



This is where to find it ...

And here is how it works ...

**2023 OC OLDER ADULT**

**BEHAVIORAL HEALTH RESOURCE GUIDE**





## ORANGE COUNTY OLDER ADULT (55+) MENTAL HEALTH RESOURCE GUIDE



### **PREFACE**

This Older Adult Mental Health Resource Guide for Orange County, California is intended to be as comprehensive and up to date as possible to enable professionals, consumers, providers, family members, and the general public to locate the needed services or programs and be able to access assistance as necessary.

Orange County older adults are not generic in any way. Because of the extraordinarily diverse number of ethnicities, languages and cultures that make up the population in the OC, older adults do not conform to many of the same ‘norms’ that other Counties in the United States may exhibit. And, older adults in general cannot simply be lumped together in one exceedingly universal category (i.e., Older Adult / Senior / Geriatric / Elderly) either. Typically, older adults cannot be categorized by age. Older adults are often best identified by utilizing headings such as Active Older Adults; Aging Older Adults; and Frail Elderly Older Adults with no age numbers attached to those headings. And the needs, treatment and services that a senior may have at one point in their life, is likely to change over time.

It is only in the recent past that we have begun to recognize that older adult needs and treatment warrant specialized attention and training, and the way that adults between the ages of 21 – 64 are treated, is not necessarily at all how an older adult between 65 – 100+ needs to be seen or treated. The World Health Organization has reported that over 15% of older adults suffer from some type of mental impairment. For many, aging brings on the threat of increased mental health conditions with major depression being the most common diagnosis in the County of Orange Older Adult Services program.

Orange County, like many other counties, has a limited number of services, agencies, programs and resources for older adults with mental health issues. The comparatively small number of mental health resources listed on the following pages reflect the value of recognizing and addressing the growing number of older adults in the OC (the fastest and currently only age demographic that is increasing in the County). There is a great and particular need for Outreach and Engagement and Prevention and Early Intervention services (specifically in-home) to be developed and grown for older adults with mental health concerns. Many of the current services available through the OC HCA and other agencies and organizations need greater promotion, exposure, support and enhancement in order to meet the growing needs of older adults here in Orange County, California.

# ORANGE COUNTY OLDER ADULT (55+) BEHAVIORAL HEALTH RESOURCE GUIDE

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This Guide was originally compiled by the members of the  
2019 / 2020 Older Adult Behavioral Health Council,  
which is an Ad Hoc committee of the  
Orange County Behavioral Health Advisory Board



This Content May Also Be Accessed By:  
Calling 2-1-1 For More Information or On Their Website @:

<https://www.211oc.org › get-help › 211oc-can-help › search-for-resources>

OR

Be Well OC / MIND OC @:

<https://bewelloc.org/>

OR

Orange County Office on Aging @:

<http://www.officeonaging.ocgov.com/>

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## ORANGE COUNTY OLDER ADULT (55+) BEHAVIORAL HEALTH RESOURCE GUIDE



### **ACCESSABILITY**

This directory is meant to provide direct access to information needed by behavioral health consumers, their family members, and behavioral health professionals. If you need help in using this directory or finding specific information, assistance is available.

#### **ADULT PROTECTIVE SERVICES**

Call: **1-800-451-5155** / [ssa.ocgov.com](http://ssa.ocgov.com) › [abuse](#) › [elder](#)

#### **EMERGENCY**

**For a medical or psychiatric emergency call: 9-1-1**

#### **FINDING MENTAL HEALTH CARE**

A Behavioral Health Navigator is available to assist you in using this directory

Call OC LINKS at: (855) 625-4657 or TDD Number: (714) 834-2332

[www.ochealthinfo.com/bhs/about/pi/oclinks/](http://www.ochealthinfo.com/bhs/about/pi/oclinks/)

#### **LANGUAGE ASSISTANCE**

Many services described in this directory are provided in multiple languages

Call: 2-1-1 And Ask For Help In Spanish Or Another Threshold Language

#### **MEDI-CAL INSURANCE QUESTIONS**

Call CalOptima at: (714) 246-8500 or (888) 587-8088

#### **NATIONAL SUICIDE PREVENTION LIFELINE**

**Call 9-8-8 if you need help or if someone you know needs help right now**

#### **NEED TO TALK?**

For immediate mental health assistance, contact the NAMI OC WarmLine:

Call or text: (714) 991-6412 / Call: Toll Free (877) 910-9276 (WARM)

Live Chat available at [namioc.org](http://namioc.org)

## **ASSESSMENT / EVALUATION**

(No Known Assessment / Evaluation / Assessment Programs Specific to 55+ At This Time)

## **CASE MANAGEMENT – OLDER ADULT MENTAL HEALTH / SOCIAL SUPPORT**

**NOTE:** Other than patients who are being case managed by the Orange County Health Care Agency in their outpatient clinics, there are no known behavioral health case management services available to older adults in Orange County. For information on OCHCA mental health services for older adults, please call: (714) 972-3700 and / or see: <http://www.ochealthinfo.com/bhs/about/aoabh/oas>.

The Case Management services listed on the next few pages are largely short-term and social support focused vs. actual behavioral health focused. However, Case Managers in some social support agencies or city Senior Centers may provide behavioral health resources to individuals seeking assistance, and there is typically short-term follow-up by the attending Case Managers as well.

### **1. Resource:**

**Age Well Senior Services** - Vital services are specially designed to help enable seniors to stay in their own homes and maintain quality of life. They emphasize a continuum of care that most cities are unable to provide for their aging population. Age Well Senior Services' Case Management program empowers seniors to maintain healthy independence by providing the services outlined below. Certified Case Managers assess individual cases and develop care plans that include in-home supportive services, case identification / monitoring, in-home assessments, care planning, service authorization and referrals, "safety in the home" evaluations and appropriate options, nutritional assessments and meal options such as Meals on Wheels, meal services at the senior centers, or private programs, referrals for transportation options, introduction to community resources (both private and county), health insurance referrals for providers and assistance with medical insurance issues, and an introduction to the Health and Wellness program, which includes presentations and screenings at local senior centers. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services.

Age Well Senior Services provides Case Management to numerous south Orange County Senior Centers as well. Those local city Senior Centers using Age Well's Case Management services are marked with an \* and their phone number.

#### **Location:**

23101 Lake Center Dr #325, Lake Forest, CA 92630

#### **Phone Number:**

(949) 855-8033

#### **Website:**

<https://agewellseniorservices.org>

#### **Eligibility:**

60+ years of age / Living south of Irvine (Orange County)

#### **Hours:**

Monday – Friday / 8:30 a.m. – 5:00 p.m.

## 2. Resource:

**Anaheim – Senior Center / Community Services and East Anaheim Senior Center –**  
 In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Emergency / and Rental Assistance may be available based on need and case qualification. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Counseling / Case Management includes one-on-one counseling and personal plan development. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

### Location:

Downtown Anaheim Community Center: 250 E. Center Street, Anaheim, CA 92805  
 East Anaheim Senior Center: 8201 E Santa Ana Canyon Rd, Anaheim, CA 92808  
 Brookhurst Community Center: 2271 Crescent Avenue, Anaheim, CA 92801

### Phone Number:

(714) 765-4400 (Downtown Anaheim Community Center)  
 (714) 765-3904 (East Anaheim Senior Center)  
 (714) 765-3373 (Brookhurst Community Center)

### Website:

<https://www.anaheim.net/1473/Programs-for-Seniors>  
<https://www.anaheim.net/1018/Downtown-Community-Center>  
<https://www.anaheim.net/1015/East-Anaheim-Community-Center>  
<https://www.anaheim.net/1035/Brookhurst-Community-Center>

**Eligibility:** Anaheim Residents

### Hours:

Downtown Anaheim Community Center:	Brookhurst Community Center:	East Anaheim Community Center:
Mon - Sat: 8 a.m. – 9 p.m. Sunday: 9 a.m. - 6 p.m.	Mon - Fri: 8 a.m. - 10 p.m. Sat - Sun: 7 a.m. - 12 a.m.	Mon - Fri: 8 a.m. - 5 p.m. Sat: 10 a.m. - 12 a.m. Sun: 7 a.m. - 12 p.m.

## 3. Resource:

**Anaheim – Orange County Meals-On-Wheels (Formerly SeniorServ) –**  
 Case Management / Meals-On-Wheels Case Managers offer referrals to supportive services such as a friendly visitor, health and personal care, chores assistance, home safety and behavioral health services. Meals-on-Wheels help Orange County older adults stay healthy and live independently. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

### Location:

1200 N. Knollwood Cir, Anaheim, CA 92801

### Phone Number:

(714) 220-0224



**Website:**

<https://www.mealsonwheelsoc.org/>

**Eligibility:**

Individuals need to be 60+ or with a disability and live in: Anaheim, Buena Park, Costa Mesa, Cypress, Fountain Valley, Garden Grove, Los Alamitos, Midway City, Orange, Rossmore, Santa Ana, Seal Beach, Stanton, Tustin, Villa Park or Westminster. Priority is given to those with the highest need / limited support system or access to food.

**Hours:**

Monday – Friday / 8:30 a.m. – 5 p.m.

**4. Resource:**

**Brea Senior Center** – In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

500 S Sievers Street, Brea, CA 92821

**Phone Number:**

Phone: (714) 990-7750 / Case Management: (714) 990-7781

**Website:**

<http://www.cityofbrea.net/269/Senior-Center>

**Eligibility:**

Brea residents 60+

**Hours:**

Monday – Friday / 8 a.m. – 3 p.m.

**5. Resource:**

**Buena Park Senior Center** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

8150 Knott Avenue, Buena Park, CA 90620

**Phone Number:**

Phone: (714) 236-3870 / Case Management: (714) 236-3876

**Website:**

<https://www.buenapark.com/citydepartments/communityservices/seniorsadults50plus/index.php>

**Eligibility:**

Buena Park residents 50+

**Hours:**

Monday – Friday / 8 a.m. – 3 p.m.

**6. Resource:**

**Corona Del Mar - Oasis Senior Center And Lupus Support Group** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

801 Narcissus Avenue, Corona Del Mar, CA 92625

**Phone Number:**

(949) 644-3244 / Office / Case Management: (949) 644-3244

**Website:**

<https://www.newportbeachca.gov/government/departments/recreation-senior-services/senior-services-oasis-senior-center>

**Eligibility:**

Corona Del Mar residents 50+

**Hours:**

OASIS Admin. Office:

Monday - Thursday: 7:30 a.m. - 5:30 p.m.

Friday: 7:30 a.m. - 4:30 p.m.

Saturday & Sunday: Closed

OASIS Fitness Center:

Monday - Thursday: 7 a.m. - 7 p.m.

Friday: 7 a.m. - 5 p.m.

Saturday & Sunday: 7 a.m. - 2 p.m.

**7. Resource:**

**Costa Mesa Senior Center** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or



services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support based vs actual mental health based, though mental health services may be referred or resources provided.

**Location:**

695 W 19th Street, Costa Mesa, CA 92627

**Phone Number:**

(714)-327-7550 / Case Management: (714) 327-7545

**Website:**

<https://www.costamesaca.gov/community/costa-mesa-senior-center>

**Eligibility:**

Residents of Costa Mesa 50+

**Hours:**

Monday – Friday / 9 a.m. – 4 p.m.

**8. Resource:**

**Dana Point Senior Center\*** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Care managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support based vs actual mental health based, though mental health services may be referred or resources provided.

**Location:**

34052 Del Obispo Street, Dana Point, CA 92629

**Phone Number:**

Phone: (949) 496-4252 / Age Well Case Management: (949) 855-8033

**Website:**

<https://www.danapoint.org/department/recreation/active-lifestyle-programs-and-senior-services>

**Eligibility:**

Residents of Dana Point 60+

**Hours:**

Monday – Friday / 8 a.m. – 4 p.m.

**9. Resource:**

**Fullerton – Providence St. Jude Medical Center / Senior Services Department** offers Case Management to older adults 60+ in the north Orange County area, which includes a psycho-social assessment, PHQ-9 testing and follow-up, in-home therapy if needed / requested, weekly Depression / Anxiety Recovery Support Groups,

weekly bereavement support group, older adult mental health resources, referrals and a warm-hand-off. Additional resources and referrals are also made for other social support needs such as Friendly Visitor Programs, transportation, health related support groups, Medicare Counseling, Alzheimer classes, memory assessment and care, fall prevention / risk assessment, in-home care, placement services referrals, meal options such as Meals-On-Wheels, food banks, etc.

**Location:**

130 W. Bastanchury Road, Fullerton, CA 92835

**Phone Number:**

(714) 446-7064

**Website:**

<https://www.providence.org/locations/st-jude-medical-center/senior-services>

**Eligibility:**

60+ / Resident of north Orange County

**Hours:**

Monday – Friday / 8 a.m. – 5 p.m.

**10. Resource:**

**Huntington Beach Senior Center / Senior Center in Central Park** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

18041 Golden West Street, Huntington Beach, CA 92648

**Phone Number:**

(714) 536-5600 / Case Management: (714) 374-1521

**Website:**

[https://www.huntingtonbeachca.gov › human\\_services › senior\\_services](https://www.huntingtonbeachca.gov › human_services › senior_services)

**Eligibility:**

Services are offered to at-risk Huntington Beach residents aged 60 years and older who live independently in the community.

**Hours:**

Monday – Thursday/ 8 a.m. – 8:30 p.m.

Friday / 8 a.m. – 5 p.m.

Saturday / 8 a.m. – 1 p.m.

**11. Resource:**

**Irvine Senior Services - Keen Center for Senior Resources** - The City of Irvine offers three senior centers staffed with Case Managers who provide a wide variety of referrals and resources to program participants. City residents may be referred to Case Managers for special needs or resource and referral services. Case Managers work with individuals to address needs and requests on short-term and long-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Irvine Case Management is social support focused and does not provide direct mental health interventions, although mental health resources and referrals are provided.

**Locations:**

Lakeview Senior Center: 20 Lake Road, Irvine, CA 92604

Rancho Senior Center: 3 Ethel Coplen Way, Irvine, CA 92612

Trabuco Center: 5701 Trabuco Rd., Irvine, CA 92620

**Phone Number:**

City of Irvine Case Management/Resource Center: (949) 724-6926

Lakeview: (949) 724-6900 / Case Management:

Rancho Senior Center: (949) 724-6800

Trabuco Center: (949) 724-7300

**Website**

<https://www.cityofirvine.org/senior-services>

**Eligibility:**

City of Irvine Residents 50+

**Hours:**

Monday – Friday / 8 a.m. – 6pm

**12. Resource:**

**Korean-American Senior Association** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

9884 Garden Grove Boulevard, Garden Grove, CA 92843

**Phone Number:**

(714) 530-6419

**Website:**

N / A

**Eligibility:**

55+ / Membership Fee: \$30

**Hours:**

Monday – Friday / 9 a.m. – 3 p.m.

**13. Resource:**

**Laguna Beach - The Susi Q Senior Center** - Is a 501c3 nonprofit senior center. After assessing the needs of individuals and families, practical solutions and links to resources are provided. We advocate for them when needed, and empower them to take the steps that will enhance their independence, safety, and dignity. At Susi Q Senior Center, care management is a core service. The team take an individualized, holistic approach in assessing the needs of clients, and pride in “thinking outside the box” when helping clients access practical mental health resources.

**Location:**

380 3rd Street, Laguna Beach, CA

**Phone Number:**

Director of Care Management: (949) 715-8104

**Website:**

<https://www.thesusiq.org>

**Eligibility:**

Laguna Beach Residents Ages 55+, all areas for consultation. Home visits for Laguna Residents only, age 55+

**Hours:**

Monday – Thursday / 9:00-2:30

**14. Resource:**

**Laguna Hills - Florence Sylvester Memorial Senior Center\*** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

23721 Moulton Parkway, Laguna Hills, CA 92653

**Phone Number:**

(949) 380-0155 / Age Well Case Management: (949) 855-8033

**Website:**

[https://seniorcenter.us/sc/florence\\_sylvester\\_memorial\\_senior\\_center\\_laguna\\_hills\\_ca](https://seniorcenter.us/sc/florence_sylvester_memorial_senior_center_laguna_hills_ca)

**Eligibility:**

Residents of Laguna Hills 60+

**Hours:**

Monday – Friday / 8:30 a.m. – 4:30 p.m.

**15. Resource:**

**Laguna Niguel - Sea Country Senior And Community Center\*** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

24602 Aliso Creek Road, Laguna Niguel, CA 92677

**Phone Number:**

(949) 425-5151 / Age Well Case Management: (949) 855-8033

**Website:**

<https://www.cityoflagunaniguel.org/25/Sea-Country-Senior-and-Community-Center>

**Eligibility:**

Laguna Niguel Residents 50+

**Hours:**

Monday – Friday / 9 a.m. – 4 p.m.

**16. Resource:**

**Laguna Woods Community Center / Golden Rain Foundation** – The Social Services Department offers in-home visitations, individual service care plans, coordination of care, participation and family education, educational seminars and support groups, short-term in-home counseling services, Alzheimer’s education, support and resources and many other referrals to resources. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Laguna Woods offers Licensed Clinical Social Workers, as well as Masters level Social Workers to assist local residents.

**Location:**

24351 El Toro Rd., Laguna Woods, CA 92637

**Phone Number:**

(949) 597-4600

**Website:**

<https://www.lagunawoodsvillage.com/residents/golden-rain-foundation>

**Eligibility:**

Must be a resident of Laguna Woods

**Hours:**

Monday – Friday / 8 a.m. – 4:30 p.m.

**17. Resource:**

**Lake Forest Senior Center\*** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

100 Civic Center Dr, Lake Forest, CA 92630

**Phone Number:**

(949) 461-3408 / Age Well Case Management: (949) 855-8033

**Website:**

<https://www.lakeforestca.gov/en/seniors/clubhouse>

**Eligibility:**

Lake Forest Residents 60+

**Hours:**

Monday – Thursday / 10 a.m. – 3 p.m.

**18. Resource:**

**Mission Viejo - Norman P. Murray Community And Senior Center\*** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

24932 Veterans Way, Mission Viejo, CA 92692

**Phone Number:**

(949) 470-3062 / Age Well Case Management: (949) 470-8456 (Case Management Hours are from 8 a.m. – 3 p.m. Monday and Wednesday)

**Website:**

<https://cityofmissionviejo.org/places/recreational-centers/norman-p-murray-community-senior-center>

**Eligibility:**

Mission Viejo Residents 60+

**Hours:**

Monday – Friday / 8 a.m. – 5:00 p.m.



**19. Resource:**

**Orange Senior Center** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

170 S Olive Street, Orange, CA 92866

**Phone Number:**

(714) 538-9633 / Case Management: (714) 639-4820

**Website:**

<https://www.orangeseniorcenter.org>

**Eligibility:**

Orange Residents 60+

**Hours:**

Monday – Friday / 8 a.m. – 4 p.m.

**20. Resource:**

**Rancho Santa Margarita - Bell Tower Regional Community Center\*** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

22232 El Paseo, Rancho Santa Margarita, CA 92688

**Phone Number:**

(949) 216-9700 / Case Management Age Well: (949) 855-8033

**Website:**

<https://the-bell-tower.edan.io/>

**Eligibility:**

Rancho Santa Margarita residents 60+

**Hours:**

Monday – Friday / 8 a.m. – 9 p.m.  
Friday / 8 a.m. - 6 p.m.

**21. Resource:**

**San Clemente Senior Center (Dorothy Visser Senior Center)\*** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

117 Avenida Victoria, San Clemente, CA 92672

**Phone Number:**

(949) 498-3322 / Age Well Case Management: (949) 855-8033

**Website:**

<https://www.san-clemente.org/i-am-a-/resident/senior-services>

**Eligibility:**

San Clemente residents 55+

**Hours:**

Monday – Friday / 8 a.m. – 4 p.m.

**22. Resource:**

**San Juan Capistrano Community Services Senior Club** - In general, local city senior center Case Managers offer a wide variety of referrals and resources to their members who need them. Individual city residents may be referred to Case Managers for special needs or services and the Case Manager will work with those individuals to address needs / requests on a short-term basis. Case Managers complete phone and in-home consultation to evaluate individual needs and link older adults with services. Case Management is social support focused vs. actual mental health focused, though mental health services may be referred or resources provided.

**Location:**

25925 Camino Del Avion, San Juan Capistrano, CA 92675

**Phone Number:**

949-493-5911

**Website:**

<https://www.san-clemente.org › i-am-a- › resident › senior-services>

**Eligibility:**

Resident of San Juan Capistrano / 62+

**Hours:**

Monday – Thursday / 7:30 a.m. – 5:30 p.m.  
Friday / 7:30 a.m. - 4:30 a.m.

## COUNSELING SERVICES FOR OLDER ADULTS

### 1. Resource:

**Cognitive Care Solutions** - Cognitive Care Solutions helps with mental wellness therapy for older adults with mental illness or with / without mild dementia. Clinicians aid in developing strategies and techniques to assist patients adjust to and cope with mental illness and / or dementia. In-home therapy available with licensed clinicians. (Fee for service – insurance may apply)

**Phone Number:**

(714) 545-3390

**Location:**

1526 Brookhollow Dr., Suite 73, Santa Ana, CA 92705

**Website:**

[www.CognitiveCareSolutions.com](http://www.CognitiveCareSolutions.com)

**Eligibility:**

Medicare and Private Insurance

**Hours:**

Monday – Friday / 9 a.m. – 5 p.m.

### 2. Resource:

**Council on Aging Southern California** - While most have good mental health, many are at risk of developing mental disorders. Staying vital and connected can help you ward off the depression that often comes with aging. The ReConnect EISOA Program offers short-term comprehensive services to Orange County residents who are experiencing emotional challenges and overall health barriers, particularly those issues appearing later in life.

Mental health problems are under-identified by health-care professionals and adults themselves. The stigma surrounding these conditions makes people reluctant to seek help. The ReConnect Program provides up to 12 months of early intervention services at no cost to participants. This includes:

- Comprehensive screenings
- In-home clinical case management services
- Psychiatric assessments
- Individual counseling
- Referrals and linkages to resources
- Family support services
- Peer mentoring services
- Support groups
- Educational and social activities

**Phone Number**

(714) 479-0107

**Location:**

2 Executive Circle, Suite #175, Irvine, CA 92614

**Website:**

<https://www.coasc.org/>

**Eligibility:**

60+ / Orange County Resident

**Hours:**

Monday - Friday / 8:30 a.m. - 5 p.m.

**3. Resource**

**Independence At Home** - Independence at Home's Insights program provides short term counseling services in the client's home, with a friendly, licensed LCSW or LMFT for those age 55 plus or caregivers, caring for someone over age 55. Counseling services are available in English, Spanish, Korean or Vietnamese. Therapists help to support older adults and family caregivers to cope with their feelings, which can help improve their mental and physical well-being, and help them feel happier and healthier, so they can remain independent in their home.

**Phone Number:**

(866) 421-1964

**Location:**

3800 Kilroy Airport Way, Suite 100 Long Beach, California 90806

**Website:**

<https://independenceathome.org/our-services>

**Eligibility:**

Adults 55 + or caregivers of those 55+ / OC & LA area / Must have barrier to access services elsewhere / No Fee

**Hours:**

Monday – Friday 8:00 a.m. – 5:00 p.m.

**4. Resource:**

**Providence St. Jude Medical Center – Senior Services** - St. Jude offers multiple services including in-home therapy with a Licensed clinician and trained Masters level clinicians for older adults with mental health concerns (office visits are also available upon request). PHQ-9 is administered at the beginning and end of treatment. Additionally, St. Jude offers a weekly free Senior Depression / Anxiety Recovery Support Group (currently two locations – Fullerton and Diamond Bar, a third location coming soon to Yorba Linda). A robust Friendly Visitor program (Caring Neighbors) is also available to community members, as are various support groups, classes, transportation, Medicare Counseling and on-line services.

**Phone Number:**

714-446-7064

**Location:**

130 E. Bastanchury Road, Fullerton, CA 92835

**Eligibility:**

60+ / Community Member / No Fee

**Website:**

<https://www.providence.org/locations/st-jude-medical-center/senior-services>

**Hours:**

Monday – Friday 8 a.m. – 5 p.m.

## CRISIS RESPONSE

### (No Known Crisis Response Services Specific to 55+ At This Time)

**1. Resource:**

**College Hospital Costa Mesa** – mobile psychiatric service responds to requests for service in Orange County from hospitals and police departments.

**Location:**

301 Victoria Street, Costa Mesa CA 92627

**Phone Number:**

24-Hour Crisis Help Line: (800) 773-8001

General line: (949) 642-2734

**Web Site:**

<https://www.chc.la/index.php?q=cosAdmissions>

**Eligibility Requirements:**

Medical parameters / clearance required for all psychiatric admissions

**Hours:**

All - 24 hours a day

**2. Resource:**

**Orange County Health Care Agency, Behavioral Health Services**

**Adult and Older Adult Behavioral Health (AOABH)**

**Crisis Assessment Team (CAT)**

**Psychiatric Emergency Response Team (PERT)**

Adult and Older Adult Behavioral Health (AOABH) provides recovery mental health services and episodic treatment services which emphasize individual needs, strengths, choices, and involvement in service planning and implementation. Adults who have a serious and persistent mental disorder and may have a co-occurring substance abuse disorder and impairment in their ability to function in the community or who have a history of recurring substantial functional impairment, hospitalization or symptoms can access services. Services include assessment, evaluation, collateral therapy, individual and group therapy, substance abuse treatment, medication support, rehabilitation, linkage and consultation, placement, plan development, crisis intervention and specialized residential services. AOABH also provides a range of care for county residents who have a serious and persistent mental disorder. Inpatient services include:

- Acute and long term psychiatric inpatient treatment programs

- Forensic services
- Lanterman Petris-Short (LPS) Care
- Program administration and utilization Case Management of the MediCal Mental Health Managed Care Plan

The specialized outpatient Crisis Stabilization Unit (CSU) provides 24-hour crisis stabilization, hospital diversion, and referral access to ABC acute psychiatric inpatient services.

**Location:**

4000 West Metropolitan Drive, Ste #120, Orange, CA 92868 – Or Mobile Services

**Phone Number:**

Crisis Assessment Team: (866) 830-6011 or (714) 517-6353

General line: (714) 972-3700

**Web Site:**

[www.ochealthinfo.com/bhs/about/aoabh/catpert](http://www.ochealthinfo.com/bhs/about/aoabh/catpert)

**Eligibility Requirements:**

MediCal Eligible, Medicare, Some Healthcare Insurance / Orange County Resident

**Hours:**

All - 24 hours a day

**3. Resource:**

**Orange County Health Care Agency, Behavioral Health Services - Disaster Response** - is a volunteer group of responders from all different areas of Orange County Health Care Agency Behavioral Health Services (BHS). BHSDR is a well-rounded group of responders with a variety of expertise and cultural and language capabilities. Trained in various crisis intervention modalities including, but not limited to, Psychological First Aid (PFA) and Critical Incident Stress Management (CISM), response efforts include National, State and Local natural and man-made disasters and mass violence as well as other critical incidents within the community. BHSDR also participates in community-wide disaster preparation activities, collaborates with community partners and provides trainings to Orange County employees and community partners.

**Location:**

405 W. 5th Street. Suite 550 Santa Ana, CA 92701

**Phone Number:**

(657) 250-4171

**Web Site:**

<https://ochealthinfo.com/services-programs/mental-health-crisis-recovery/mentalhealth>

**Eligibility Requirements:**

All types of insurance / Medical parameters required for all psychiatric admissions

**Hours:**

Call for more information



## DEMENTIA – ALZHEIMER’S AND OTHER NEUROCOGNITIVE DISORDERS

Dementia is classified as a neurocognitive disorder and is not a psychiatric mental illness. Many of the same symptoms, treatment and types of physicians may be found in both classifications, however. For those reasons, and because a) dementia is often misunderstood as being a mental illness; b) older adults are most likely to be diagnosed with dementia; c) it is increasingly common to find psychiatric problems among people diagnosed with dementia; and d) it is important for us to find ways to bridge treatment and service gaps and inequities between psychiatric mental illness and neurocognitive disorders, we have chosen to list information that hopefully is helpful to those in need of it.

### 1. Resource:

**Alzheimer’s Association** - In addition to Alzheimer’s research and assessment information, on-line and in the community classes, and the 24-Hour phone line, they also offer a monthly telephone caregiver support group facilitated by trained staff. Their online social networking community [ALZConnected®](https://www.alz.org/oc/) provides a safe place for people to connect with others in similar situations.

#### Location:

38 Executive Park Suite 350, Irvine, CA 92614

#### Phone Number:

24/7 Helpline: 1-800-272-3900  
Office phone: 949-426-8544

#### Website:

<https://www.alz.org/oc/>

#### Eligibility:

Orange County Resident

#### Hours:

Monday – Friday / 9 a.m. – 5 p.m.

### 2. Resource:

**Alzheimer’s Family Center** - Orange County’s first and only day care program exclusively devoted to treating people with dementia to help patients and their families successfully cope with the many challenges of memory loss. Adult Day Health Care programs for dementia patients also provides much-needed respite, support and resources for family caregivers. AFC provides Alzheimer’s services in Orange County, on-site programs for those in any stage of dementia as well as individuals experiencing dementia and depression, depression and memory loss, anxiety and Alzheimer’s, PTSD and dementia and more. Caregiver counseling, education and support for family caregivers of dementia patients is available during the day and into the evening.

#### Location:

9451 Indianapolis Ave, Huntington Beach, CA 92646

#### Phone Number:

(714) 593-9630

**Website:**

<https://afscenter.org/contact-us/>

**Eligibility:**

Cal OPTIMA, Veterans Administration, some long-term care insurance - call for info.

**Hours:**

Monday – Saturday / 7:30 a.m. – 5:30 p.m.

**3. Resource:**

**Alzheimer's Orange County** provides services to Orange County residents concerned about or impacted by memory loss. AlzOC offers educational programming including brain health classes and memory loss on Alzheimer's disease and other forms of dementia. AlzOC has support groups, two Adult Day Health Centers, memory screenings, evidence-based memory training programs through the UCLA Longevity Center, counseling and supportive services in-person and via their Helpline and education / support in Spanish, Vietnamese, Korean, Mandarin and Farsi.

**Location:**

2515 McCabe Way #200, Irvine, CA 92614

**Phone Number:**

(949) 955-9000 / (844) 435-7259

**Website:**

[www.alzoc.org/](http://www.alzoc.org/)

**Eligibility:**

Orange County Residents

**Hours:**

Monday – Friday / 8:30 a.m. – 5 p.m.

**4. Resource:****Pickup Family Neurosciences Institute, Hoag Hospital**

- **Memory and Cognitive Disorders Program (MCDP)** – MCDO delivers comprehensive diagnostic assessments, treatments and monitoring of Alzheimer's disease and related dementias by multi-disciplinary clinical care team.
- **Orange County Vital Brain Program (OCVBP)** – OCVBP is a community health program offering online self-assessment and educational resources as well as in-person memory assessment in various locations in OC. OCVBP promotes long-term brain health through education, risk factor management and early detection.
- **Hoag Center for Research and Education (HCRE)** – HCRE conducts clinical trials and studies including prevention and treatment of Alzheimer's disease and other diseases such as stroke, Parkinson disease, and other health conditions.

**Location:**

- MCDP/OCVBP – Hoag Health Center (Newport Beach): 500-520 Superior Avenue, Newport Beach, CA 92663
- MCDP/OCVBP – Hoag Health Center (Irvine): 16105, 16205, 16305 and 16405 Sand Canyon Avenue, Irvine, CA 92618
- HCRE – 3900 West Coast Hwy, Newport Beach, CA 92663

**Phone Number:**

- MCDP – (800) 400-4624
- OCVBP – (949) 764-6288
- HCRE – (949) 764-4577

**Website:**

- <https://www.hoag.org/specialties-services/neurosciences/programs/memory-cognitive-disorders/>
- <https://www.ocbrain.org/>
- <https://www.hoag.org/specialties-services/other-programs-services/clinical-research/>

**Eligibility:**

Varies – Call for more information

**Hours:**

Monday – Friday / 9 a.m. – 4 p.m.

**5. Resource:**

**UCI MIND** - The University of California, Irvine Institute for Memory Impairments and Neurological Disorders (UCI MIND) is 1 of 32 Alzheimer's Disease Research Centers in the U.S. designated by the National Institutes of Health. UCI MIND conducts research studies, including clinical trials, for older adults with mild cognitive impairment, Alzheimer's disease, and related disorders. Research studies also enroll older adults with no cognitive problems who may be at risk for developing dementia. UCI MIND provides community education programs and resources to inform the public on the latest advances in brain health, Alzheimer's disease, and related dementia research.

**Location:**

UCI Campus: 1100 Gottschalk Medical Plaza, Irvine CA 92697-4285

**Phone Number:**

Clinical Trials: (949) 824-0008  
Research Clinic: (949) 824-2382

**Website:**

[www.mind.uci.edu](http://www.mind.uci.edu)

**Eligibility:**

Varies based on research study criteria; 60+

**Hours:**

Monday – Friday / 8 a.m. – 5 p.m.

## EMERGENCY ROOMS FOR HOSPITALIZATION MEDICAL CLEARANCE

- Anaheim Regional Medical Center.....(714) 774-1450
- Fountain Valley Regional Hospital .....(714) 966-7200
- Garden Grove Hospital Medical Center.....(714) 537-5160
- Hoag Hospital (Newport Beach).....(949)764-4624
- Hoag Hospital (Irvine) .....(949) 764-4624
- Huntington Beach Hospital..... (714) 843-5000
- La Palma Intercommunity Hospital.....(714) 670-7400
- Los Alamitos Medical Center.....(562) 598-1311
- Providence Mission Hospital (Mission Viejo).....(949) 364-1400
- Orange Coast Memorial (Fountain Valley).....(714) 378-7000
- Placentia-Linda Hospital.....(714) 993-2000
- Saddleback Memorial Hospital (Laguna Hills).....(949) 837-4500
- Providence St. Joseph Hospital (Orange) .....(714) 771-8000
- Providence St Jude Medical Center (Fullerton).....(714) 871-3280
- University of California / Irvine Medical Center (Orange) .....(714) 456-7890

## HOSPITALIZATION - MENTAL HEALTH FACILITIES / GERIATRIC DESIGNATED

### 1. Resource:

**Anaheim Global Medical Center Behavioral Health Services** - The Behavioral Health program at Anaheim Global Medical Center provides behavioral health services for older adults who seek treatment for a variety of mental health concerns. Fully accredited services include comprehensive care for emotional and behavioral health illnesses such as depression, anxiety, bipolar, chemical dependency related disorders, and more. Offer patient-centered treatment options including group therapy, individual sessions and personalized aftercare planning with social workers.

#### Location:

1025 South Anaheim Blvd., Anaheim, CA 92805

#### Phone Number:

Info/Crisis Counselor: (888) 428-7828

General: (714) 533-6220

#### Web Site:

<https://anaheimglobalmedicalcenter.com/behavioral-health-services/>

#### Eligibility Requirements:

All types of insurance

#### Hours:

All - 24 hours a day

### 2. Resource:

**Chapman Global Medical Center** - Chapman's Discoveries Program focus on patients with mood disorders, acute psychosis, major depression, anxiety, and adjustment disorders of aging and early dementia. Gero-Psych Program serves patients 55 years and older and acute behavioral issues. Program includes

individualized assessment and treatment planning, therapeutic daily activities and comprehensive discharge planning.

**Location:**

2601 E. Chapman Ave. Orange, CA 92869

**Phone Number:**

(714) 633-0011 x 1224

**Web Site:**

<https://chapmanglobalmedicalcenter.com/services/>

**Eligibility Requirements:**

MediCal and Medicare / some PPO / Medical clearance / medical parameters required for all psychiatric admissions

**Hours:**

All-24 hours a day

**3. Resource:**

**Huntington Beach Hospital** - Mature Adult Psychiatric Services at Huntington Beach Hospital provide comprehensive treatment programs for adults in need of specialized behavioral healthcare. Physician supervised inpatient and partial hospitalization programs are available to meet the individual needs of each patient. The programs are designed to relieve emotional and personal distress for adults exhibiting acute behavioral symptoms.

**Location:**

17772 Beach Blvd, Huntington Beach, CA 92647

**Phone Number:**

Behavioral Services: (714) 843-5020  
General: (714) 843-5000

**Website:**

<http://www.hbhospital.org/>

**Eligibility Requirements:**

Medicare, Medicare Advantage Plans, MediCal, In-Network PPO's and HMO's / Medical clearance / medical parameters required for all psychiatric admissions

**Hours:**

24 Hours

**4. Resource:**

**Orange County Global Medical Center** - Programs offer medical, social, emotional and psychiatric support, unique to the needs of seniors. Senior mental health program physicians and staff members treat patients with a variety of illnesses including mood disorders, acute psychosis, major depression, anxiety, and adjustment disorders of ageing and early dementia.

**Location:**

1001 N. Tustin Ave., Santa Ana, CA 92705

**Phone Number:**

(714) 953-3500

**Web Site:**

<http://orangecountyglobalmedicalcenter.com/>

**Eligibility Requirements:**

All types, please call ahead for more information / Medical clearance / medical parameters required for all psychiatric admissions

**Hours:**

All - 24 hours a day

## MENTAL HEALTH - EARLY INTERVENTION SERVICES FOR OLDER ADULTS

**1. Resource:**

**Council on Aging / ReConnect Early Intervention Services for Older Adults (EISOA)**

The ReConnect EISOA Program offers short-term comprehensive services to Orange County residents who are experiencing emotional challenges and overall health barriers, particularly those appearing later in life. Mental health problems are under-identified by health-care professionals and adults themselves. The stigma surrounding these conditions makes people reluctant to seek help. The ReConnect Program provides up to 12 months of early intervention services at no cost to participants. This includes:

- Comprehensive screenings
- In-home clinical case management services
- Psychiatric assessments
- Individual and group therapy
- Referrals and linkages to resources
- Family support services
- Peer mentoring services
- Support groups
- Stigma reduction workshops
- Educational and social activities
- Transportation services

**Phone Number:**

(714) 352-8820

**Location:**

2 Executive Circle, Suite #175, Irvine, CA 92614

**Website:**

<https://www.coasc.org/programs/reconnect/>

**Eligibility Requirements:**

- Orange County resident age 60+
- Limited or inadequate social support system



- Experiencing loneliness, isolation and / or mental health challenges
- Can perform activities independently
- Willing to participate in ReConnect program

**Hours:**

Monday – Friday: 8:30 am - 5 pm

**2. Resource:**

**MECCA / EISOA (Multi-Ethnic Collaborative of Community Agencies and Early Intervention Services for Older Adults)**

- Based on an individual's needs
- Participants are engaged in recreational activities
- Nutritional programs
- Educational program
- Social Support / Socialization activities conducted by Life Coaches and trained Volunteers

Participants are assigned to activities that are custom tailored to best suit their specific needs and interests, linkages to community resources and educational trainings:

**Support Groups**

- Recreational Activities
- Therapeutic Arts and Crafts
- Home Visitations
- Nutritional Education
- Computer Skills
- Financial Literacy
- Skill Development

The agencies affiliated with MECCA include the following languages and are:

- Abrazar, Inc. (Spanish) – (714) 893-3581; ask for Spanish speaker
- Access California Services (Arabic) – (714) 917-0440; ask for Arabic speaker
- Cambodian Family Community Center (Cambodian/Khmer) – (714) 571-1966, x117
- Korean Community Services (Korean) – (714) 503-6550; Korean speaking
- OMID Multicultural Institute (Farsi) – (949) 502-4721; Receptionists speaks Farsi
- Orange County Children's Therapeutic Arts Center (Spanish) (714) 547-5468
- Southland Integrated Services (Vietnamese) – (714) 620-7000

**Phone Number:**

(714)202-4750, x1004

**Location:**

600 W. Santa Ana Boulevard, Suite #108, Santa Ana, CA 92701

**Website:**

<http://ocmecca.org/>

**Eligibility Requirements:**

Orange County resident ages 60+

**Hours:**

Monday – Friday / 9 a.m. – 5 p.m.

## MENTAL HEALTH SERVICES – SEVERE AND PERSISTENT DISORDERS

### 1. Resource:

**CAMINO NUEVO** - Camino Nuevo's older adult program is a field based service funded by Tobacco Settlement Revenue (TSR). Camino Nuevo's older adult program serves Spanish-speaking older adults who live with mental illness. The program is staffed with a Spanish speaking psychiatrist and Bachelor Degree clinicians who are bicultural and provide behavioral health services in a culturally friendly setting and are available to provide all services in consumer's homes.

Services include:

- Community outreach and education
- Evaluation and assessment
- Case management
- Mental health services
- Medication management

#### Location:

2001 E 4<sup>th</sup> Street, Ste #200, Santa Ana, CA 92701

#### Phone Number:

(714) 824-8140 / FAX: (714) 824-8141

#### Website:

<https://orange.networkofcare.org/mh/services/agency.aspx?pid=pathwaysrecoverycentercollegecommunityservicescamionuevo 2 348 0>

#### Eligibility:

Spanish speaking / MediCal / Orange County Resident/ Eligible individuals are adults, ages 18 and older, who have been treated for mental illness, may have a co-occurring substance use disorder, and are on the road to functioning independently in the community.

#### Hours:

Mondays – Fridays: 8 a.m. - 5 p.m.

### 2. Resource:

**OASIS (Older Adult Support Intervention Systems)** - An innovative mental health recovery program for older adults in Orange County who are homeless or at risk of homelessness, and who have a chronic mental illness. OASIS offers a full array of mental health and case management services which are provided in the field at any location that is convenient for the participant. The goal of the program is to provide services that are coordinated, effective, and comprehensive and follows the Wellness and Recovery model, which focuses on participants' strengths and self-identified goals and objectives.

#### Location:

1855 W. Katella Ave, Suite 150, Orange, CA 92867

#### Phone Number:

(714) 399-3480

**Website:**

<http://www.ochealthinfo.com/bhs/about/pi/mhsa/fsp/older/oasis>

**Eligibility:**

- Orange County Resident
- 60+
- Unhoused / At Risk of becoming unhoused
- Chronic / Diagnosed serious mental illness

**Hours:**

Monday – Friday: 8:00 a.m. – 5:00 p.m.

**3. Resource:**

**Older Adult Mental Health Recovery Services** - Recovery Services is a Mental Health Services Act (MHSA) funded, in-home and clinic based mental health service for those aged 60+ who have serious and persistent mental illness and functional impairment who are at risk of hospitalization or decline that would result in a loss of independence. Call for more information. It provides:

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

**Location:**

14140 Beach Blvd # 223, Westminster, CA 92683

**Phone Number:**

(714) 896-7566 / FAX: (714) 896-7566

**Website:**

<https://www1.ochca.com/ochealthinfo.com/docs/public/hiv/HIV>

**Eligibility:**

60+ / Severe and persistent mental illness resulting in functional impairments, and Orange County resident.

**Hours:**

Mondays – Thursdays: 8 a.m. - 6 p.m.

Fridays: 8 a.m. - 5 p.m.

**4. Resource:**

**PACT – Older Adult Services (Program of Assertive Community Treatment) PACT** – Older Adult Services is a Mental Health Services Act (MHSA) funded program for adults aged 60 years and older who are seriously mentally ill and who frequently utilize high cost services such as emergency rooms, psychiatric hospitalization, and incarceration. Services are more intense and caseloads are smaller than those offered by the Older Adult Mental Health Recovery program. PACT – Older Adult Services provides:

- Assessment
- Mental health services including counseling and crisis intervention
- Medication services

- Case management, health education
- Linkages to community resources

**Location:**

Ste #120, 4000 Metropolitan Drive, Orange, CA 92868

**Phone Number:**

(714) 972-3700 / FAX: (714) 972-3744

**Website:**

<https://www1.ochca.com/ochealthinfo.com/docs/public/hiv/HIV>

**Eligibility:**

60+ / Severe and persistent mental illness resulting in functional impairments.  
Orange County resident.

**Hours:**

Mondays – Thursdays: 8 a.m. - 6 p.m.  
Fridays: 8 a.m. - 5 p.m.

**5. Resource:**

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

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

**Location:**

Ste #120, 4000 Metropolitan Drive, Orange, CA 92868

**Phone Number:**

(714) 972-3700 / FAX: (714) 972-3744

**Website:**

<https://www1.ochca.com/ochealthinfo.com/docs/public/hiv/HIV>

**Eligibility:**

60+ / Severe and persistent mental illness resulting in functional impairments.  
Orange County resident.

**Hours:**

Mondays – Thursdays: 8 a.m. - 6 p.m.  
Fridays: 8 a.m. - 5 p.m.

## PSYCHIATRY / PSYCHIATRISTS - GERIATRIC

A Geriatric Psychiatrist is a medical doctor with special training in the diagnosis and treatment of mental disorders that may occur in older adults. These disorders include, but are not limited to dementia, late life depression, depression, anxiety, alcohol and substance abuse / misuse, and late life schizophrenia. Older adults have special pharmaceutical, physical, emotional, and social needs. Understanding this, the Geriatric Psychiatrist takes a comprehensive approach to diagnosis and treatment by listening to the concerns of the older adult, helping families and when necessary, will work with other health care professionals to develop effective approaches to treatment. The Psychiatrists listed here all have a specialty or significant experience working with older adults, and those who are Board Certified Geriatric Psychiatrists have an \* by their names.

### 1. Resource:

Alejandro Alva, M.D.

#### Phone Number:

(714) 545-5550

#### Location:

705 W La Veta Ave UNIT 111, Orange, CA 92868

#### Website:

<https://www.pnsoc.com/provider/alejandro-alva-md>

<https://www.pnsoc.com/contactus>

#### Eligibility Requirements:

Insurance / Private Pay / Languages: English, Spanish

#### Hours:

Monday - Friday : 8 a.m. - 5:30 p.m.

### 2. Resource:

Gus Alva, M.D.

#### Phone Number:

(833) 487-2582

#### Location:

3400 W Ball Rd #100b, Anaheim, CA 92804

#### Website:

[orangehttp://www.gusalvamd.com/index.html](http://www.gusalvamd.com/index.html)

[county-gmc.com/contact-version-3/](http://county-gmc.com/contact-version-3/)

#### Eligibility Requirements:

Insurance / Private Pay / Languages: English, Spanish

#### Hours:

Monday – Friday: 9 a.m. - 5 p.m.

**3. Resource:**

Rimal Bera, M.D.

**Phone Number:**

(714) 456-5902

**Location:**

101 The City Drive South, Orange, CA 92868

**Website:**

[UCIrvineHealth.org](http://UCIrvineHealth.org)

**Eligibility Requirements:**

Private Insurance / Medicare / Medical / Private Pay

**Hours:**

Please call for specific information

**4. Resource:**

Daniel Chueh, M.D.

**Phone Number:**

(714) 633-4300

**Location:**

1010 W. Chapman Ave., Orange, CA 92868

**Website:**

<https://www.psjhmedgroups.org/Find-a-Doctor/C/Daniel-F-Chueh-MD.aspx>

**Eligibility Requirements:**

Private Pay / Language: English, Mandarin

**Hours:**

Please call for specific information

**5. Resource:**

Janet Conney, M.D.

**Phone Number:**

(562) 342-3006

**Location:**

12062 Valley View St., Ste. 129, Garden Grove, CA 92845

**Website:**

N / A

**Eligibility Requirements:**

Insurance / Private Pay / Language: English

**Hours:**

Monday: 8:30 a.m. - 5:30 p.m.



Tuesday: 9:00 a.m. - 5:00 p.m.  
 Wednesday: 9:00 a.m. – 7:00 p.m.  
 Thursday: 9:00 a.m. – 5:00 p.m.  
 Friday: 9:00 a.m. – 3:00 p.m.

**6. Resource:**

Evangelos Marinov Coskinas, M.D.\*

**Location:**

427 E 17th St # F-469, Costa Mesa, CA 92627

**Phone Number:**

(949) 642-2929

**Website:**

N / A

**Eligibility:**

Please call for more information

**Hours:**

Please call for specific information

**7. Resource:**

Truc Dao, M.D.

**Location:**

13071 Brookhurst St., Ste 180, Garden Grove, CA 92843

**Phone Number:**

(714) 534-2760

**Website:**

N / A

**Eligibility Requirements:**

Insurance / Private Pay / Languages: English, Vietnamese, French

**Hours:**

Please call for specific information

**8. Resource:**

John G. Duffy, M.D.

**Phone Number:**

(714) 542-3008

**Location:**

1401 N. Tustin Ave., Ste. 130, Santa Ana, CA 92705

**Website:**

<http://syrentis.com/home/1369015>

<http://syrentis.com/john-gregory-duffy-md/1369025>

**Eligibility Requirements:**

Insurance / Private Pay / Language: English

**Hours:**

Please call for specific information

**9. Resource:**

Sameh M. Elsanadi, M.D.\*

**Phone Number:**

(949) 581-0881

**Location:**

9070 Irvine Center Dr., Ste 105, Irvine, CA 92618

**Website:**

N / A

**Eligibility Requirements:**

Private Pay / Language: English

**Hours:**

Please call for specific information

**10. Resource:**

Bettina Franz, M.D., Ph. D

**Phone Number:**

(949) 680-2700

**Location:**

6 B Liberty Plaza Ste 110, Aliso Viejo, CA 92656

**Website:**

<http://www.bfranzmd.com/index.html>

**Eligibility Requirements:**

Private Pay / Language: English

**Hours:**

Please call for specific information

**11. Resource:**

Chona Green, M.D.\*

**Phone Number:**

(949) 586-4113

**Location:**

23121 Plaza Point Drive, Suite #150, Laguna Hills, CA 92653

**Website:**

<https://www.providence.org/doctors/profile/849690-chona-b-green>

**Eligibility Requirements:**

Private Pay / Most Insurance / Language: English

**Hours:**

Please call for specific information

**12. Resource:**

Eleni Hailemariam, M.D.\*

**Phone Number:**

(714) 972-370

**Location:**

OC Health Care Agency / Older Adult Mental Health Clinic  
4000 W. Metropolitan Drive, Ste. 120, Orange, CA

**Website:**

<http://www.ochealthinfo.com/phs/about/dcepi/ttc>

**Eligibility Requirements:**

MediCal eligible / 60+ / Orange County Resident

**Hours:**

Monday - Thursday 8 a.m. – 6 p.m. / Friday 8 a.m. – 5 p.m.

**13. Resource:**

Chris D. Heitland, M.D.

**Phone Number:**

(714) 358-0457

**Location:**

2220 E. Fruit St., Ste #109, Santa Ana, CA 92701

**Website:**

N / A

**Eligibility Requirements:**

Medicare / Private Pay / Language: English

**Hours:**

Please call for specific information

**14. Resource:**

Harish Kavirajan, M.D.\*

**Phone Number:**

(949) 422-6814

**Location:**

6 Venture, Ste 227, Irvine, CA 92618

**Website:**

N / A

**Eligibility Requirements:**

Private Pay / Language: English

**Hours:**

Please call for specific information

**15. Resource:**

Jason Kellogg, M.D.

**Phone Number:**

(949) 722-7118

**Location:**

17782 Cowan St., Ste A, Irvine, CA 92614

**Website:**<https://www.psjhmedgroups.org/Find-a-Doctor/K/Jason-Kellogg-MD.aspx>**Eligibility Requirements:**

Insurance / Private Pay / Languages: English, Spanish, Vietnamese, Chinese, Mandarin

**Hours:**

Monday: 7:00 a.m. – 6:30 p.m.

Tuesday: 7:00 a.m. – 6:00 p.m.

Wednesday: 7:00 a.m. – 7:00 p.m.

Thursday: 7:00 a.m. – 6:00 p.m.

Friday: 7:00 a.m. – 6:00 p.m.

Saturday: 8:30 a.m. – 2:00 p.m.

**16. Resource:**

Steven A. Keys, M.D.

**Phone Number:**

(949)581-9555

**Location:**

23461 South Pointe Dr., Ste #375, Laguna Hills, CA 92653

**Website:**

N / A

**Eligibility Requirements:**

Medicare / Private Pay / Language: English

**Hours:**

Please call for specific information

**17. Resource:**

Alex Michelson, M.D.

**Phone Number:**

(949) 462-9114

**Location:**

24800 Chrisanta Dr., Ste. 260, Mission Viejo, CA 92691

**Website:**

<http://www.drnichelson.yourmd.com/index.cfm/fuseaction/site.home.cfm>

**Eligibility Requirements:**

Insurance / Private Pay / Languages: English, French, Russian

**Hours:**

Monday – Friday: 9:00 a.m. – 5:00 p.m.

**18. Resource:**

Maniklal Vaswani Sanjay, M.D.\*

**Location:**

1601 Dove Street, Suite #230, Newport Beach

**Phone Number:**

(949) 851-2006

**Website:**

N/A

**Eligibility:**

Insurance / Private Pay / Languages: Please call for more information

**Hours:**

Please call for specific information

**19. Resource:**

Alan Schneider, M.D.\*

**Location:**

1151 Dove St., New Port Beach, CA

**Phone:**

(818) 472-1132

**Website:**

N/A

**Eligibility:**

Insurance / Private Pay / Languages: Please call for more information

**Hours:**

Please call for specific information

**20. Resource:**

Michael Wu, M.D.

**Location:**

3 Pointe Dr., Suite #305, Brea, CA 92921

**Phone Number:**

(714) 276-2930 / Fax: (714) 256-9013

**Website:**

<https://www.mwumd.com>

**Eligibility:**

Insurance / Private Pay / No MediCal or CalOptima

**Hours:**

Please call for specific information

## RESIDENTIAL PROGRAM / CENTER

**1. Resource:**

**West Anaheim / Westminster TRC** - Inpatient and Residential Care or long-term housing services, this facility is a Skilled Nursing Facility (SNF) providing a required 27-hour per week Specialized Treatment Program (STP) focused on helping clients 18 years and older to develop the skills needed to return to a community setting. The STP is a 24 hours secured inpatient unit including a group programming milieu. Medication management and other adjunctive therapies are utilized in this long term care psychiatric residential setting. Residents are not asked to leave the program once they reach age 62 if they would like to continue to live there.

**Location:**

645 S. Beach Blvd., Anaheim, CA 92804 (Anaheim)  
206 Hospital Circle, Westminster, CA 92683 (Westminster)

**Phone Number:**

(714) 834-4491 for referral

**Web Site:**

<http://westanaheimec.com/>

**Eligibility Requirements:**

Serious mental illness / Medi-Cal, Medicare and Private Pay

**Hours:**

All - 24 hours a day

## SOCIAL / BEHAVIORAL SUPPORT FOR OLDER ADULTS

### Friendly Visitor Programs

Friendly Visitor volunteers are background checked, trained, supervised, compassionate and helpful individuals who may offer in-home visits, telephone calls, help around the house or shopping and who will lend a hand with the “little things” that come up in life. *Loneliness prevention and isolation reduction are part of their goal.* Programs differ in scope and services so call for more information.

- Council on Aging – Southern California.....(714) 479-0107  
<https://www.coasc.org/>
- Independence At Home.....(866) 563-7380  
<https://independenceathome.org/our-services>
- Laguna Woods Village..... (949) 597-4267  
<https://www.lagunawoodsvillage.com/residents/social-services>
- Meals-On-Wheels OC (Formerly SeniorServ).....(714) 229-3377  
<https://www.seniorserv.org/senior-services/friendly-visitor/>
- MECCA (Multi-Language / Multi-Cultural) .....(714) 202-4750  
<http://ocmecca.org/>
- Project L.I.F.E... ..... (714) 612-0306
- St. Jude Medical Center / Senior Services .....(714) 446-7064  
<https://www.providence.org/locations/st-jude-medical-center/senior-services>

## SPECIALTY CARE - WITH MENTAL HEALTH COMPONENTS FOR SENIORS

### 1. Resource:

**2-1-1 Resource Line - County Based Resource Help Line** - Assesses needs and then matches to the most appropriate resources in the community. Assistance is confidential and offered in more than 170 languages.

#### Location:

N/A

#### Phone Number:

2-1-1 OR (888) 600-HELP (888) 600-4357) toll free / (949) 646-4357) local

#### Website:

<https://www.211oc.org/contact-211-oc.html>

#### Eligibility Requirements:

Callers may be family members, friends or anyone seeking resources, or providers seeking information about OC mental health programs and services.

#### Hours:

All - 24 hours a day

### 2. Resource:

**Human Options / Safe Options for Seniors - Human Options / Safe Options for Seniors (SOS)** - is the first program of its kind in Orange County, specifically designed to support adults age 50+ who have experienced abuse or are victims of family violence. Family violence includes physical, emotional, and financial abuse. The program is for individuals over the age of 50 and adults with a physical



impairment over the age of 18. Our SOS program provides counseling, legal advocacy, support groups and more. Call for more information as various support groups may change times, topics and location.

**Location:**

5540 Trabuco Rd., Ste. 100, Irvine, CA 92620 and throughout Orange County.

**Phone Number:**

(877) 854-3594

**Website:**

<https://humanoptions.org/category/seniors/>

**Eligibility:**

Individuals over the age of 50, and adults with a physical impairment over the age of 18, who have experienced family violence.

**Hours:**

Business Hours Monday – Friday 8:30 a.m. – 6 p.m.

Hotline Hours – 24 hours a day / 7 days a week

Call for more information regarding specific groups or programs

**3. Resource:**

**SHOPP (Senior Health Outreach and Prevention Program)** - is a Tobacco Settlement Revenue (TSR) funded in-home service that has two components. The program is staffed by Public Health Nurses and Behavioral Health Clinicians.

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

**Location:**

1725 W. 17<sup>th</sup> St., Santa Ana, CA

**Phone Number:**

(714 )834-7759

**Website:**

<https://ochealthinfo.com/services-programs/mental-health-crisis-recovery/older-adult-60-services/older-adult-wellness-0>

**Eligibility:**

60+ / Severe and persistent mental illness resulting in functional impairments.  
Orange County resident.

**Hours:**

Mondays – Thursdays: 8 a.m. - 6 p.m. / Fridays: 8 a.m. - 5 p.m.

#### 4. Resource:

**UCI Health Assessment Program for Seniors (HAPS)** - HAPS is a unique two-part consultation; it is the only one in Orange County and it serves as the model for similar programs around the nation. The first part of the consultation offers a comprehensive evaluation by a physician who specializes in senior care (geriatrician), as well as a social worker, neuropsychologists, pharmacologists, dietitian and occupational therapists who are experienced with the needs of seniors. Because of the inclusive nature of the assessment, the patient will return for the second part of the consultation with his/her family member(s) to dialogue about the findings. The HAPS concludes with the written report of the team's recommendations being sent to the patient's primary health care provider for further discussion and problem-solving.

#### Location:

UCI Medical Center Senior Health Center, 101 The City Drive, Pavilion 4, Building #25 B, Orange, CA 92868

#### Phone Number:

(714) 456-7007 / (714) 456-5523 (Social Worker)

#### Website:

<https://www.ucihealth.org/medical-services/senior-health/health-assessment-program-for-seniors/about-haps>

#### Eligibility:

Age 60+ / A HAPS assessment is especially helpful for older adults who have several chronic medical conditions, use multiple medications, who have experienced a significant change in functioning or whose family is seeking advice about the patient's care needs.

#### Hours:

Monday – Friday / 8 a.m. – 5 p.m.

### **SUPPORT GROUPS – BEHAVIORAL / MENTAL HEALTH FOR OLDER ADULTS**

#### 1. Resource:

**Council on Aging - Council on Aging / ReConnect Early Intervention Services for Older Adults (EISOA)** - The ReConnect EISOA Program offers short-term comprehensive services to Orange County residents who are experiencing emotional challenges and overall health barriers, particularly those appearing later in life. Mental health problems are under-identified by health-care professionals and adults themselves. The stigma surrounding these conditions makes people reluctant to seek help. The ReConnect Program provides up to 12 months of early intervention services at no cost to participants. Call for more information as various support groups may change times, topics and location. Support Group topics include:

- Self-Care
- Art and Creativity for Healing
- Brain Training Games

**Phone Number:**

(714) 479-0107

**Location:**

2 Executive Circle, Suite #175, Irvine, CA 92614

**Website:**<https://www.coasc.org/programs/reconnect/>**Eligibility:**

60+ / Orange County Resident

**Hours:**

8 a.m. – 5:30 p.m. / Call for more information

**2. Resource:**

**Human Options / Safe Options for Seniors** - Human Options' Safe Options for Seniors (SOS) is the first program of its kind in Orange County, specifically designed to support adults age 50+ who have experienced abuse. Our SOS program provides counseling, legal advocacy, support groups and more. Call for more information as various support groups may change times, topics and location.

**Location:**

5540 Trabuco Rd., Ste. 100, Irvine, CA 92620

**Phone Number:**

(949) 737-5242 ext. 312

**Website:**<https://humanoptions.org/support-center/>**Eligibility:**

Orange County Residents / 65+

**Hours:**

Business Hours Monday – Friday 8:30 a.m. – 6 p.m.

Hotline Hours – 24 hours a day / 7 days a week

**3. Resource:**

**MECCA** - Participants are assigned to activities that are custom tailored to best suit their specific needs and interests, linkages to community resources and educational trainings and Support Groups that cover topics such as:

- Positive Aging
- Coffee Talk
- Yoga For The Mind and Body

The agencies affiliated with MECCA include the following languages and are:

- Abrazar, Inc. (Spanish) – (714) 893-3581; ask for Spanish speaker
- Access California Services (Arabic) – (714) 917-0440; ask for Arabic speaker

- Korean Community Services (Korean) – (714) 503-6550; Korean speaking
- Orange County Children's Therapeutic Arts Center (Spanish) (714) 547-5468
- OMID Multicultural Institute (Farsi) – (949) 502-4721; Receptionists speaks Farsi
- Southland Integrated Services (Vietnamese) – (714) 620-7000
- The Cambodian Family (Khmer) – (714) 571-1966 press 2

Please call as different groups and topics are held at various times and locations.

**Phone Number:**

(714) 202-4750

**Location:**

1505 East 17th Street, Suite #123, Santa Ana, CA 92705

**Website:**

<http://ocmecca.org/>

**Eligibility Requirements:**

Orange County resident ages 60+

**Hours:**

Monday – Friday / 9 a.m. – 5 p.m.

**4. Resource:**

**St. Jude Medical Center (Senior Services)** – Depression and Anxiety Recovery Support Group (PsychoEducational) – weekly and on-going. Group is facilitated by a trained Master's level clinician, interactive and topic driven, weekly Action Plans are encouraged, and PHQ-9 is administered monthly to assess progress. Currently two locations – Fullerton and Diamond Bar, a third location coming to Yorba Linda.

**Location:**

130 W. Bastanchury Road (Community Services Bldg.), Fullerton CA 92835

**Phone Number:**

(714) 446-7064

**Website:**

<https://www.providence.org/locations/st-jude-medical-center/senior-services>

**Eligibility Requirements:**

55+ / Community Member

**Hours:**

Monday – Friday / 9 a.m. – 5 p.m. / Fullerton

**WEBSITES AND ADDITIONAL LINKS TO RESOURCES**

1. Adult Protective Services .....[ssa.ocgov.com](http://ssa.ocgov.com) › [abuse](#) › [elder](#) / (800) 451-5155
2. Aging and Disability Resource Connection of OC .....[www.adrcoc.org](http://www.adrcoc.org) / (714) 480-6450
3. California Advocates for Nursing Home Reform .....[www.canhr.org](http://www.canhr.org) / (800) 474-1116  
Information for MediCal Long-term Care Payment

4. CAT / PERT Program.....<http://www.ochealthinfo.com/bhs/about/aoabh/catpert>  
Centralized Assessment Team (Emergency Psychiatric Evaluation 24/7).(866) 830-6011
5. CMS-Centers for Medicare and Medicaid Services.....[www.cms.gov](http://www.cms.gov)
6. Didi Hirsch Mental Health Services OC .....<https://didihirsch.org> / (714) 547-0885  
Didi Hirsch Suicide Prevention Phone Line ..... 988
7. Family Caregiver Resource Center ..... [www.caregiveroc.org](http://www.caregiveroc.org) / (714) 446-5030
8. National Alliance for the Mentally Ill.....[www.nami.org](http://www.nami.org)  
Phone: ..... (703) 524-7600 / OC number (714) 544-8488  
NAMI Warm Line: (800) 950-6264 / Monday – Friday 7am. - 7pm.
9. National Council on Aging.....<https://www.ncoa.org>
10. National Council on Mental Health Agency: Evidence-Based Practices / Model  
Programs. Behavioral Health Programs for Older Adults (National Council on Aging)  
Building Relationships Between Mental Health and Aging Services (NASMHPD-webinar)  
Caregiver Intervention Database (Rosalynn Carter Institute for Caregiving)  
[www.ncmha.org](http://www.ncmha.org) / .....(571) 527-3996
11. National Institute on Mental Health  
The impact of depression on health in older adults can be severe: much research has  
reported ... In addition, among those who did have a diagnosed mental disorder and /  
or dementia, nearly ..... Health Topics and Resources  
<https://www.nimh.nih.gov/health/topics/older-adults-and-mental-health>
12. OC Links .....[www.ochealthinfo.com/bhs/about/pi/oclinks/](http://www.ochealthinfo.com/bhs/about/pi/oclinks/)  
Phone:..... (855) OC-Links or (855) 625-4657  
TDD Number Monday – Friday / 8:00 a.m.to 6:00 p.m.: ..... (714) 834-2332
13. Office of the Public Guardian / LPS ..... (714) 567-7660  
<https://www.ochealthinfo.com/about-hca/strategy-special-projects/office-public-guardian>
14. Office on Aging of Orange County.....(714) 480-6450 or( 800) 510-2020  
[www.officeonaging.ocgov.com](http://www.officeonaging.ocgov.com)
15. Regional Center - Orange County ..... <http://www.rcocdd.com> / (714) 796-5100
16. SAMHSA (Substance Abuse and Mental Health Services Administration)  
24/7 Disaster Distress ..... <https://www.samhsa.gov/find-help/disaster-distress-helpline>  
Helpline: ..... (800) 985-5990  
Text TalkWithUs to: .....66746  
24 Hour Suicide Prevention.....<https://www.samhsa.gov/find-help/988>  
Phone: ..... 988
17. World Health Organization  
Mental health of older adults:  
<https://www.who.int/news-room/fact-sheets/detail/mental-health-of-older-adults>  
Fact sheet on mental health and older adults providing key facts and ...quality of  
services to people with mental illness and their caregivers.

## TIPS FOR GOOD COMMUNICATION WITH OLDER ADULTS



### Possible barriers to effective communication:

1. Physical disabilities (hard of hearing, failing eyesight, etc.)
2. Cognitive impairment (confusion, mistrust, dementia)
3. Pre-conceived opinions (on both sides)
4. Fear and resistance to change (on both sides)

### Hints for more effective communication:

1. **Be Patient. Plan for additional time.** Don't have a "Just the facts" attitude or come across as rushed or uninterested. Understand it may take a lengthy conversation to get the information you need.
2. **Be respectful.** Address with Mr. or Miss or Mrs., not first names unless invited.
3. **Be a good listener.** Helpful communication with seniors depends more on good listening than good speaking, so be conscious of whether you are really listening to what older adults are telling you. *Listen to learn, rather than listening while waiting to respond.*
4. **Speak slowly and clearly,** but don't shout. Ask them to repeat instructions so you are sure you were understood.
5. **Use short, simple words and sentences.** Simplifying information and speaking in a manner that can be easily understood is one of the best ways to ensure that the older adult will follow your directions or instructions.
6. **Avoid using technical terms** which may be unfamiliar or difficult for an older person to understand. Make an effort to use terms that are familiar and comfortable to them.
7. Stick to one topic at a time. **Avoid information overload.** Try presenting the information in outline form or a series of steps.
8. **Allow an opportunity to ask questions** and for them to express themselves. Once you have explained the necessary information, give ample opportunity to ask questions. This will allow older adults to express any apprehensions they might have, and through their questions you will be able to determine whether they completely understand the information and instructions you have given. Ask, "Is there anything else you think is important for me to know?"
9. Consider keeping a mirror by the phone. Negative facial expressions or impatience will come through in your voice. **Practice smiling while you are talking on the phone.**
10. **Watch for their preferred ear** to hear from and make sure you are speaking to that ear. Maintain good eye-contact so that they can read your lips better.



## Suicide Among Older Adults

While older women of all ethnicities commit suicide, notably, suicide is particularly high among older, white males. In fact, the rate of suicide in the oldest group of white males (ages 85+) is over *four times higher* than the nation's overall rate of suicide.

### Identifying Warning Signs For Suicide

A person who may be thinking about suicide likely does not want to die, but is in search of some way to make pain or suffering go away. Older people who attempt suicide are often more isolated, more likely to have a plan, and more determined than younger adults. Suicide attempts are more likely to end in death for older adults than younger adults, especially when attempted by men. Use the checklist on the next page to determine if you or someone you know may be showing warning signs.

### Risk Factors And Warning Signs

Suicidal warning signs in older adults may be linked to important risk factors:

1. Access to lethal means (i.e. firearms, other weapons, etc.)
2. Alcohol or medication misuse or abuse
3. Daring or risk-taking behavior
4. Depression
5. Family discord or losses (i.e., recent death of a loved one)
6. Feelings of loss of independence or sense of purpose
7. Giving away prized possessions
8. Impulsivity due to cognitive impairment
9. Inflexible personality or marked difficulty adapting to change
10. Marked feelings of hopelessness; lack of interest in future plans
11. Medical conditions that significantly limit functioning or life expectancy
12. Prior suicide attempts
13. Social isolation
14. Sudden personality changes
15. Verbal suicide threats such as, "You'd be better off without me" or "Maybe I won't be around"

### Preventing Suicide

It is crucial that friends and family of older adults identify signs of suicidal thoughts and take appropriate follow-up actions to prevent them from acting on these thoughts.

*Suicidal thoughts are often a symptom of depression and should always be taken seriously.*

1. **Speak Up If You're Worried** – Start a conversation – "Are you OK? I've been worried lately". Take the person seriously. Listen but DON'T argue, minimize or criticize. Don't try to 'fix' it. *Be sympathetic and non-judgmental* – offer real hope.
2. **Act Quickly In A Crisis** – Ask if they have a plan, a means, method and time set to act. If someone you know has a suicide plan *with intent to act, you should not leave them alone – call 9-1-1* or a mental health professional and make sure to stay with them until emergency services are in place or a mental health professional is there.
3. **Offer Hope, Help and Support – Never Criticize or Patronize** – "You're not alone – let's work together on this." Suggest positive lifestyle changes (diet, sleep, exercise, being around good friends, etc.). Help them make a safety plan that includes identifying triggers, contact phone numbers of family, friends, therapist, etc., *and remove any potential means of suicide.*





**This Guide was compiled by the members of the  
2019 / 2020 Older Adult Mental Health Council  
And updated by the 2023 Older Adult Behavioral Health Council  
which is an Ad Hoc committee of the  
Orange County Behavioral Health Advisory Board**



**The Content May Also Be Accessed By:  
Calling 2-1-1 For More Information or On Their Website @:  
<https://www.211oc.org> › [get-help](#) › [211oc-can-help](#) › [search-for-resources](#)**

**OR  
Be Well OC / MIND OC @  
<https://bewelloc.org/>**

**OR  
Orange County Office on Aging @:  
<http://www.officeonaging.ocgov.com/>**

**\*Last Updated 09/2023**

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