OC Community Services

OFFICE ON AGING
ORANGE COUNTY

A G E N D A

Orange County Older Adults Advisory Commission

Friday, January 9, 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, Amina Sen-Matthews

3. PLEDGE OF ALLEGIANCE: Commissioner, Amina Sen-Matthews

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:

   OC Cares: Master Plan for Aging Update

   Liz Guillen-Merchant, Assistant Deputy Chief Operating Officer
   Chrislyn Nefas-Ferencz, Data Analytics Senior Manager
   County of Orange, Chief Executive Office

8. DISCUSSION ITEMS:
   A. 2026-2027 OAAC Goals and Objectives Ad-Hoc Committee Updates
   B. Senior Center Liaison Topic:
      i. Does your Senior/Community Center have upcoming resource fairs or special events in the next three months? If yes, please share an electronic copy of event flyer or link.

9. ACTION ITEMS:
   A. 2025 OAAC Annual Report
   Recommendation: Discuss, adopt, and present the 2025 OAAC Annual Report to the Orange County Board of Supervisors.

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
February 13, 2026 – 9:30 a.m.

OAAC Executive Committee
January 23, 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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Orange County Older Adults Advisory Commission
2025 Report

Executive Summary

The Orange County Older Adult Advisory Commission (OAAC) made considerable progress in 2025. An energetic and dedicated group of Commissioners continued to advance the 2024-2025 Goals and Objectives (see attachment), which recommend that the County of Orange view older adults through an age-inclusive lens across all services.
Our primary initiatives this year emphasized strategic alignment between community partners and the Office on Aging, strengthened outreach, facilitated engagement, and built partnerships. This approach delivered tangible results and collaboration in promoting the well-being of older adults countywide and facilitating the relationships between county partners and the Office on Aging.
We continue to advocate for the County to plan and fund a comprehensive outreach campaign so that all residents, whether seeking support for themselves or as caregivers, know exactly where to turn for help and continue with the momentum established this year.

Commission Overview

OAAC advises the Orange County Board of Supervisors and the OC Office on Aging on matters affecting older adults in Orange County. The Commission consists of up to forty volunteer citizens, including local elected officials, representatives of health care and supportive service provider organizations, people with leadership experience, and the public. The Commission also has an Executive Committee.

Key Activities and Accomplishments

This year, the Orange County Older Adults Advisory Commission (OAAC) advanced its 2024–2025 goals by strengthening outreach and building partnerships within and amongst County agencies and special districts.

- Commissioners advocated for a countywide outreach campaign to ensure residents know how to access Office on Aging services and with assistance from CEO's office, had a first ever digital ad that ran at John Wayne Airport in Baggage Claim Digital Network monitors from October 20-27th 2025 with potential future John Wayne Airport campaign considerations pending.
- OAAC now receives and disseminates monthly newsletters, from the Office on Aging, highlighting resources, programs, and services.
- Advocated for info blasts to recap presentations from aging organizations, ensuring consistent communication with senior centers and community stakeholders.
- Commissioners conduct monthly senior center outreach, sharing successes and identifying needs.

Executive Board
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- Advocated for updated marketing materials to improve visibility of services through an updated OoA brochure. *(OC Office on Aging-Brochure)*
- Positioning Orange County to pivot toward becoming an officially recognized Age-Friendly County, aligning with California's Master Plan for Aging with eight (8) OAAC commissioners contributing to the County's MPA priority initiatives through MPA Action Teams' participation.
- The OAAC Executive Committee adopted a consultative model that brings public-sector subject matter experts into executive meetings to share how their agencies inform older adults about available programs. This approach strengthens interdisciplinary communication and creates mutual benefit by enabling both the Office on Aging and public entities to collaborate more effectively and align their outreach effort.
- Developed standardized questions for County Agency experts and public-sector- partners to determine Areas of Concern and/or to better serve OC Older Adults within their respective jurisdictions (see attachment).
- A major milestone in progress, with support from the CEO's office and the Office on Aging, promoting its brochure and call center through County department webpages and related platforms.
- Contributed to the OoA FY2025-2026 Area Plan Update specifically to Goal 2: Coordinate Services & Strengthen Partnerships.
- Continued Information Access: Promote and identify older adult and caregiver services within the community with an emphasis on the No Wrong Door System.
- Increased commission membership with proactive approaches to filling vacant seats.

OAAC was pleased to meet and collaborate with both the office of the CEO and OCCR Director and staff, to facilitate many of these activities and accomplishments.

Stakeholder Engagement

OAAC convened ten (10) general meetings, nine (9) executive committee meetings and one (1) Master Plan for Aging workshop in 2025. Meetings were aligned with our 2024-2025 goals and objectives, including guest speakers from community agencies on Information Access, Aging in Place and Transportation Access. Commissioner and stakeholder feedback is essential to ensuring the OC Master Plan reflects the real needs of our community and helps shape a better future for older adults in Orange County.
Engagement also occurred at the executive level with in-service training to the OoA's Information Assistance and Call Center to better position the Office on Aging to maximize its ability to be a strategic leader and convener while positioning itself to connect older adults with essential public utility and special district support collaboration.

Commissioners act as liaisons to Orange County senior centers, sharing updates and gathering feedback on resources and needs from staff and participants. We actively disseminate information through

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various channels, including in-person and electronic means. Thanks to our advocacy efforts, the Office on Aging now provides us with monthly newsletters that highlight valuable resources, programs, and services. Additionally, an info blast is shared to recap presentations from various aging organizations and partners conducted during our general meeting.

Challenges and Opportunities
The OAAC Chair, Vice Chair and another executive committee member attended the 2025 California Association of Area Agencies on Aging (C4A) conference which reinforced the need for coordinated statewide action to sustain aging services, strengthen the workforce, and protect vulnerable populations. We learned that stronger advocacy to protect older adults' ability to age with dignity and enhanced funding for programs to age in place is needed to improve outcomes for all Orange County older adults.

Orange County CEO Office released the OC Cares: Master Plan for Aging Report with contributions by OC OAAC *(Master Plan for Aging | OC Office on Aging)* which focused on three (3) priority initiatives and can set the tone for Orange County becoming an Age Friendly County by taking the next step and applying to the AARP Age-Friendly Communities Program *(AARP Network of Age-Friendly States and Communities)*. This would also strengthen alignment with the California's Maser Plan for Aging and perhaps support grant eligibility.

Transportation remains a persistent challenge with OAAC prioritizing awareness and access to transportation programs in 2026. Transportation issues include limited senior-friendly transit options, geographic gaps in service, and difficulty navigating paratransit systems.

OAAC also faces the challenge of promoting and elevating services that will ensure older adults can remain safe in their homes or preferred place of residence. With rising housing costs for utilities, property taxes, maintenance and daily expenses, staying independent can be challenging. Adopting some version of the Home Sharing programs in other Counties could be a practical solution.
OAAC is eager to continue to push for continued public service campaigns to substantially increase our citizens' awareness of the Office on Aging Information and Assistance Call Center, and online resources such as the OC Navigator and the OC Senior Resources mobile app.

Recommendation for 2026
Looking ahead to 2026, we ask the Board of Supervisors to examine the organizational placement of the Office on Aging to support a more streamlined and fully aligned structure for all County aging services. Strengthening this framework will ensure the Office on Aging has the authority and capacity to convene partners and lead Orange County toward becoming an Age-Friendly County for current and future generations.

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Conclusion
OAAC is looking forward to continuing to be a trusted advisory commission to the Board of Supervisors and Office on Aging in 2026.

The commission's significant value and impact are demonstrated by the ____ volunteer hours contributed by our commissioners.

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Creating an Age-Friendly Orange County

2024-2025 Goals and Objectives

1. **Information Access: Promote and identify older adult and caregiver services within the community with an emphasis on the No Wrong Door System.**
    a. Collaborate with the OoA to assist with identifying marketing materials that support bringing awareness to older adult services and programs to senior centers.
        i. Provide marketing materials to each senior center.
        ii. Provide marketing materials to each City Hall.
        iii. Provide marketing materials to County Supervisor.
        iv. Provide marketing materials to State elected officials.
    b. Promote Office on Aging's Monthly Newsletter.
    c. Expand outreach opportunities to older adult residents through senior center collaborations.
        i. Develop a two-way communication between the commission and the senior center and its participants through OAAC's liaisons.
        ii. Conducting in-person presentations on aging services and programs via Office on Aging marketing materials.
2. **Aging in Place: Promote services and programs that support older adults to remain safer in their home or desired place of residence.**
    a. Identify resources for financial assistance.
    b. Identify resources to assist caregivers caring for older adults.
    c. Participate in aging services RFP evaluation panels to provide input on aging services contracted through the Office on Aging.
    d. Recommend and support the County to consider applying for the Age-Friendly Network.
3. **Transportation Access Programs: Bring awareness to transportation resources and accessing services.**

Desirable Resources:

1. Office on Aging
    a. Revise revamp information access brochure
    b. Create a PowerPoint presentation to use in senior centers.
    c. Identify databases with older adults that can be used to expand current distribution lists.
2. Board of Supervisors
    a. Public Service Campaign

Executive Board

Meredith Chillemi, Chair ♦ Crystal Miles, Vice-Chair ♦ Dave Tetzlaff, Secretary ♦ Gene Hernandez, Past Chair ♦ Sandy Stang, Member-at-Large ♦ Charlene Ashendorf, Member-at-Large ♦ Rachel Owens, Member-at- Large

Questions for County Agencies to determine Areas of Concern and/or to better serve OC Older Adults

Thank you for taking the time to engage with this questionnaire. We aim to better understand how your agency serves older adults in Orange County and identify areas where support, collaboration, or new initiatives could make a meaningful difference. The following questions are designed to gather insights into your programs, accessibility, communication, and success metrics to ensure that older adults and their caregivers receive the best possible services. Your input is valuable in shaping strategies that address the unique needs and challenges of our aging community.

1. **General Services**:
    - What programs or services do you offer specifically for older adults?
    - Do you have resources for caregivers of older adults?
2. **Eligibility**:
    - Are there age or income requirements to qualify for your services?
    - Do you assist individuals with disabilities or specific health conditions?
3. **Contact and Accessibility**:
    - How can older adults or their families get in touch with your agency?
    - Are your services available online, in-person, or through home visits?
    - If an agent is in the home and identifies an issue with the older adult that may require assistance outside of the jurisdiction of your agency, how do they handle that? What do they do?
4. **What kind of Communication Barriers do you see and how do you address that?**
    - Difficulty hearing or understanding due to age-related hearing loss or cognitive decline. Confusion with technical terms or processes?
    - Are your materials, websites, and communication channels senior-friendly (e.g., large print, plain language, and clear instructions)?
5. **Do you your employees Access Information on the OoA Website**?
6. **How do you Engage Directly with Older Adults**:
    - Do you host community meetings, focus groups, or surveys specifically designed for older adults to gather firsthand feedback.
    - What challenges do you find when you try to do specific outreach?
7. **Do you Track Feedback and Complaints**:
    - How does the agency track and respond to complaints or suggestions from older adults.
8. **What kind of Success Metrics do you employ**:
    - How do you measure the impact of your services on older adults (e.g., through satisfaction surveys or usage data)?