



AGENDA STAFF REPORT

Control: 26001065

MEETING DATE: 05/19/2026

LEGAL ENTITY TAKING ACTION: Board of Supervisors

BOARD OF SUPERVISORS DISTRICT(S): All Districts

SUBMITTING AGENCY/DEPARTMENT: OC Community Resources

DEPARTMENT CONTACT PERSON(S): Dylan Wright, 714-480-2788
Renee Ramirez, 714-480-6483

SUBJECT: Renewal of Medicare Counseling and Outreach Services Contract

CEO CONCUR	COUNTY COUNSEL REVIEW	CLERK OF THE BOARD
Concur	Approve agreement to form	CONSENT CALENDAR
		3 Votes Board Majority

Budgeted: N/A	Current Year Cost: N/A	Annual Cost: FY 2026-27 \$166,737 FY 2027-28 \$33,347
Staffing Impact: No	Funding Source: FED: Medicare	Sole Source: No
Current Fiscal Year Revenue: N/A	Improvements for Patients and Providers Act: 100%	County Audit in Last 3 years: No

Levine Act Review

Completed? Yes

Prior Board Action: 5/20/2025 #4, 7/23/2024 #9

RECOMMENDED ACTION(S):

1. Authorize County Procurement Officer or Deputized designee to execute Amendment Number Five to renew Contract with Council on Aging - Southern California, Inc. for Medicare Improvements for Patients and Providers Act services, in an amount not to exceed \$200,084, effective September 1, 2026, through August 31, 2027, for a revised cumulative total amount not to exceed \$655,760.
2. Authorize the County Procurement Officer or Deputized designee to execute future amendments to the Contract with Council on Aging – Southern California, Inc. that either (1) are ministerial, non-material, or otherwise administrative in nature, program-specific and consistent with the original scope of work, as determined by the OC Community Resources Director or designee; or (2) increase the Contract amount up to the maximum annual allocation awarded by the California Department of Aging for the Contract term, without further Board of Supervisors action; provided all amendments are in accordance with applicable County policies, California Department of Aging guidance or regulations and State contract terms.
3. Authorize the County Procurement Officer or Deputized designee to review and approve subsequent subcontractor requests as necessary, pursuant to section 3.3-130 of the Contract Policy Manual, without further Board of Supervisors action, provided the County Procurement Officer or Deputized

designee performs the required due diligence and establishes that the proposed subcontractor is qualified to perform services under the Contract, the addition of a subcontractor does not affect the overall scope of work, and the addition of the subcontractor does not increase the Contract’s not to exceed amount.

SUMMARY:

Approval of Amendment Five to renew Contract with Council on Aging – Southern California will continue to support Medicare counseling and outreach services to persons 65 years of age and older who are eligible for Medicare, persons soon to be eligible for Medicare and persons younger than 65 years of age with a disability who are eligible for Medicare throughout the County of Orange.

BACKGROUND INFORMATION:

OC Community Resources/Office on Aging (OCCR/OoA) administers Medicare Improvements for Patients and Providers Act (MIPPA) services funded by California Department of Aging (CDA) as a passthrough of federal funds. MIPPA services complement the Health Insurance Counseling and Advocacy Program (HICAP) by providing outreach on available Medicare preventive services and expanding Medicare beneficiary enrollment in programs that can help beneficiaries save on health care costs including the Prescription Drug Low-Income Subsidy (LIS) Program and Medicare Savings Programs. Counseling services are available to persons 65 years of age and older who are eligible for Medicare, persons soon to be eligible for Medicare and persons younger than 65 years of age with a disability who are eligible for Medicare. See table below for Contract No. MA-012-24010693 (Contract) execution and amendment information.

Prior Board of Supervisors (Board) Actions

Board Meeting Date	Contract or Amendment Number	Contract Term	Maximum Obligation	Action
7/23/24	Contract No. MA-012-24010693	9/1/2024-8/31/2025	\$197,489	Board approved.
N/A	Amendment Number One	9/1/2024-8/31/2025	\$255,592	Administratively executed to increase the maximum obligation by \$58,103 and update attachments.
5/20/25	Amendment Number Two	9/1/2025-8/31/2026	\$255,592	Board approved Contract renewal in the amount of \$255,592.
N/A	Amendment Number Three	9/1/2024-8/31/2025	\$255,592	Administratively executed to update attachments.
N/A	Amendment Number Four	9/1/2025-8/31/2026	\$200,084	Administratively executed to decrease the maximum obligation by \$55,508 and update attachments.

Council on Aging – Southern California (Contractor) is on track to meet FY 2025-26 objectives and key tasks included in their annual MIPPA Work Plan. The Work Plan is based on goals pre-determined by the CDA each year and are reviewed and approved annually. The objectives and key tasks included in the Work

Plan have been tailored to meet program and community needs, prioritized to reach low-income Medicare beneficiaries and address various educational topics.

Abbreviated FY 2025-26 Work Plan

Goal 1: Enhance and increase outreach and education to identify and reach more Medicare beneficiaries with the greatest economic and social needs.	
Objective/Key Tasks	Results (September 1, 2025 to February 2026)
Increase outreach events: <ul style="list-style-type: none"> • Conduct 12 events • Conduct 30% of events in other languages 	<ul style="list-style-type: none"> • Conducted over 20 events • Conducted 31% events in Spanish, Vietnamese, and Chinese
Webpage and publicity materials are current & available in threshold languages: <ul style="list-style-type: none"> • Update 100% of LIS and MSP brochures • Updates in 6 languages 	<ul style="list-style-type: none"> • 83% LIS brochures updated and translated MSP brochures updates and translation in progress as Data for inclusion in the brochures was released March 2026.
Increase MIPPA and HICAP services by expanding existing partnerships and adding new ones: <ul style="list-style-type: none"> • Identify 5 new agencies, • Identify 1 agency that serves individuals with limited English proficiency, people with disabilities, and LGBTQ+. 	Identified. and partnered on activities with 2 of 5 new organization, one that serves primarily the Spanish-speaking population and one that serves the deaf and hard-of-hearing populations.
Goal 2: Enhance and increase one-on-one application assistance and enrollment efforts for Medicare beneficiaries that are eligible for LIS or MSP.	
Increase applications and awareness: <ul style="list-style-type: none"> • Determine targeted populations and geographics, • Schedule at least 1 event per identified populations. 	<ul style="list-style-type: none"> • Conducted an assessment of applications from the previous year by evaluating the utilization of the LIS/MSP enrollment process. Analysis included a review of target populations and geographic areas. • Incorporated LIS/MSP enrollment opportunities into over 30 COASC-hosted Medicare Open Enrollment events in the fall.
Goal 3: Enhance collaboration between local Area Agency on Aging (AAA), State Health Insurance Assistance Program, and Aging and Disability Resource Connection (ADRC) networks to increase access to benefits and services for Medicare beneficiaries with the greatest economic and social needs.	
Increase collaboration with ADRC partner organizations: <ul style="list-style-type: none"> • Identify 2 organizations, • Conduct 2 outreach events. 	Identified 1 organization and conducted 1 event.
Increase collaboration with the AAA/ADRC: <ul style="list-style-type: none"> • Conduct 1 education session at each ADRC partner organizations. 	<ul style="list-style-type: none"> • 1 seminar completed • 3 pending to be scheduled between April-August 2026

See Attachment B for detailed descriptions of the FY 2025-26 MIPPA Work Plan.

For the FY 2026-27 Contract term, Contractor will continue to provide outreach, education and application assistance on the Prescription Drug LIS Program, Medicare Savings Programs and Medicare preventive services for eligible populations. These objectives and key tasks will be aligned with the predetermined goals and included in the MIPPA Work plan that will be reviewed by OCCR/OoA and approved by CDA at the beginning of the funding term. The MIPPA program provides publications and services in Orange County's threshold languages and Farsi.

OCCR/OoA is requesting Board approval to execute the Amendment to renew the Contract with Contractor, for the term effective September 1, 2026, through August 31, 2027. The Amendment amount is an estimate based on the CDA allocations for MIPPA from the previous year. A new amendment will be administratively executed to reflect the actual allocation amount once received from CDA. Per the California Code of Regulations, contract awards are limited to a one-year period with a maximum of three additional one-year renewals. The September 1, 2026, through August 31, 2027, term is the second one-year renewal.

OCCR/OoA is also requesting delegated authority to execute future amendments to the Contract with the Contractor that are ministerial, non-material or administrative, program-specific and consistent with the original scope of work as determined by the OCCR Director, or designee, in accordance with applicable County policies, California Department of Aging guidance or regulations, state contract terms, and/or increase the Contract amount up to the maximum annual allocation from the CDA for the term of the Contract.

In addition, OCCR requests delegated authority for the County Procurement Officer or Deputized designee to review and approve future subcontractor requests pursuant to section 3.3-130 of the Contract Policy Manual, provided the County Procurement Officer or Deputized designee performs the required due diligence and establishes that the proposed subcontractor is qualified to perform services under the Contract, and the addition of a subcontractor does not affect the overall scope of work or increase the Contract's not to exceed amount.

The Contractor's performance has been confirmed as satisfactory. OCCR has verified there are no concerns that must be addressed with respect to the Contractor's ownership/name, litigation status or conflicts with County interests. The appropriate due diligence has been conducted, and the non-profit has been verified to be in good standing. The Orange County Preference Policy is not applicable to this Contract amendment.

The Contract does not currently include the use of subcontractors or pass through to other providers. See Attachment C for Contract Summary Form. However, due to the nature of the services and program needs, the addition of subcontractors may become necessary and may require prompt approval. Under the terms of the Contract, any request to add subcontractor(s) must receive prior written approval from the County Procurement Officer or deputized designee. If a request to approve a subcontractor would affect the overall scope of work and/or Contract amount, in excess of the Contract's not to exceed amount, or otherwise fall outside the scope of the authority granted, OCCR/OoA will bring the item back to the Board for approval. In the past, subcontractor(s) have not been used for this Contract.

FINANCIAL IMPACT:

Appropriations for this Contract will be included in Budget Control 012 FY 2026-27 Budget and will be included in the budgeting process for future years.

The Contract includes a provision stating that the Contract is subject to, and contingent upon, applicable budgetary appropriations approved by the Board for each fiscal year during the term of the Contract. In the event funding is terminated or reduced, the County may terminate the Contract, reduce the County's maximum obligation or modify the Contract without penalty with 10 days written notice.

STAFFING IMPACT:

N/A

REVIEWING AGENCIES/DEPARTMENTS:

N/A

ATTACHMENTS:

Attachment A - Amendment Five to Contract No. MA 012-24010693 with Council on Aging - Southern California, Inc.

Attachment B - MIPPA Work Plan FY 2025-26

Attachment C - Contract Summary Form