



Strengthening Caregiving Through Connection

IMPACT REPORT JULY 2022 - JUNE 2025

“It’s nice to have someone on the other end of the line who understands what you’re going through. I can’t say it enough—thank you!”

— Caregiver, San Francisco



Dear Friends,



Today, caregiving is more recognized, more complex and more crucial than ever. Across generations and cultures, caregivers juggle work, family and the daily challenges of supporting family members and friends with serious health conditions.

For more than 45 years, Family Caregiver Alliance has stood with caregivers. Our focus is simple: meet caregivers where they are with practical, personalized support. Over the past three years, we have expanded direct services across the San Francisco Bay Area and, through CareNav®, supported caregivers in all 50 states. Our translated tools, culturally responsive programs, and tailored care plans help caregivers feel seen and supported.

We are also evolving how we work. We utilize technology to automate routine tasks, allowing staff to focus on listening, problem-solving and guiding families. We are committed to digital equity and to ensuring our services work across languages, cultures and devices.

Beyond individual support, we help health systems recognize caregivers as part of the care team. Through the Medicare GUIDE model with Tembo Health, we integrate caregiver support into home-based medical care and shape tools that work for families.

Caregivers' insights guide every program we offer. None of this is possible without our team, partners and supporters like you. Thank you for believing in caregivers. Together we can create a future that recognizes, values and supports them.

Warmly,

A handwritten signature in black ink that reads "Kathleen A Kelly". The signature is fluid and cursive.

Kathleen Kelly
Executive Director, Family Caregiver Alliance

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Results That Matter

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We helped caregivers move from questions to action before problems escalated.

10,663 caregivers

received personalized support through CareNav® and our support lines, including secure dashboards tailored to need and interest.

We stood beside families long enough for plans to take hold.

21,513 hours

of one-on-one services were delivered to **2,845** caregivers.

We reduced isolation so caregivers could keep going.

241 caregivers

participated in **6,611** hours of in-person and virtual support groups.

We built skills and confidence for the hard moments.

1,499 caregiver assessments

were completed; **277** caregivers received about **1,601** training hours.

We made the system easier to navigate statewide.

11 California CRCs

leveraged CareNav® to offer caregivers dashboards, resources, education, and care plans. The secure, online service allowed the CRCs to scale up capacity to serve more caregivers.

Information, Faster, and in the Languages Caregivers Prefer



We offered practical answers in the languages families use.

25 new fact sheets, infographics and tip sheets. Forty-one translations in multiple languages (new and previously published resources).



We met people where they learn.

159 caregiver classes, webinars and education sessions. 16 classes were offered in languages other than English.



We reached caregivers well beyond our region.

Caregiver.org provided guidance to families across the United States and internationally. More than 1.2 million users visit our site each year. FCA serves 2,000+ caregivers in states other than California each year.



We answered the right questions at the right time.

The Smart Caregiving by FCA Series launched with short, practical pieces with information caregivers can use immediately.



We made hospital visits easier to navigate.

The new just-in-time tip sheets covered steps for surgery, hospitalization, and emergency visits so conversations with clinical teams are clear and next steps are identified.



We made local help easier to find.

Family Caregiver Services by State was redesigned to connect more people to nearby resources. This regularly updated platform is available to caregivers 24/7.



We deepened our educational offerings for specific diseases.

The “You’re Not Alone” series features videos focused on caregivers of people living with ALS, Multiple Sclerosis, Huntington’s and Parkinson’s diseases.



We connected caregivers to researchers.

Through our robust listing of active research studies, we helped family caregivers link to research studies focused on better understanding caregivers’ lived experiences and ultimately improve their journeys.

A More Connected System of Care



We turned awareness into access across the network.

Statewide Caregiver Resource Center education programs reached more than 20,000 individuals annually.



We put proven options in the hands of caregivers.

The Best Programs for Caregiving public directory launched to help families compare evidence-based dementia caregiving programs and enroll in what fits.



We raised the standard of culturally responsive support.

The Improving Practice training, with available CE credits, is designed to build skills for social workers and other care professionals.



We listened, learned, and improved the system.

FCA participated in the UC Davis system-wide evaluation to inform future services.



“The services I received are exactly what I needed, at the right time, and promptly provided.”

— Caregiver, Alameda County

Partners and the Next Phase

Caregivers do not arrive with one need. They keep a job going, run a household, and respond to changing conditions. From July 2022 to June 2025, we worked with partners to build essentials, systems and resources: practical guidance people can use today, a system backbone that reduces friction across agencies, and clinical integration where dementia care and family support meet. These pieces work as one system.

Practical guidance at the moment of need

SUPPORT BETWEEN APPOINTMENTS

Smart Patients is a moderated place to ask and to learn, with FCA expertise, so families find reliable guidance and feel less alone.

EVIDENCE FAMILIES CAN ACT ON

Best Programs for Caregiving with Benjamin Rose Institute on Aging is a public directory of proven dementia-caregiving programs that helps families compare what works and enroll in what fits. Professionals can see what it takes to offer programs locally.

A STATEWIDE BACKBONE THAT REMOVES FRICTION

CareNav® across 11 Caregiver Resource Centers.

One platform keeps information with the family as they move across agencies and closes referral loops.

With UC Davis, the next step.

Real-time data from CareNav® will be used to improve timeliness, match services by language, and reach rural caregivers more consistently. A first brief is planned.

STRENGTHENING SERVICES AND SUPPORTS FOR FAMILY CAREGIVERS

Working with USAging on an Administration for Community Living-funded project, FCA helped develop an action guide for Area Agencies on Aging and State Units on Aging. It focuses on building staff knowledge and capacity around helping family caregivers plan for long-term services and supports.





RESEARCH LOOKING AT PALLIATIVE CARE EFFECTIVENESS

In partnership with researchers at the University of Rochester, FCA collaborated on the Community Outreach for Palliative Engagement – Parkinson’s disease (COPE-PD) project to study the effectiveness of palliative care for patients with Parkinson’s disease and Lewy Body Dementia (LBD) or related conditions and their care partners.

FAMILY-CENTERED DEMENTIA CARE

Medicare GUIDE with Tembo Health offers caregivers care planning and education, coordination of respite, and access to clinical teams at any hour within a home-based model.

IDENTIFYING RISKS OF ELDER ABUSE

FCA collaborated with the USC Family Caregiver Support Center on the Take AIM against Elder Abuse project, which created a preventive model that catches early warning signs of elder mistreatment before a crisis.

PREPARED FOR WHAT WE CANNOT PREDICT

In partnership with Listos California, we offer disaster-planning tools that make readiness doable for families already stretched thin.

BELONGING AND CULTURE

Support Group for African American Caregivers.

A San Francisco Bay Area group that centers on Black caregivers and connects people to resources.

Openhouse and local partners.

Affirming services for LGBTQ+ caregivers and older adults in San Francisco.

BEYOND CALIFORNIA

Refreshed and reorganized Family Caregiver Services by State, which extended information across all US states. Caregivers can find resources most relevant to them wherever they live in the US. Caregivers outside of California can also receive support through our online caregiver group.

The next 12 months

We will deepen access, speed coordination, and scale family-centered dementia care. Progress will be reported using the same measures shown in this report.

- ▶ **Timely access through CareNav®.**
Focus on time to first service, language match, and rural access across the Caregiver Resource Center network.
- ▶ **Family-centered dementia care through Medicare GUIDE.**
Standardize caregiver navigation, expand sites, and publish early outcomes once approved.
- ▶ **In-language guidance at scale.**
Add Smart Caregiving by FCA pieces in languages most used by caregivers, refresh fact sheets, and keep improving Family Caregiver Services by State so more visitors get local help.

In the year ahead, we want every caregiver to feel seen, prepared and supported.

With UC Davis, we will use CareNav® insights to remove delays and close rural gaps. In partnership with Tembo Health, we will expand Medicare's GUIDE in the home and be part of the conversation within GUIDE, deepening connections with health plans so families get coordinated care without extra handoffs. We will strengthen in-language guidance and make local help easier to reach. We will share what works, fix what does not, and make each family's path shorter than the one before.





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“It is a relief to know the various services will be available when the time comes. The assessment was especially helpful.”

— Caregiver, Alameda County

RESOURCES MENTIONED IN THIS REPORT:

- ▶ [CareNav®](#)
- ▶ [FCA Support Groups](#)
- ▶ [California Caregiver Resource Centers](#)
- ▶ [FCA Caregiver Resources](#)
- ▶ [FCA Events and Classes](#)
- ▶ [Smart Caregiving by FCA](#)
- ▶ [Hospital Tip Sheets](#)
- ▶ [FCA Family Caregiver Services by State](#)
- ▶ [“You're Not Alone” Series](#)
- ▶ [Research Studies](#)
- ▶ [Best Programs for Caregiving](#)
- ▶ [Improving Practice](#)
- ▶ [Smart Patients](#)
- ▶ [GUIDE Program](#)
- ▶ [Listos California Disaster Planning](#)

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Resources: [caregiver.org/resources](https://www.caregiver.org/resources)