

VETERANS HEALTH ADMINISTRATION



Caregiver Support Program Overview

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VA Caregiver Support Program

CAREGIVER STORY



POSITIVE IMPACT OF CAREGIVING

For many people, providing care for a family member with a chronic illness or a disabling condition can provide:

- A sense of fulfillment
- Establishment of extended social networks or friendship groups associated with caregiving
- Feeling needed and useful
- Learning something about oneself, others, and the meaning of life.



From Centers for Disease Control & Prevention (CDC)

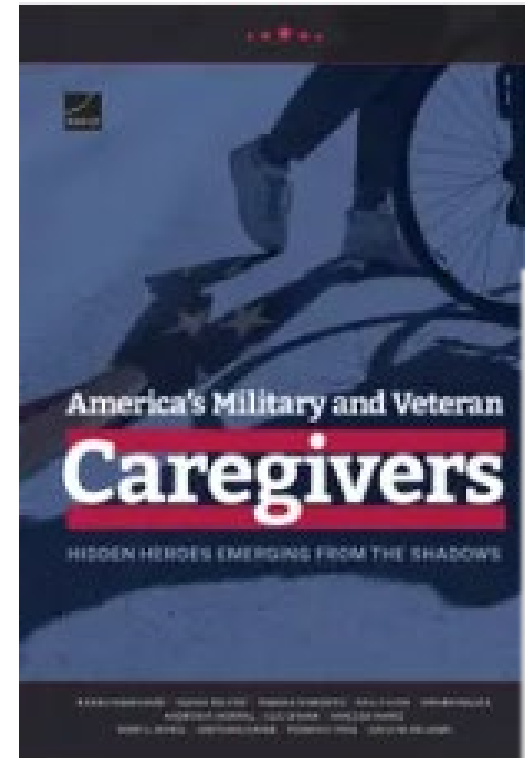
ADDITIONAL IMPACT OF CAREGIVING

- 78-81% of Military/Veteran caregivers spend 1-30 hours/week providing care.
- Of military/Veteran caregivers to those 60 and under, 42 percent met criteria for depression (almost four times the rate of non-caregivers).

[The RAND American Military and Veteran Caregivers Study](#)

- 23% of Americans caring for another person report that caregiving has made their health worse, noting they also find it difficult to take care of their own health.
- 21% of caregivers in the U.S. report feeling alone.

[Caregiving in The US | The National Alliance for Caregiving](#)



*VA's use of these studies isn't an endorsement of either organization.



U.S. Department
of Veterans Affairs

VA Mission Statement

To fulfill President Lincoln's promise to care for those who have served in our nation's military and for their families, caregivers, and survivors.'



CSP Mission Statement

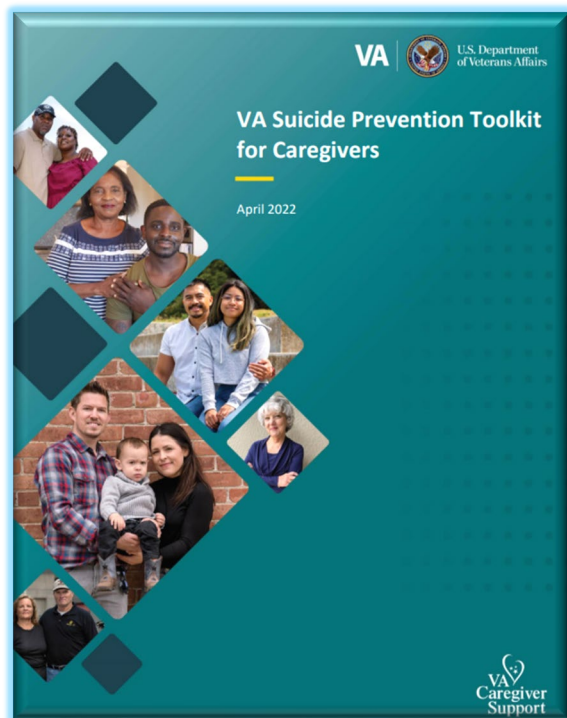
To promote the health and well-being of family caregivers who care for our nation's Veterans, through education, resources, support, and services.

TYPES OF SUPPORT

- Skills Training
- Online & Mobile Support
- One-to-One Coaching & Individual Support
- Group Support & Coaching
- Peer Support Mentoring
- Resources & Referrals



VA S.A.V.E. for Caregivers



**Suicide Prevention Toolkit for
Caregivers**

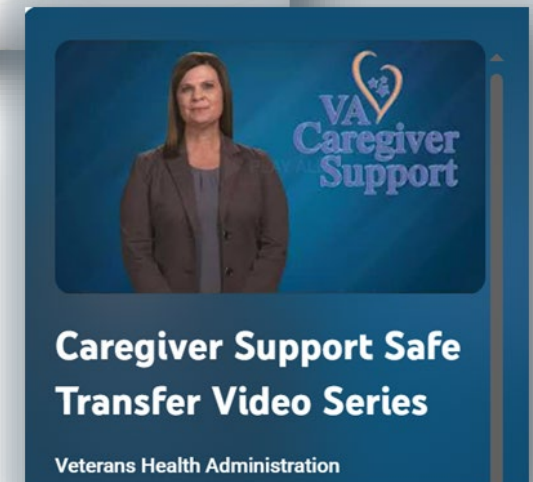


CPR for Caregivers



Hands-Only CPR Training

- Building Better Caregivers
- Annie Caregiver Text Messaging Program
- CSP Website Library of Resources



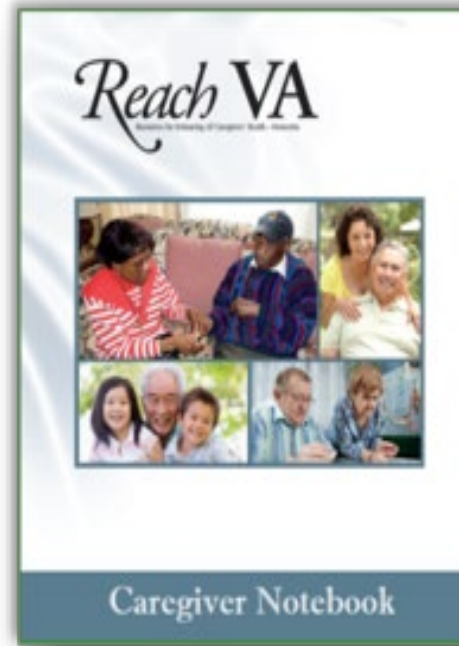
INDIVIDUAL COACHING & SUPPORT

Caregiver Health & Wellbeing Coaching (CHWC)

- One-to-One Clinical Support

REACH VA (Resources for Enhancing All Caregivers' Health)

- Individual Support for Caregivers



GROUP SUPPORT

- REACH VA Caregiver (group)
- Caregivers FIRST
- Self-Care and Wellness Courses
- Support groups (general, diagnosis or topic-specific)



PEER SUPPORT MENTORING



The Peer Support Mentoring (PSM) Program provides an opportunity for caregivers to receive support and to share their experience, wisdom, and skills with other caregivers. PSM can help:

- Strengthen relationships between caregivers
- Provide caregivers with networking opportunities
- Empower caregivers to help one another

Annual Caregiver & Family Resource Fair

- Provides caregivers access to VA & community resources, support and services.
- Opportunity for caregivers to engage and empower one another.



- Is a program that pays for a short time when caregivers need a break, need to run errands or go out of town for a few days.
- Can be helpful to Veterans of all ages and their caregivers.

Caregiver Respite Tool: Exploring your goals

- VA created a tool to help caregivers incorporate respite into their lives.
- It was designed to help caregivers define who they are as a caregiver and to act on steps to find time for themselves.

- VA created a tool to help Veterans participate in and to have a voice in planning for a successful respite visit(s).
- The tool includes information specific to a Veteran's care needs and it outlines special considerations related to their care.

Caregiver Respite Tool: Exploring Your Goals

An illustration of a caregiver and a veteran sitting on a yellow bench. The caregiver, a woman with dark hair, is wearing a blue long-sleeved shirt and red pants, and is holding a green book. The veteran, a man with grey hair, is wearing a blue long-sleeved shirt and red pants, and is also holding a green book. They are both looking at the books. In the background, there is a window with a view of a blue sky and white clouds.

Why Are We Doing This?

VA recognizes the importance of you as a caregiver and as a partner in your Veteran's care. VA has created this tool to help you incorporate respite into your life. Respite care allows you, as a caregiver, time away from your caregiving responsibilities. We understand finding time for yourself can be difficult and this tool is designed to help define who you are as a caregiver and take action steps to finding time for you. We know that finding time to complete an exercise like this may feel overwhelming, **so take your time with this tool. Complete it over a few days or weeks.**

Part 1

Instructions: Part 1 of this tool will walk you through who you are as a caregiver and who you are outside of your caregiving role. You will explore how you care for yourself and who in your life can provide support.

Who Am I?

Who am I as a caregiver?

Patient, kind, an
advocate, persistent,
loving, helpful,
cheerful, funny

Artist, grandparent,
partner, sibling, partner,
dog lover, cat lover,
musician, volunteer

The logo for VA Caregiver Support, featuring a stylized 'VA' and the words 'Caregiver Support'.


The VA logo, featuring the letters 'VA' in a bold, sans-serif font.

The logo for the U.S. Department of Veterans Affairs, featuring a circular seal with an eagle and the words 'U.S. Department of Veterans Affairs'.

U.S. Department
of Veterans Affairs

VA Caregiver Support Program

Caregiver Respite Tool:
Veteran's Needs



Why this Respite Tool is Beneficial?

VA recognizes that having someone, other than yourself, care for your Veteran may be difficult or stressful. This tool is intended to provide a successful experience for you, your Veteran, and the temporary caregiver providing respite care. We know that it can be time consuming to complete an exercise like this, so take your time with this tool and be as thorough as possible.

This tool includes information specific to your Veteran's needs. It provides special considerations for caring for your Veteran, hospital/emergency information, and a section for potential longer-term respite needs. This tool will need to be revisited and modified as your Veteran's needs change.

Please consider including your Veteran in the completion of this tool, which will improve the success of your respite visit(s).

Preparation is the key to reducing stress and creating a positive respite experience as you step away from your caregiving duties.

Veteran's Information



Veteran's Full Name: _____

Preferred Name: _____

Address: _____

Caregiver/Your Name: _____

Phone Number: _____

 U.S. Department
of Veterans Affairs

CAREGIVER SUPPORT LINE (CSL)

The VA CSL responds to calls from caregivers, Veterans and community agencies seeking information about VA caregiver services.

- Staffed by VA clinical social workers
- Links callers to their local Caregiver Support Team
- Provides information about assistance through the VA
- Offers supportive counseling when needed



CSL hosts monthly education calls in English and Spanish.

- To join the CSL monthly education calls:
- Click [here](#) at the time of the presentation to join via [MS Teams](#) on your computer, mobile app or room device *or*
- Dial: +1 347-566-4838, when prompted, please enter the following conference ID:
 - 521 546 087#

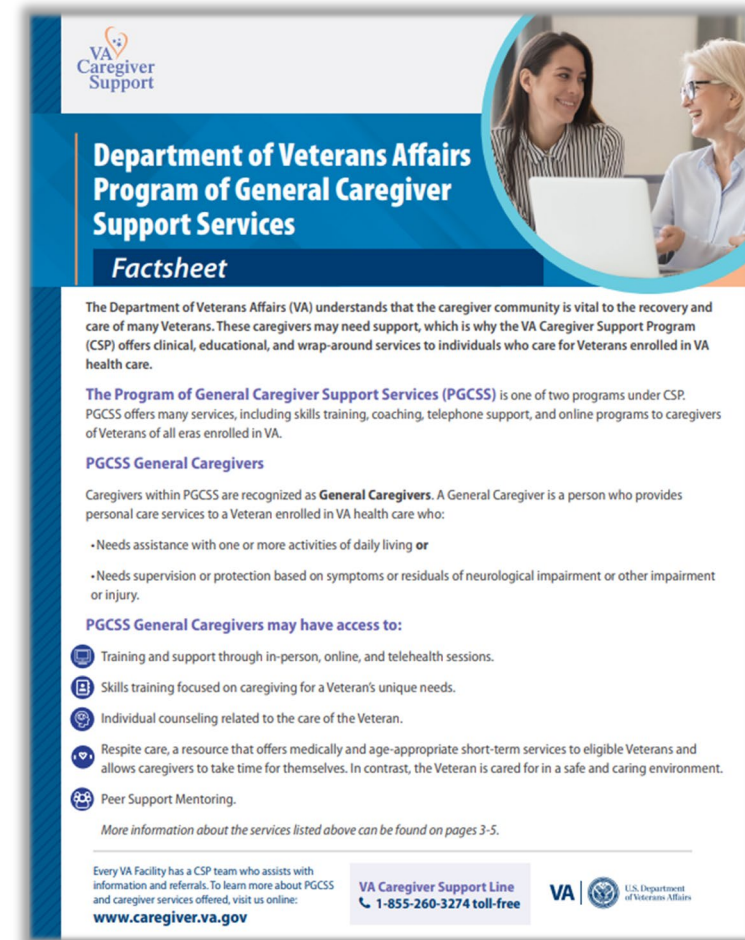


Program of General Caregiver Support Services



To qualify for PGCSS:

- The Veteran must be enrolled in VA health care.
- The Veteran must need assistance with activities of daily living or require supervision or protection.
- The Veteran must agree to receive care from the caregiver.



[PGCSS](#)

PGCSS SERVICES

- Skills training focused on caring for a Veteran's unique needs.
- Clinical services to support caregiver health and well-being.
- Respite care, with medically and age-appropriate short-term services to eligible Veterans.



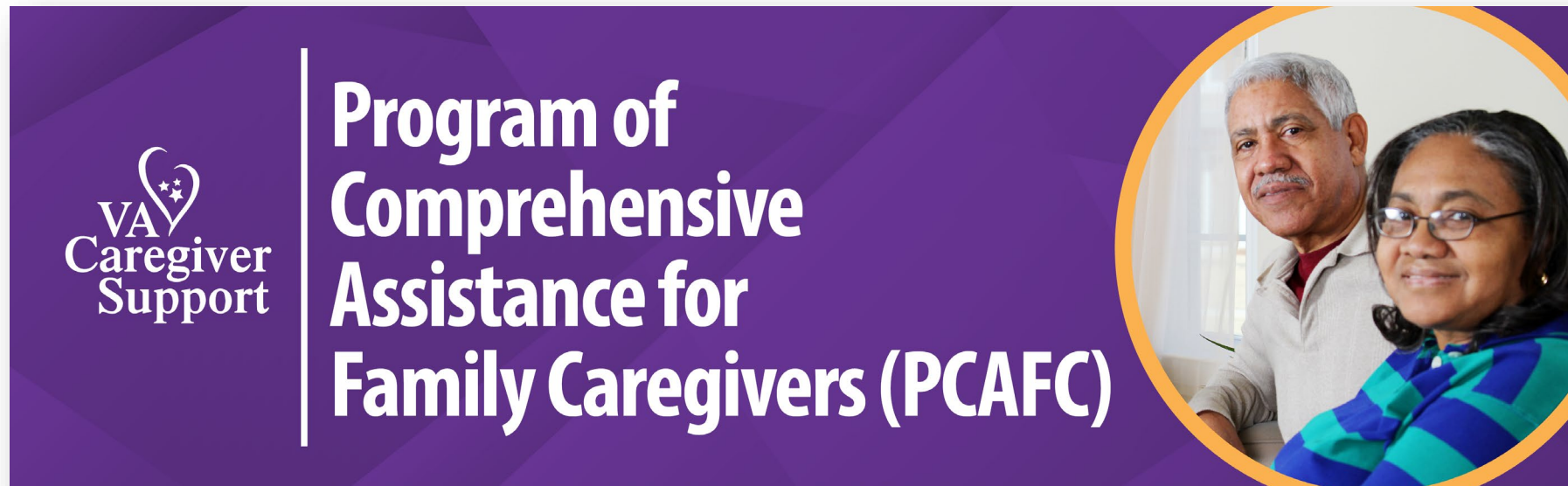
PGCSS ENROLLMENT PROCESS



PGCSS Enrollment Process:

- Contact the local CSP Team.
No formal application is required
- Complete a brief intake and caregiver assessment with the CSP Team to understand needs

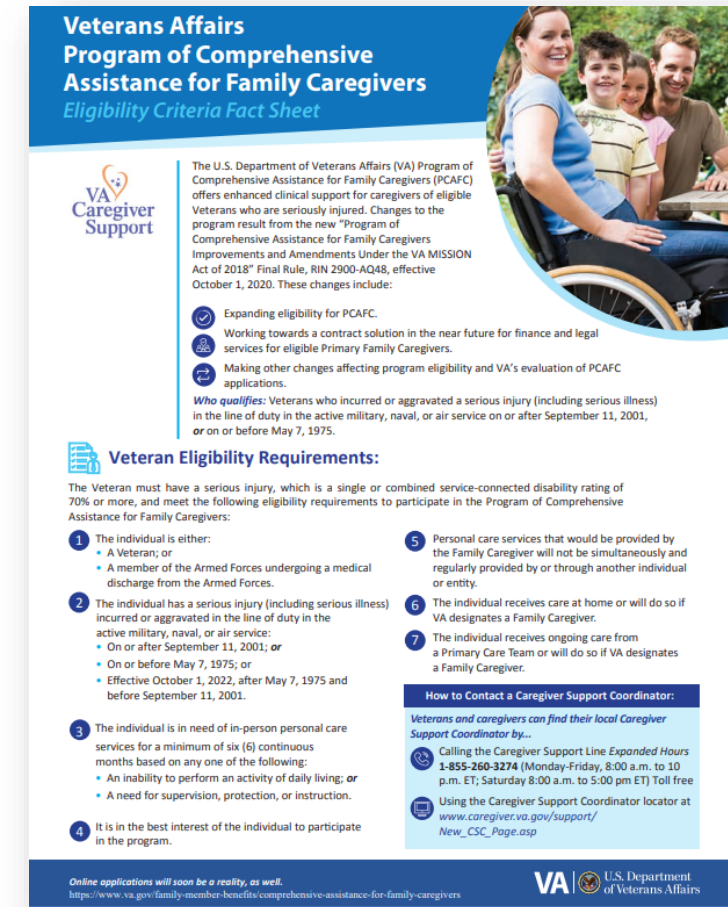
Program of Comprehensive Assistance for Family Caregivers



PCAFC ELIGIBILITY

There are a total of 7 Veteran eligibility requirements, including:

- The Veteran must have a serious injury incurred or aggravated within the specified phased expansion date. *Serious injury* means any service-connected disability that (1) is rated at 70 percent or more by VA, or (2) combined with any other service-connected disability or disabilities, is rated at 70 percent or more by VA.
- The Veteran **must need in-person personal care services** for a minimum of six (6) continuous months based on one or more of the following:
 - An inability to perform an activity of daily living.
 - A need for supervision or protection based on symptoms or residuals of neurological or other impairment or injury; or
 - A need for regular or extensive instruction or supervision without which the ability of the Veteran to function in daily life, would be seriously impaired.



**Veterans Affairs
Program of Comprehensive
Assistance for Family Caregivers
Eligibility Criteria Fact Sheet**

The U.S. Department of Veterans Affairs (VA) Program of Comprehensive Assistance for Family Caregivers (PCAFC) offers enhanced clinical support for caregivers of eligible Veterans who are seriously injured. Changes to the program result from the new "Program of Comprehensive Assistance for Family Caregivers Improvements and Amendments Under the VA MISSION Act of 2018" Final Rule, RIN 2900-AQ48, effective October 1, 2020. These changes include:

- Expanding eligibility for PCAFC.
- Working towards a contract solution in the near future for finance and legal services for eligible Primary Family Caregivers.
- Making other changes affecting program eligibility and VA's evaluation of PCAFC applications.

Who qualifies: Veterans who incurred or aggravated a serious injury (including serious illness) in the line of duty in the active military, naval, or air service on or after September 11, 2001, or on or before May 7, 1975.

Veteran Eligibility Requirements:

The Veteran must have a serious injury, which is a single or combined service-connected disability rating of 70% or more, and meet the following eligibility requirements to participate in the Program of Comprehensive Assistance for Family Caregivers:

- The individual is either:
 - A Veteran; or
 - A member of the Armed Forces undergoing a medical discharge from the Armed Forces.
- The individual has a serious injury (including serious illness) incurred or aggravated in the line of duty in the active military, naval, or air service:
 - On or after September 11, 2001; or
 - On or before May 7, 1975; or
 - Effective October 1, 2022, after May 7, 1975 and before September 11, 2001.
- The individual is in need of in-person personal care services for a minimum of six (6) continuous months based on any one of the following:
 - An inability to perform an activity of daily living; or
 - A need for supervision, protection, or instruction.
- It is in the best interest of the individual to participate in the program.
- Personal care services that would be provided by the Family Caregiver will not be simultaneously and regularly provided by or through another individual or entity.
- The individual receives care at home or will do so if VA designates a Family Caregiver.
- The individual receives ongoing care from a Primary Care Team or will do so if VA designates a Family Caregiver.

How to Contact a Caregiver Support Coordinator:

Veterans and caregivers can find their local Caregiver Support Coordinator by...

- Calling the Caregiver Support Line **Expanded Hours** 1-855-260-3274 (Monday-Friday, 8:00 a.m. to 10 p.m. ET; Saturday 8:00 a.m. to 5:00 pm ET) Toll free
- Using the Caregiver Support Coordinator locator at www.caregiver.va.gov/support/New_CSC_Page.asp

Online applications will soon be a reality, as well.
<https://www.va.gov/family-member-benefits/comprehensive-assistance-for-family-caregivers>

VA U.S. Department of Veterans Affairs

[Complete list of PCAFC eligibility requirements](#)


PCAFC SERVICES

- Training
- Enhanced Respite Care
- Counseling/
Virtual Psychotherapy
Program for Caregivers
- Beneficiary Travel
- Monthly Stipend
- Access to health care through
Civilian Health and Medical
Program of the Department of
Veterans Affairs (CHAMPVA),
if eligible
- Legal and financial planning
services for Primary Family
Caregivers




PCAFC Application Ten Step Process:

1. Application Submission
2. Application Intake
3. Veteran Assessment
4. Veteran Functional Assessment
5. Caregiver Assessment
6. Initial Application Review
7. Caregiver Training
8. Home-Care Assessment
9. Final Application Review
10. Notification



Veterans Affairs
Program of Comprehensive Assistance
for Family Caregivers
Application Process Fact Sheet



The U.S. Department of Veterans Affairs (VA) Program of Comprehensive Assistance for Family Caregivers (PCAFC) offers enhanced clinical support for caregivers of eligible Veterans who are seriously injured. Changes to the program result from the new "Program of Comprehensive Assistance for Family Caregivers Improvements and Amendments Under the VA MISSION Act of 2018" Final Rule, RIN 2900-AQ48, effective October 1, 2020. These changes include:

- Expanding eligibility for PCAFC from those Veterans who incurred or aggravated a serious injury in the line of duty on or after September 11, 2001, to include those Veterans who incurred or aggravated a serious injury in the line of duty in the active military, naval, or air service on or before May 7, 1975.
- Working towards a contract solution in the near future for finance and legal services for eligible Primary Family Caregivers.
- Making other changes affecting program eligibility and VA's evaluation of PCAFC applications.

Note: PCAFC eligibility for all remaining eras will expand on October 1, 2022

PCAFC Application Ten Step Process

The local Caregiver Support Program (CSP) Team coordinates and communicates with the Veteran and each caregiver applying for PCAFC throughout the following application process. The step-by-step application process is outlined below.

1 Application Submission

Who: Veteran and caregiver complete the application.
What: Application for PCAFC – VA Form 10-10CG.
Where: Fill out the application online or ask VA to help you fill out the form:

- Access the online application:
<https://www.va.gov/family-member-benefits/comprehensive-assistance-for-family-caregivers>
- Access and download the PCAFC – VA Form 10-10CG application:
<https://www.va.gov/VAForms/medical/pdf/10-10CG.pdf>
- Locate and contact the Caregiver Support Program Team at your nearest VA health care facility. A CSP Team locator is available at <http://www.caregiver.va.gov/>.
- Call the National Caregiver Support Line at 1-855-260-3274

2 Application Intake

Who: A member of the local CSP Team conducts the application intake with the Veteran and each caregiver applicant.
What: Review completed PCAFC – VA Form 10-10CG.
Where: In person, by telephone, or via VA Video Connect.
Note: If the Veteran and at least one caregiver applicant meet the specific eligibility requirements, the following steps will occur:

PCAFC Application Process Fact Sheet

- There is a CSP Team at every VA medical center.
- CSP Teams use a person-centered approach to provide caregivers with support and connection to the right resources and services.



Caregiver Resources in 2 CSP Teams

CAREGIVER TESTIMONIALS

All the kind folks I have met through CSP have me realize that I am not alone in my struggles.

Just to hear that CSP voice. They all have a caring way of making me feel like they take care of me.

Through CSP, you have professionals and other caregivers willing to help you through your journey.

Knowing that I have someone that I can call for me is very important.



Nobody in my life understood, they just brushed it off. It was hard for me to cope. It was nice to know that I wasn't alone.

THANK YOU!



National Caregiver Support Line: **1-855-260-3274**

To find your local Caregiver Support Program Team,
or for more information, please visit: www.caregiver.va.gov