

### Resources for Caregivers



The Caregiver Support Program (CSP) promotes the health and well-being of family caregivers who care for our nation's Veterans through education, resources, and support services. There are two unique programs to the Caregiver Support Program: the Program of General Caregiver Support Services and the Program of Comprehensive Assistance for Family Caregivers. This CSP National and Local Resource Guide provides Veterans and caregivers a list of support services to help meet their needs within and outside of VA. Contact your local caregiver support coordinator at [https://www.caregiver.va.gov/support/New\\_CSC\\_Page.asp](https://www.caregiver.va.gov/support/New_CSC_Page.asp) for more information on these resources.



[www.caregiver.va.gov](http://www.caregiver.va.gov)

Caregiver Support Line:  
1-855-260-3274

Caregiver Support Coordinator:

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VA



U.S. Department  
of Veterans Affairs



VA's Caregiver Support Program (CSP) offers a menu of services to family members and friends who care for Veterans, including on-line courses, face-to-face classes, telephone support, and peer support. These services are offered in addition to the support provided to families and caregivers across VA by clinicians as part of a Veteran's care. Every VA medical center has a caregiver support coordinator (CSC) who assists with information and referrals to these programs.

**Annie Caregiver Text Program:** Annie is a text messaging service that promotes self-care for Veterans enrolled in VA health care as well as caregivers. Annie sends stress management tips via text messaging to caregivers three times per week. Messages may be educational, motivational or an activity to manage stress. You may pause or stop the service at any time.

**Building Better Caregivers™ (BBC):** Building Better Caregivers (BBC) is a 6-week online workshop for caregivers of Veterans of all eras who are caring for someone with dementia, memory problems, posttraumatic stress disorder, a serious brain injury, or any other serious injury or illness. BBC helps caregivers in two key ways: training in how to provide better care, and helping caregivers learn how to manage their own emotions, stress and physical health.

**Self-Care Courses for Caregivers:** Self-Care courses are in-person classroom trainings provided to caregivers with a focus on supporting and meeting the needs of caregivers. The classes are led by trained facilitators and are offered in English and Spanish. Topics include: managing stress; lowering stress, improving mood; problem solving and effective communication; taking care of yourself; and handling emotions.

**Caregiver Support Line (CSL):** The CSL is staffed by VA social workers who respond to calls from caregivers, Veterans and community agencies seeking information about VA caregiver services. Responders provide information about assistance through VA, offer supportive counseling and link callers to their local caregiver support coordinator. 1-855-260-3274; Monday – Friday 8 a.m. - 8 p.m. ET

## Non-VA National Resource Links

**National Alliance for Caregiving:** This website offers a directory of resources for the caregivers of loved ones with different diagnoses, abilities and age.

<https://www.caregiving.org/resources/>

**National Resource Directory:** This searchable database of resources vetted for service members, Veterans, family members and caregivers.

<https://nrd.gov/>

**National Alliance on Mental Illness (NAMI):** This website provides information and resources about mental health, programs, education, and support with a national directory.

<https://www.nami.org/Find-Support/Family-Members-and-Caregivers>

**Department of Defense (DoD) Caregiver Resource Directory:** This DoD directory includes the most commonly referenced resources, organizations, agencies, and programs that provide support to the caregivers of wounded, ill, or injured services members.

<https://warriorcare.dodlive.mil/files/2019/08/Caregiver-Directory-2019-Edition.pdf>

**PATRIOTlink:** This online database of thousands of resources for the military community. <https://www.patriotlink.org/>

**Military OneSource:** This website is a connection to information, answers and support when military life (MilLife) happens to help service members overcome challenges, reach goals and thrive.

<https://www.militaryonesource.mil/>

**American Association of Retired Persons (AARP) and Caregiving:**

This website helps caregivers navigate their role as a family caregiver on multiple topics.

<https://www.aarp.org/caregiving/>

**CSL Caregiver Education Calls:** VA's National CSL (1-855-260-3274) offers monthly telephone education calls for caregivers with a theme of "Care for the Caregiver." The topics change monthly and scripts and audio recordings of the calls can be found on the CSP website,

**REACH VA Telephone Support:** Telephone support is an evidenced-based intervention that is delivered by a VA clinical staff to provide group sessions to stressed and burdened caregivers. The group sessions can be delivered either face-to-face at VA or by telephone. Topics include: caregivers of all era's, post-9/11 spouses, dementia, spinal cord Injury, ALS, MS and PTSD.

## CSP Website: [www.caregiver.va.gov](http://www.caregiver.va.gov)

Contains tips, tools, videos, and links to resources for caregivers of Veterans of all eras. [www.caregiver.va.gov](http://www.caregiver.va.gov).

**Peer Support Mentoring:** The Caregiver Peer Support Mentoring Program (PSM) provides caregivers the opportunity to receive guidance from and to share their experiences with other caregivers. The program was developed to strengthen relationships between caregivers and empower them to help one another.

**REACH VA Intervention:** Resources for Enhancing All Caregivers Health (REACH) is an evidenced-based intervention delivered by VA clinical staff to provide individual support to stressed and burdened caregivers of Veterans with dementia, spinal cord injury, MS, PTSD, and ALS.

**Spanish-Speaking Telephone Support Group Caregiver Calls:**

Quarterly calls for all era CSP participants. Calls topics are CSP overview, VA benefits, VA navigation and perspectives on caregiving.



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**Suicide Prevention Toolkit for Caregivers:** This toolkit provides education to caregivers of Veterans, including facts about suicide prevention, mental health, and substance use disorder treatment. In addition, it provides self-care resources and describes when to reach out for help.

**VA Video Connect (VVC):** VVC is a VA application that allows Veterans and caregivers to meet face to face with VA healthcare providers, in Virtual Medical Rooms. The application uses encrypted video that is secure and private. VVC provides a flexible option for meeting with providers and caregiver support coordinators (CSC). It's time-efficient and convenient. To learn more, contact your local CSC.

## Frequently Asked Questions

### What is the Program of Comprehensive Assistance for Family Caregivers (PCAFC)?

The Program of Comprehensive Assistance for Family Caregivers (PCAFC) provides family caregivers of eligible Veterans<sup>1</sup> certain benefits, such as training, enhanced respite care, counseling, technical support, beneficiary travel, a monthly stipend payment, and access to health care (if qualified) through the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA).

### When would caregivers of Veterans from all eras become eligible for the PCAFC?

Once the Secretary of Veterans Affairs has certified that VA's new caregiver information technology (IT) system is fully implemented, PCAFC eligibility will expand in two phases.

**a.** In the first phase, PCAFC will expand to eligible 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.

**b.** The final phase of expansion will occur two years later and will expand PCAFC to include eligible Veterans from all eras who have a serious injury incurred or aggravated in the line of duty in the active military, naval, or air service.

## Additional VA Resources

VA offers a variety of services to support caregivers and families of Veterans, which may include respite care, in-home care, home health aides, home-based primary care (HBPC), home hospice care, adult day health care centers (ADHC), skilled home care and home telehealth. Contact your VA Primary Care Team for more information and/or referrals.

**Veteran's Crisis Line:** The Veterans Crisis Line (VCL) is a free, confidential resource that is available to anyone, even if you're not registered with VA or enrolled in VA health care. The caring, qualified responders at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances. (800) 273-8255 (TALK) Press 1 for Veterans.  
<https://www.veteranscrisisline.net/>

**Coaching into Care:** Coaching into Care is a national telephone service that educates, supports, and empowers family members and friends who are seeking care or services for a Veteran. Coaching is provided by licensed psychologists or social workers, free-of-charge. Coaching involves helping our callers figure out how to motivate the Veteran to seek treatment. We can help you get information about mental health services at VA and tips on how to begin the conversation about treatment with a loved one who is a Veteran. 1-888-823-7458

<http://www.mirecc.va.gov/coaching/index.asp>

**Resources & Education for Stroke Caregivers' Understanding and Empowerment:** This website helps caregivers care for themselves and their loved one after the crisis of stroke, through a variety of online tools.

<https://www.cidrr8.research.va.gov/rescue/tools.cfm>

**Office of Rural Health – Caregivers “Dementia Video Series”:** The Office of Rural Health website offers many helpful tips, resources and educational videos, including materials for dementia caregivers.

<https://www.ruralhealth.va.gov/vets/resources.asp>