

# Jewish Family Service

A Community Resource Since 1918

Everyone's Business:

Cultivating Dementia-Friendly Service Delivery



# What We Do... *Since 1918*

## Self-Sufficiency



## Aging With Dignity



## Community Connections



# JFS Network of Support 1971 – to present

## Home safety and fall prevention

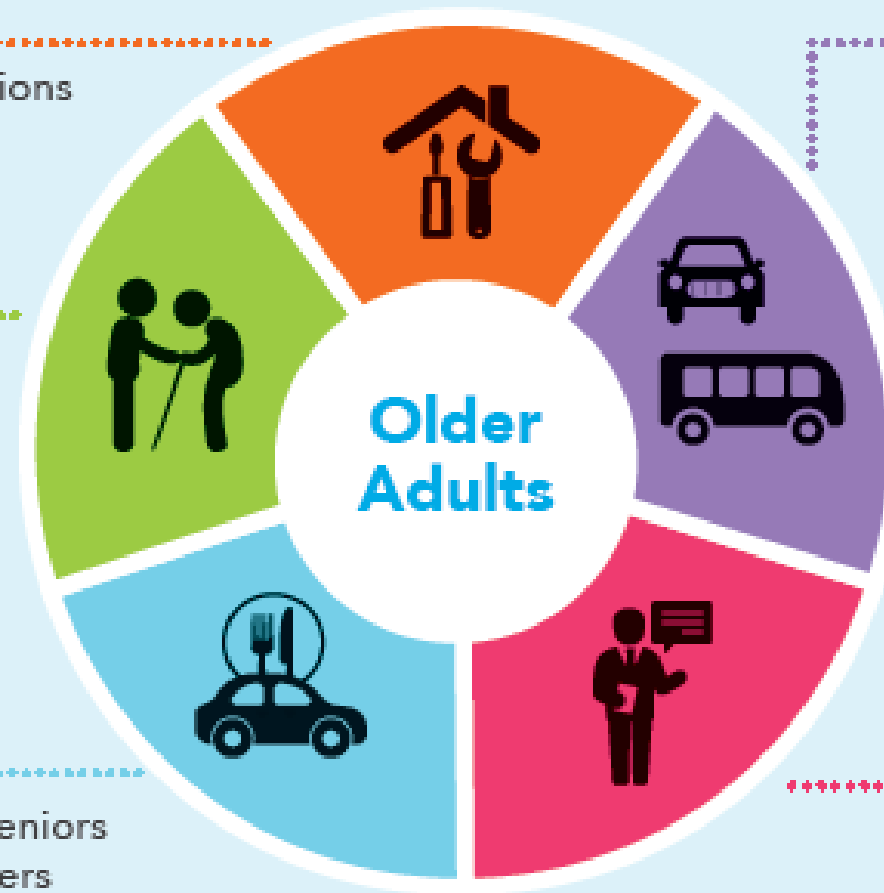
- 1,086 home repairs and safety modifications

## Care consultation and coordination, counseling, information and referral, and respite care

- 10,987 hours of care management
- 136 Holocaust Survivors assisted
- Bikkur Holim: 73 older adults connected to a friendly visitor

## Home-delivered meals and congregate meals at JFS Social & Wellness Centers

- 82,000 meals provided to homebound seniors  
2/3 are delivered; 1/3 are served at centers



## Home and community-based services, including an extensive network of transportation services

- 35,000 rides given
- More than 35,000 visits to Balboa and College Avenue Social & Wellness Centers
- Charitable Adult Rides & Services (CARS) processed 100,000 vehicle donations for nonprofits nationwide

## Training and employment programs connected 58 older adults to employment opportunities

# Alzheimer's in San Diego County, California

- 5th most populated county in the US and covers more than 4,200 square miles of coastal, valley, mountain and desert areas.
- 2013, nearly 3.2 million people, with more than 740,000 residents over the age of 55 years, accounting for 1/4 of total population.
- 2018, an estimated 84,000 San Diegans age 55 years and older were living with ADRD
- By 2030 nearly 115,000 residents 55 years and older will be living with ADRD, a 51% increase from 2013.



## Pros

- The County is ready and calling for action*
- Our community partners support us*
- We have 100 years of solid infrastructure*
- We have excellent large project management experience*
- We have dementia service experience*

## Cons

- We have never worked on an ACL project*
- We have never tracked dementia outcomes*
- JFS is not known for dementia*
- Staff are all over the place training-wise*



September 2016: Administration for Community Living awards the JFS Aging & Wellness Division \$900,500 in funding for Alzheimer's programming for a 3 year pilot to increase community based organizational dementia capability.

- Objectives: living alone with ADRD, caregivers of mod to severe ADRD and ADRD behavioral symptom management



# Increasing Dementia Capability *through guidance & progressive training*



## **Alzheimer's** SAN DIEGO

**JFS ADI Project Guide**

**Collaborative Project Planning Meetings**

**Dementia Hotline**

Professional situational advice for staff

Situational advice for clients

**Contributing members of the “Dream Team”**

**Foundational Training  
for all Staff & Volunteers**

Dementia 101

Dementia 102

Dementia 103

**Specialized Training for Staff**

Memories in the Making Facilitator

Support Group Facilitator

Teepa Snow Positive Approach to Care

Dementia Care Manager Training

Dementia Care Specialist Training

Driving & Memory Loss

Dementia Assessment & Care Plan Toolkit

# Integrated Care Network

## Alzheimer's SAN DIEGO



- No wrong door, regardless of origin/presenting need
- Warm hand off with client consent
- Specific staff assigned for intake
- Other partners onboarding
- Efforts to Outcomes Software build out for effective tracking and impact measurement



# Accessing JFS ADI Services (858) 637-3388

Families are referred in a variety of ways

ADI staff perform a specialized intake over the phone

An in-home assessment is performed utilizing multiple tools for client's with dementia and their caregivers

A dynamic care plan is created with goals and the resources to achieve those goals

Clients connect with a variety of supportive services

Follow up is conducted as needed

# Tools & Resources



Moving Forward Together

## Alzheimer's | SAN DIEGO

### Caring for Yourself

Taking care of yourself is one of the most important things you can do for the person you are caring for. As the saying goes, "You cannot pour from an empty cup." All too often, caregivers find themselves in poor health, overwhelmed, and physically and emotionally exhausted. There's no better time than the present to start taking care of yourself.

Here are some ways you can take care of yourself:

- **Join an Alzheimer's San Diego Support and Discussion Group.** These groups offer a wealth of information, support, solutions and new knowledge to help you on your caregiving journey.
- **Take a five minute break each day.** Rejuvenating your mind and releasing emotions is important for living in the present. Be kind to yourself.
- **Spend time with friends.** Connecting with others, stimulating your brain and having an outlet to revive yourself are all ways to reduce stress and maintain a healthy lifestyle.
- **Schedule time for your hobbies and interests.** Doing the things you love will increase your energy levels and help to extend positivity and patience.
- **Eat healthy foods.** It's easy to eat comfort foods, but they add to fatigue, poor health and other medical problems. Staying energized and alert will help with cognitive functioning and a healthier heart. You only have one body. Make sure to take care of it.
- **Get exercise as often as you can.** If you aren't able to get out of the house each day, look for ways to stay active in the home through cleaning, gardening, or vacuuming.
- **See your doctor on a regular basis.** Regular check-ups are a good way to monitor your overall health and alert you if early health intervention is needed.
- **Keep your health, legal, and financial information up-to-date.** Having a plan in place, in the event that anything happens to you, will ensure safety of the person you are caring for and can relieve unnecessary stress on the family.

#### It's Okay to Ask for Help

Asking for help can be hard, especially if you have always done everything on your own, are not sure what others can help with, or feel as if you are imposing. We encourage you to try again as your health depends on it. Others will communicate whether or not they can help. If you have trouble asking for help, try these tips:

- Ask people to help out in specific ways like making a meal, picking up a prescription, visiting the person with dementia, or taking the person out for a short time.
- Call for help from in-home care, respite options or adult day care services when you need it. To find resources in your area, contact Alzheimer's San Diego at 858-492-4400.

The Heart of Alzheimer's Care & Cure | 858.492.4400 | [www.alzsd.org](http://www.alzsd.org)

### VIAL of LIFE

(858)-939-4790

Senior Resource Center  
**SHARP** Memorial Hospital

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Name \_\_\_\_\_ Social Security # (last 4 digits) \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone No. \_\_\_\_\_ Date of Birth \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 Gender: Male  Female  Single  Married  Widowed  Divorced   
 Primary Insurance Company \_\_\_\_\_ Policy Number \_\_\_\_\_  
 Secondary Insurance Company \_\_\_\_\_ Policy Number \_\_\_\_\_  
 Have you filled out an Advance Directive for Health Care Form? Yes  No   
 Name of Agent \_\_\_\_\_ Phone \_\_\_\_\_  
 Have you requested a Do Not Resuscitate Order? Yes  No  If Yes, enclose \_\_\_\_\_

*Life saving  
Use with*

# Take Me HOME PROGRAM

**SAN DIEGO COUNTY  
SHERIFF'S DEPARTMENT**

[www.sdsheiff.net/tmh](http://www.sdsheiff.net/tmh)

#### APPENDIX C: LIVE ALONE ASSESSMENT

The following conditions may indicate when a person with dementia is no longer safe to live alone or will require more services, assistance or observation. Place a check by each statement that is known or observed. Calculate scores in each section and utilize recommendations from Boxes A-C.

GRADE	
A = Emergent Only get outside needs to be performed immediately	B = Semi-Emergent Emergent/Semi-Emergent C = Non-Emergent Emergent/Semi-Emergent D = Non-Emergent Emergent/Semi-Emergent

#### Modified Caregiver Strain Index

Directions: Here is a list of things that other caregivers have found to be difficult. Please put a checkmark in the columns that apply to you. You have included some examples that are common caregiver experiences to help you think about each item. Your situation may be slightly different, but the item could still apply.

Yes, On a Regular Basis-2 Yes, Sometimes-1 No-0

My sleep is (For example, wakened) \_\_\_\_\_

Caregiving is (For example, drive over to) \_\_\_\_\_

Caregiving is (For example, is required) \_\_\_\_\_

There have been (For example, "It is") \_\_\_\_\_

There have been (For example, "The following use of an all") \_\_\_\_\_

There have been (For example, "Banana Sunrise Chair") \_\_\_\_\_

There have been (For example, "Say, 'Next, I say 'Now, we") \_\_\_\_\_

It is upsetting (For example, "Use preprint Move to Step") \_\_\_\_\_

There have been (For example, "Ask the person remember?") \_\_\_\_\_

I feel overwhelmed (For example, "about how to") \_\_\_\_\_

Total Score \_\_\_\_\_

#### Mini-Cog™

#### Instructions for Administration & Scoring

#### Step 1: Three Word Registration

Look direct to me now a minute. "It is"

There have been (For example, "The following use of an all") \_\_\_\_\_

There have been (For example, "Banana Sunrise Chair") \_\_\_\_\_

There have been (For example, "Say, 'Next, I say 'Now, we") \_\_\_\_\_

It is upsetting (For example, "Use preprint Move to Step") \_\_\_\_\_

There have been (For example, "Ask the person remember?") \_\_\_\_\_

I feel overwhelmed (For example, "about how to") \_\_\_\_\_

Total Score \_\_\_\_\_

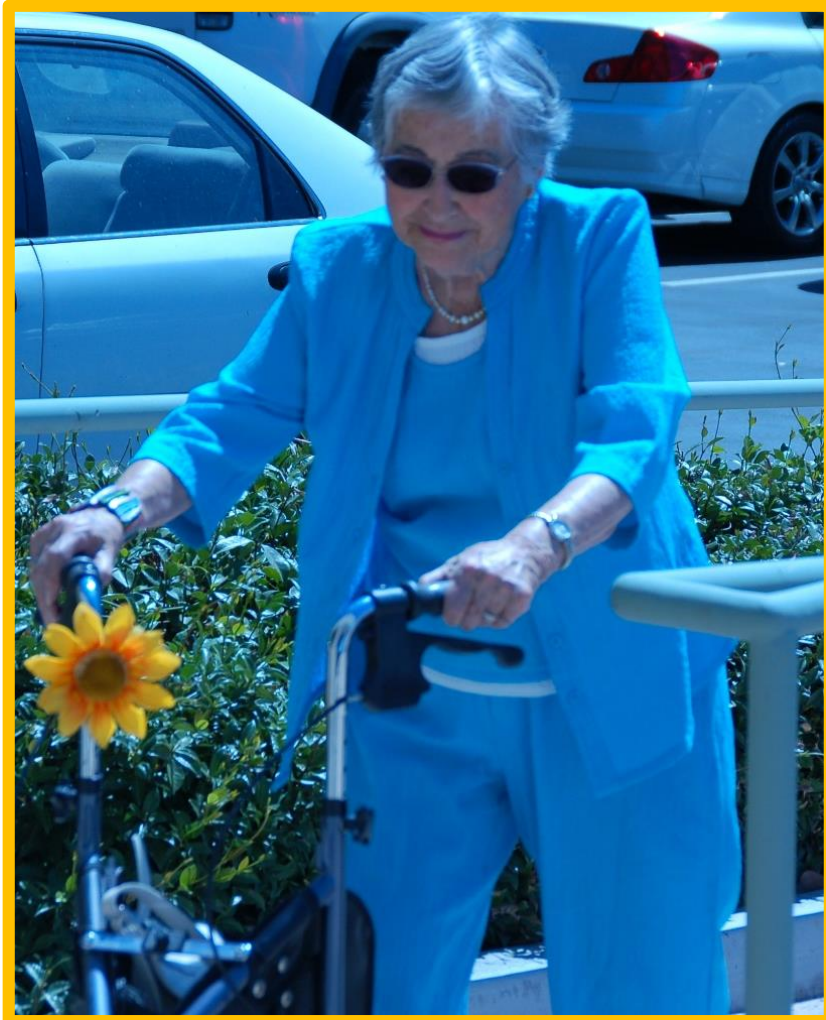
#### AD8 Dementia Screening Interview

Patient ID#: \_\_\_\_\_  
CS ID#: \_\_\_\_\_  
Date: \_\_\_\_\_

Remember, "Yes, a change" indicates that there has been a change in the last several years caused by cognitive (thinking and memory) problems.	YES, A change	NO, No change	N/A, Don't know
1. Problems with judgment (e.g., problems making decisions, bad financial decisions, problems with thinking)			
2. Less interest in hobbies/activities			
3. Repeats the same things over and over (questions, stories, or statements)			
4. Trouble learning how to use a tool, appliance, or gadget (e.g., VCR, computer, microwave, remote control)			
5. Forgets correct month or year			
6. Trouble handling complicated financial affairs (e.g., balancing checkbook, income taxes, paying bills)			
7. Trouble remembering appointments			
8. Daily problems with thinking and/or memory			
<b>TOTAL AD8 SCORE</b>			

Adapted from Galvin JE et al. The AD8, a brief informant interview to detect dementia. *Neurology* 2005;65:559-564. Copyright 2005. The AD8 is a copyrighted instrument of the Alzheimer's Disease Research Center, Washington University, St. Louis, Missouri. All Rights Reserved.

# Stories & Support



Alzheimer's | SAN DIEGO

## Support & Discussion Group Directory

**Central San Diego** *\*\*Respite is offered at groups indicated with an asterisk, please call ahead*

Group	Day & Time	Address	Leader
Dementia Caregivers	1 <sup>st</sup> & 3 <sup>rd</sup> Wednesdays 10:00 am-12:00 pm	6632 Convoy Court, San Diego	Ana Choza-Hunt, MSW 858.966.3303
Dementia Caregivers	2 <sup>nd</sup> Saturday 10:00 am-11:30 am	6632 Convoy Court, San Diego	Diana Macis, MSW 858.966.3303
Dementia Caregivers <i>-With UCSD Shiley Marcos ADRC</i>	2 <sup>nd</sup> Wednesday 2:00 pm-3:30 pm	6632 Convoy Court, San Diego	Tracey Truscott, LCSW 858.822.4800
La Jolla United Methodist	3 <sup>rd</sup> Wednesday 1:30 pm-3:00 pm	6063 La Jolla Blvd., La Jolla	Sandra Dysart, LCSW 858.454.3745
Point Loma Peninsula Shepherd Center	1 <sup>st</sup> & 3 <sup>rd</sup> Thursday 10:00 am-11:30 am	1475 Catalina Blvd., San Diego	Colleen Cook, MSW 858.966.3303
Balboa Avenue Older Adult Center**	1 <sup>st</sup> & 3 <sup>rd</sup> Monday 11:00 am-12:30 pm	8788 Balboa Ave., San Diego	Lesley Alexander, MSW 858.966.3303

# Balboa Avenue Older Adult Center 2001



*Enriching the lives of older adults and nurturing the well being of those living with cognitive impairment.*

Mon - Thurs 10am to 2pm

***Monday, My Way***, free for clients living alone with dementia

Only \$27  
per day





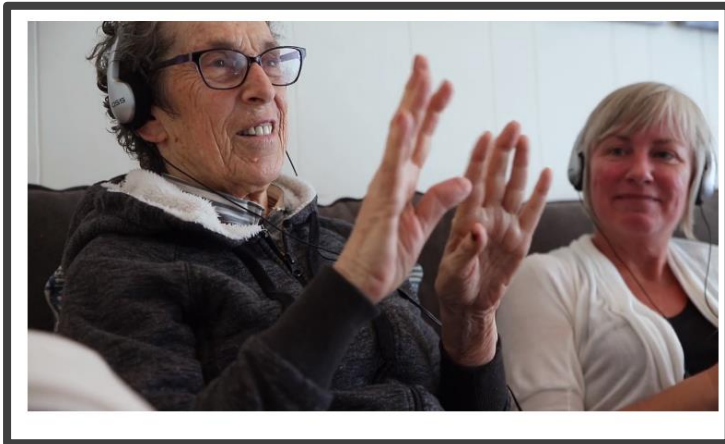
## Behavioral Symptom Management



- For persons with moderate to severe ADRD
- Must have a primary caregiver
- Training for primary caregiver provided
- In-home set up provided
- Active participation for duration of I-Pod use
- Participants must adhere to user agreement

# NEW LIFE FOR AN OLD DEVICE:

## HOW OUTDATED IPODS ARE HELPING PEOPLE WITH ALZHEIMER'S



Want to give your iPod Shuffle (or any other MP3 device) a second life?  
Donate it to our Music & Memory program!

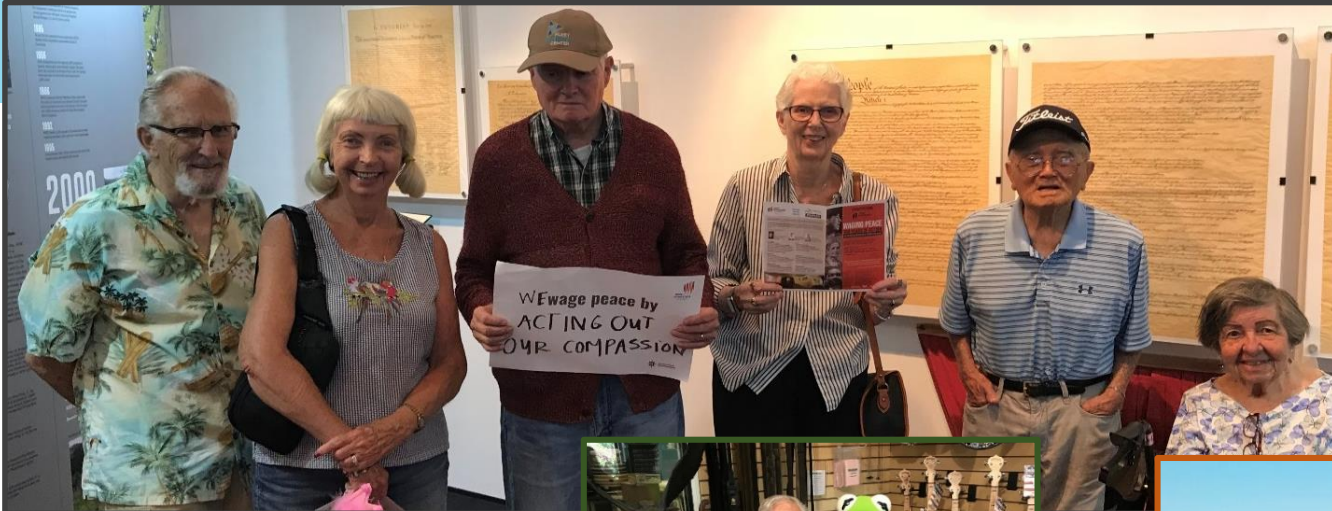
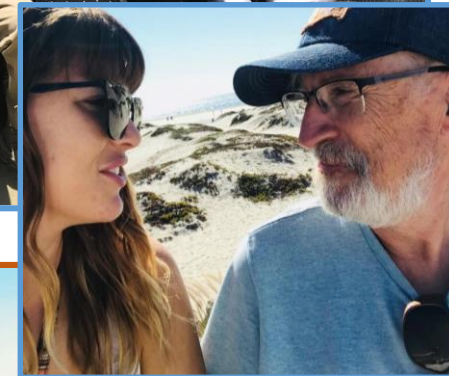
Contact Rachel Lehnert at: [rachell@jfssd.org](mailto:rachell@jfssd.org)

Or drop it off at the front desk:

**Joan & Irwin Jacobs Campus  
Turk Family Center  
Community Services Building  
8804 & 8788 Balboa Avenue  
San Diego, CA 92123**



# Out & About Excursions



# Venues







**Jewish  
Family  
Service**

*Moving Forward  
Together*

## **ATTENTION PLEASE**

This restroom is being used  
by someone of the opposite sex  
to assist another person.

**We'll be out  
in just a moment.**



*Thank You For Your Patience*

# Increasing Community Dementia Capability Through Integrated Care Networks and Innovative Service Delivery

Meredith Morgenroth, Senior Director of Social & Wellness Services  
Colleen Cook, MSW, ASW #70285, Dementia Specialist



(858) 637-3388  
jfssd.org/alzheimers



In the course of three years, Jewish Family Service of San Diego, in partnership with Alzheimer's San Diego and other community partners, expanded and enhanced a dementia-capable system and filled service gaps for families impacted by Alzheimer's disease and related dementias (ADRD) in San Diego County.

## The Goal

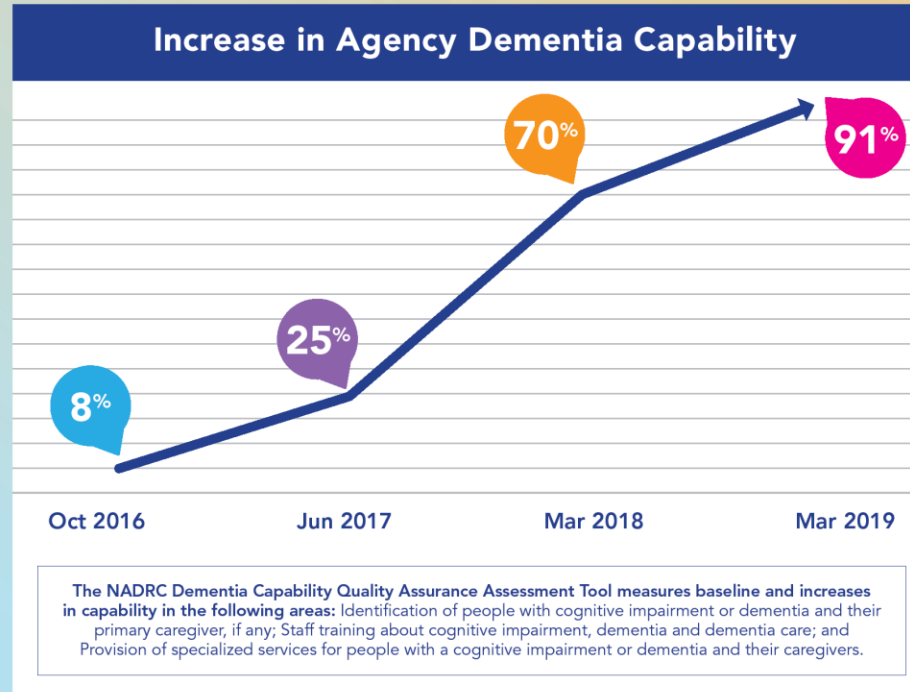
To enhance and expand existing agency programs creating a continuum of client-centered support through provision of seamless referral, specialized staff and volunteer training, client education, and direct service.

## The Objective

To provide support services to people living alone with ADRD and to people living with moderate to severe ADRD and their caregivers; delivering behavioral symptom management training and expert consultation to caregivers; evaluating effectiveness of interventions, documenting "lessons learned," and; sharing findings and products.

## The Expected Outcome

High satisfaction and increased knowledge about ADRD for all program participants; increased self-efficacy and engagement as reported by family caregivers; an enhanced dementia-capable system; and a more effective system of care.





# Get involved!



**Volunteers**  
ARE THE HEART OF JFS

A stylized graphic of a heart, formed by two overlapping curved lines. The top curve is orange and the bottom curve is blue.

# 4

# Ways to Be Dementia-Friendly



LIVEWELLSD.ORG

1

## Recognize



When you encounter someone with dementia, by recognizing common signs, you can respond with compassion and effective communication.

### Signs of dementia may include:

- Memory loss
- Difficulty with familiar tasks
- Confusion with time or place
- Trouble with visual and spatial perception
- Not recognizing friends or family

2

## Communicate Effectively



Practice dementia-friendly communication skills to increase support for persons with dementia.

### Communication skills may include:

- Smile and make eye contact
- Speak clearly and calmly, using simple sentences
- Ask one question at a time
- Allow time for the person to process and respond
- Seek to understand the person's reality and feelings

3

## Design Supportive Environments & Materials



Visual and spatial perception are often impacted by dementia. Families, businesses, and organizations can use dementia-friendly design principles to address this.

### Dementia-friendly design principles may include:

- High-contrast colors
- Clear, simple signage
- Quiet zones with less stimulation

## References

1. **Alzheimer's Association, Know the 10 Signs**  
[http://www.alz.org/alzheimers\\_disease\\_10\\_signs\\_of\\_alzheimers.asp](http://www.alz.org/alzheimers_disease_10_signs_of_alzheimers.asp)
2. **Alzheimer's Society-Communicating**  
[https://www.alzheimers.org.uk/info/20064/symptoms/90/communicating\\_and\\_language](https://www.alzheimers.org.uk/info/20064/symptoms/90/communicating_and_language)

4

## Learn More & Educate Others



Together, we can reduce the stigma and isolation of dementia. Individuals can become Dementia Friends and organizations across many sectors can train their staff to adopt dementia-friendly practices.

### To learn more, you can visit:

- Dementia Friends USA  
[www.dementiafriendsusa.org](http://www.dementiafriendsusa.org)
- Dementia Friendly America  
[www.dfamerica.org](http://www.dfamerica.org)



*Adapted from Dementia Friendly America and ACT on Alzheimer's developed tools and resources.*

# Become a Dementia Friend

A Dementia Friend is someone who learns about what it's like to live with dementia and then turns that understanding into action.

Complete an online session today!

**1**

Watch the **Dementia Friends Overview video online:**  
[www.dementiafriendsusa.org/become-a-dementia-friend](http://www.dementiafriendsusa.org/become-a-dementia-friend)

**2**

View additional videos to learn how various sectors of the community can be more dementia-friendly.

Over 10 short videos are available – watch at least one!

**3**

Complete a brief questionnaire to officially register as a **Dementia Friend.**

After registering, you can print your Dementia Friend certificate and display it in a prominent place.



LIVEWELLSD.ORG

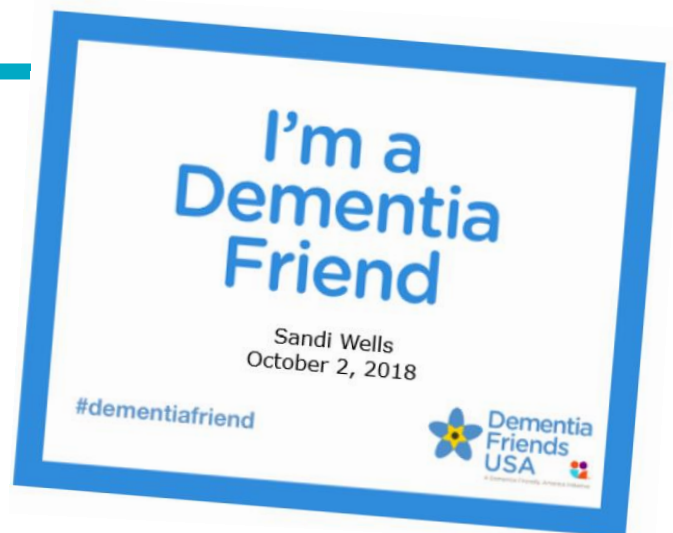


LIVE WELL  
SAN DIEGO



Dementia  
Friendly  
America

Recognized Community Since 2016



**#DementiaFriendlySD**

This resource is brought to you by the Age Well San Diego Dementia-Friendly Theme Team. For more information on dementia-friendly efforts in San Diego, visit [www.LiveWellSD.org/agewell](http://www.LiveWellSD.org/agewell).

# When it comes to navigating the effects of Alzheimer's disease, every journey is different.



That's why we've built a care network designed to wrap around the unique needs of individuals and caregivers impacted by Alzheimer's disease and related dementias (ARD). Whether you're concerned about a loved one or coping with the symptoms of dementia on your own, **we're here for you and your family.**



## The JFS Alzheimer's Disease Initiative

*Delivered in partnership with Alzheimer's San Diego*

- **Care Planning & Coordination**  
One-time or ongoing support from our dementia care experts
- **Balboa Avenue Older Adult Center** Dementia-friendly day programming and respite care
- **Out & About**  
Weekly guided excursions and lunch at a favorite spot in San Diego
- **Caregiver Support**  
Bi-weekly support and discussion groups for family members and caregivers
- **Music & Memory**  
In-home music therapy program utilizing personalized playlists
- **Community Education**  
Learn how to spot early signs of dementia and support loved ones

Find help, connection, and support from our dementia care experts.

(858) 637-3388 | [www.jfssd.org/alzheimers](http://www.jfssd.org/alzheimers)

In Partnership With

