



SAN FRANCISCO HUMAN SERVICES AGENCY

**Department of Disability
and Aging Services**

Dementia Care Landscape Analysis

Presentation to the Dignity Fund Oversight and Advisory Committee

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Agenda

- Project Overview
- Service Needs for People Living with Dementia and their Caregivers
- Key Dementia Care Resources in San Francisco
- Dementia-Friendly Communities
- Key Findings and Recommendations





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Project Overview

Background

Dementia Basics:

- Changes memory and/or cognitive abilities
- Alzheimer's is the most common form
- Common symptoms start with short-term memory loss
- Expected to reach one million annually in the US by 2060

720,000 Californians ages 65 and older have Alzheimer's Disease



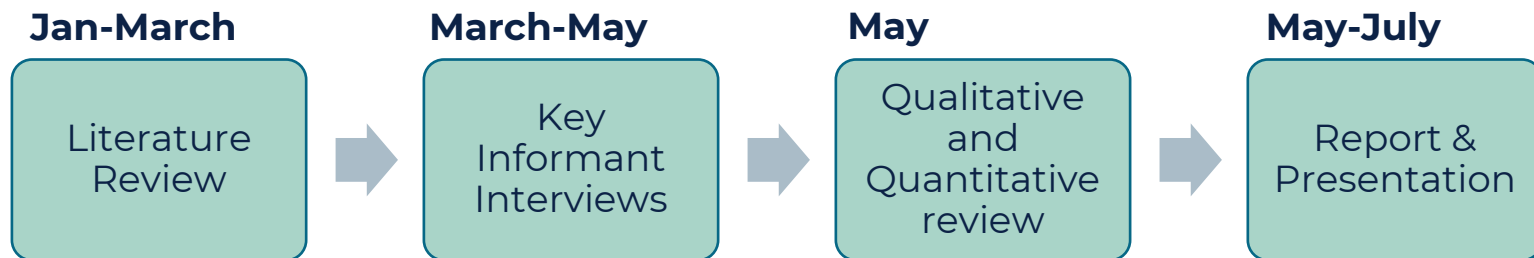
Project Purpose

To understand existing resources in San Francisco, learn common barriers for San Franciscans experiencing dementia, and discover best practices.

Research Questions:

- What do people living with dementia need to safely age in place?
- What do caregivers need to support loved ones with dementia to age safely in place?
- What resources are available to support people with dementia and their caregivers?
- To what extent do available resources meet needs? What are the notable gaps in services?
- How can we improve existing dementia care services to better address unmet need?
- What notable dementia care best practices and/or service models in other cities could inform local efforts in this service landscape?
- What should DAS consider to address unmet dementia care needs in San Francisco?

Methodology



Sources:

- **Literature review** of academic papers, guidance from organizations and municipalities, and other relevant publications including the 2022 DFCNA
- **Individual and small group interviews with 18 key informants**, including local providers and providers in Nevada and Los Angeles



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Service Needs for People Living with Dementia and their Caregivers

Needs for People Living with Dementia

- **Early screening** – one of the most high-impact interventions for slowing the development of dementia.
- **Medical and personal care** – impacts to physical health include behavior changes social changes, and reduced ability to engage in daily living tasks
- **Social engagement** – an important way to slow cognitive decline as dementia progresses since those with dementia often lose friendships.
- **Transportation** – a lifeline to be able to engage in services and remain in community for as long as possible.
- **Financial Support** – expenses for both those living with dementia and the caregiver can be very burdensome.



Needs for Caregivers

- **Awareness and navigation** – systems of support can be complex to navigate, compounded with the stressors of caregiving.
- **Respite care** – critical need for caregivers to get temporary care so they can take a break or work.
- **Education and Training** – caregivers have reported not getting enough training when a loved one is diagnosed with dementia.
- **Mental health** – stressors include financial and emotional since care is expensive and can be stressful for a loved one to be diagnosed with a terminal illness.

“I can see where caregivers will just fall apart with some of these behaviors if you don't know what's coming. And it's not that I have anything against the doctors. They don't have time. Maybe they don't even know, but they don't have time to really prepare you for what you're taking on.”

*— University of Washington
dementia caregivers study
participant*





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Key Dementia Care Resources in San Francisco

Key Dementia Care Resources in San Francisco

- **Early screening and detection** – Dementia Care Aware supports primary care teams in routine cognitive screenings.
- **Awareness and navigation** – DAS Benefits and Resource Hub, Aging and Disability Resource Centers, Case Management, Community Living Fund, GUIDE
- **Services to support aging in place** – Adult Day Programs, Alzheimer's Day Care Resource Centers, Adult Day Health Centers, PACE, IHSS, and Support at Home
- **Long-term residential care** – Assisted Living, Skilled Nursing, Memory Care
- **Services to support caregivers** – Caregiver Respite, Caregiver Training, Care Navigation, and Support Groups



Spotlight: GUIDE Model

- **Launched in 2024** by federal Centers for Medicare & Medicaid Services
- Model **convenes interdisciplinary care team** to:
 - **Assess patient and caregiver needs**
 - **Develop care plan** based on the patient's goals and preferences
 - **Facilitate care navigation**
- Also provides **training and respite care for caregivers**
- **Locally operated by San Francisco Department of Public Health** via the SF Health Network of hospitals and clinics
- Emphasis on **clinicians and care navigators who are experienced in serving those with dementia**



Common Dementia Care Experience

Many people like Margaret and Kathy feel uncertain about how to access the resources and support they need.

Margaret's doctor diagnoses her with dementia. Margaret and Kathy search the internet for more information.

2

Margaret starts taking the wrong medication dosages. Kathy takes on the daily responsibility of managing Margaret's medications.

Kathy becomes stressed each evening that Margaret may wander. Margaret becomes aggressive when Kathy tries to keep her at home.

4

Kathy plans for a neighbor to stay with Margaret. The neighbor cancels last minute and Kathy misses her appointment.

5

Margaret wanders away from home at night and is taken to the hospital



3

Experience Under GUIDE

The Guiding an Improved Dementia Experience (GUIDE) model offers a comprehensive package of services to improve the quality of life for people with dementia as well as reduce the strain on their caregivers.

Margaret receives a comprehensive assessment and a home visit to identify safety risks. Kathy's needs are also addressed.

1

The care team works with Margaret to develop a care plan based on her goals and preferences. The care plan includes a referral to a home-delivered meal service and tips on how Margaret can maintain her medication schedule.

2

Kathy enrolls in caregiver skills training. The next time Margaret tries to wander at night, Kathy calls the care team for support and convinces Margaret to stay home.

4

Margaret's dementia has progressed so that Kathy is unable to leave her alone. Margaret receives 4 hours of in-home respite care so that Kathy may attend her doctor's appointments.

5





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Dementia-Friendly Communities: A Promising Practice for San Francisco

Dementia-Friendly Communities



Case Study 1: Dementia Friendly Nevada

- **Authentic Partnerships** – directly engaging people living with dementia, their families, and their caregivers in research, planning, and design.
- **Peer Supports** – core belief is that people living with dementia contribute to their own lives, the lives of loved ones, and the lives of those in the community.
- **Expansive Cross Sector Partnerships** – providing education to sectors such as businesses, employers, and faith networks to ensure robust education and training on dementia throughout the community.



Case Study 2: LA County Dementia-Friendly Communities

- **Buy-in from Local Elected Officials** – Mayor Garcetti was among LA's first Dementia Friends that helped champion the cause and encouraged other leaders to engage in the programming as well.
- **Integrated Dementia-Friendly and Age-Friendly initiatives** – concurrent implementations benefit both initiatives since there are common objectives and leads to a more whole person approach in service delivery



Integrating Dementia-Friendly America & WHO Age-Friendly Communities Frameworks

Excerpt of framework crosswalk adapted from (Turner & Morkin, 2016)

WHO Age-Friendly Communities Domains	Dementia Friendly America Sectors
Outdoor Spaces and Buildings	Transportation, Housing, and Public Spaces; Emergency Planning and First Response
Housing	Transportation, Housing and Public Spaces; Emergency Planning and First Response; Independent Living; Memory Loss Supports and Services
Social Participation	Legal and Advance Planning Services; Banks and Financial Services; Businesses; Neighbors and Community Members; Communities of Faith; Independent Living
Communication and Information	This is woven into each sector as dementia friendly communication strategies
Community and Health Services	Care Throughout the Continuum; Memory Loss Supports and Services; Emergency Planning and First Response





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Recommendations

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- **Promote interagency referrals** between DAS services and the GUIDE program
- **Integrate Dementia-Friendly Communities activities** into our existing Age- and Disability-Friendly San Francisco planning and implementation efforts
- **Continue to invest in adult day services** and other supports for caregivers
- **Enhance dementia awareness training** for DAS community-based service providers





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Thank You

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