. DISCUSSION ITEMS:
 - A. Housing Security Ad-Hoc Committee Updates
 - B. California Senior Legislature Updates
9. ACTION ITEMS:
 - A. 2026 OAAC METRICS REPORT
Recommendation: Discuss and adopt the 2026 OAAC Metrics Report as the standardized metrics report for annual reporting purposes.
10. OC OFFICE ON AGING UPDATES: Claudia Harris, Director, Strategic Initiatives – Aging Services
11. CHAIR REPORT: Chair, Rachel Owens
12. SENIOR CENTER AND CITY LIAISON UPDATES: All Commission Members
13. ANNOUNCEMENTS: All Commission Members
14. ADJOURNMENT:

Next OAAC Full Commission Meeting

August 14, 2026 – 9:30 a.m.

OAAC Executive Committee

June 26, 2026 – 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.

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1300 South Grand Avenue, Building B, Santa Ana, CA 92705

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Phone: (714) 480-2801 ♦ Fax: (714) 567-5021

2026-2027 GOAL METRICS

General Metric Prerequisites for Goals

METRIC 1: Obtain list of all Senior Centers, including addresses, establish contacts at each Senior Center, determine who owns center, weekly average visitors, number of staff members, hours and days of operation, services, and source of operating revenue.

SOURCE(S):

- Senior Centers and addresses – Office on Aging Area Plan Update
 - available at: <https://www.officeonaging.ocgov.com/resources/area-plan>
- Establish contacts at each Senior Center, remainder from center contact – Assigned Commissioner (OAAC)

FREQUENCY: Annually

MONITORING FREQUENCY: Semi-annually

KEY PERFORMANCE INDICATORS: Fail <94%, Success =100%

COLLECTOR: OAAC Secretary or OAAC “Data Coordinator”

MONITORING/ANALYSIS: OAAC Secretary or OAAC “Data Coordinator”

FEEDBACK TO: OAAC (others if requested)

METRIC 2: Assign Commissioner to each Senior Center.

SOURCE(S):

- Chair or
- Volunteer Commissioner (Executive Committee requests volunteers)

FREQUENCY: Semi-annually

MONITORING FREQUENCY: Semi-annually

KEY PERFORMANCE INDICATORS: Fail <90%, Success =100%

Executive Board

Rachel Owens, Chair ♦ Howard Hart, Vice-Chair ♦ Ken Higman, Secretary ♦ Crystal Miles, Past Chair
♦ Sandy Stang, Member-at-Large ♦ William Wong, Member-at-Large ♦ Amina Sen-Matthews, Member-at-Large

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ANALYSIS: OAAC Secretary or OAAC “Data Coordinator”

FEEDBACK TO: OAAC

METRIC 3: Commissioner’s Senior Center Contacts (meetings on regular schedule of monthly). Other venues may be included – see METRIC NOTE below.

SOURCE(S):

- Commissioners (input from contacts at Senior Centers)
- OAAC Monthly Volunteer Service Hours Form (add section to indicate number of contacts and Senior Center)

FREQUENCY: Monthly

MONITORING FREQUENCY: Monthly

KEY PERFORMANCE INDICATORS: Fail <70%, Success >90%

COLLECTOR: OAAC Secretary or OAAC “Data Coordinator”

ANALYSIS: OAAC Secretary or OAAC “Data Coordinator”

FEEDBACK TO: OAAC

METRIC 4: Growth in utilization of OoA services and growth of social media engagement including the OoA newsletter.

SOURCE(S):

- Information & Assistance Call Center call volume and types of service requests- Office on Aging (OoA) Newsletter
 - Available at <https://www.officeonaging.ocgov.com/>
- Growth of followers or “hits” to Office on Aging social media accounts- Office on Aging
 - OoA report out
- Growth of OoA newsletter subscribers and events content submissions- Office on Aging

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- OoA report out

FREQUENCY: Semi-Annual

MONITORING FREQUENCY: Semi-Annual

KEY PERFORMANCE INDICATORS: % of growth in social media engagement

COLLECTOR: OoA

ANALYSIS: OoA

FEEDBACK TO: OAAC

Goal 2 c to generic goal “...RFP...”

METRIC 5: Volunteer Commissioner(s) participation in RFP evaluation panels

SOURCE(S):

- RFPs evaluation panel opportunities-Office on Aging
- Evaluation Panels-Commissioners

FREQUENCY: as needed

COLLECTOR: OoA

ANALYSIS: OAAC Secretary or OAAC “Data Coordinator”

FEEDBACK TO: OAAC and others as appropriate per RFP.

METRIC 6 (Placeholder): Obtain updates from California Senior Legislature on issues affecting older adults.

SOURCE: California Senior Legislature

FREQUENCY: Monthly

COLLECTOR: OAAC, California Senior Legislature Chair or designee

ANALYSIS: OAAC “Data Coordinator” or California Senior Legislature Chair/designee

FEEDBACK TO: OAAC and Senior Centers (etc.)

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METRIC Note: Repeat Metrics 1, 2, 3, and 4 as appropriate, through contact with other venues to promote senior services (add community centers, public senior events, City Council Meetings, libraries, non-profits, faith-based groups, fitness centers, etc. as our scope increases).

COORDINATION

1. OAAC (Secretary or Data Coordinator)
2. OoA
3. Senior Centers (etc.)
4. Create initial metrics to be reviewed for appropriateness at 6-month intervals to allow dynamic corrections.

TABLE

GOAL	METRIC
General Goals	1, 2, 3, 4, 5, and 6
1.a.	4,6
1.b.i.	4
1.b.ii	4
1.b.iii	1, 2, 3 and 4
1.b.iv	4
2.a.i	Executive Committee Requested Hold
2.a.ii	Executive Committee Requested Hold
2.a.iii	Executive Committee Requested Hold
2.b	Executive Committee Requested Hold
2.c	5

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