



VA Caregiver Support

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VA Caregiver Support Line Program Coordinator

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Supportive Services Available to Veterans

Identified below are various services that may be available to caregivers of all era Veterans who are enrolled in VA healthcare. The Veteran's Primary Care Provider and Primary Care Team (which includes a social worker) assist with determining availability, Veteran's clinical eligibility for services, and making referrals.

Contracted Nursing Homes

VA Community Living Center

Adult Day Health Care

Home Based Primary Care

Specialty Clinics

Adaptive Equipment

Hospice Care

Home Telehealth

Respite Care

Homemaker/ Home Health Aide

Skilled Home Care

Family Support Services

Accessing Needed Services:

- Veteran must be eligible for VA Healthcare services
 - To apply Veterans must complete the 1010EZ application
 - Apply on-line (www.vets.gov)
 - On the phone – Health Resource Center (1-877-222-VETS)
 - In – person at their local VA Eligibility and Enrollment office (Facility Locator: <https://www.vets.gov/facilities/>)
- If eligible, Veterans are placed in Priority Groups and will be scheduled an initial appointment with a Primary Care Physician
- Many VA Medical Centers have Veteran Service Centers. Visit the local VA Medical Center's Web site or call to be connected.

VA's Program of General Support Services

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. Many of the following programs are also available to Veterans who serve as the family caregiver to a non-Veteran.

Caregiver Support Program Website: The CSP website contains tips, tools, videos, and links to resources for caregivers of Veterans of all eras. The link is: www.caregiver.va.gov.

Building Better Caregivers: Building Better Caregivers (BBC) is a 6 week online workshop for caregivers

Caregiver Education Calls: The VA's National Caregiver Support Line (CSL) (855-260-3274) offers monthly telephone education calls for caregivers with a theme of "Care for the Caregiver."

Caregiver Self-Care Courses: In-person classroom trainings provided to caregivers. Topics include: Managing stress, Problem Solving, Taking Care of Yourself and Using Technology

Peer Support Mentoring: Provides an opportunity for caregivers to receive guidance and to share their experiences, wisdom, skills and passion with other caregivers.

REACH VA Intervention: Resources for Enhancing All Caregivers Health (REACH) is an evidenced-based intervention that is delivered by VA clinical staff to provide individual support to stressed and burdened caregivers

General Telephone Support: Group sessions delivered by a VA clinical staff

Program of Comprehensive Assistance for Family Caregivers

Veteran's eligible for this program must:

- have sustained or aggravated a serious injury — including traumatic brain injury, psychological trauma or other mental disorder — in the line of duty, on or after September 11, 2001; and
 - be in need of personal care services to perform one or more activities of daily living and/or need supervision or protection based on symptoms or residuals of neurological impairment or injury.
- Application process to determine eligibility including review of Administrative eligibility, a clinical assessment, caregiver assessment, training for the caregiver and a home visit
 - Dual application, both Veteran and caregiver apply (VA Form 1010CG)
 - If eligible, the Primary Caregiver of the Veteran can receive a stipend allowance, health insurance coverage, travel reimbursement, mental health services, no less than 30 days of respite services, training and education

VA Caregiver Support Coordinators (CSC)

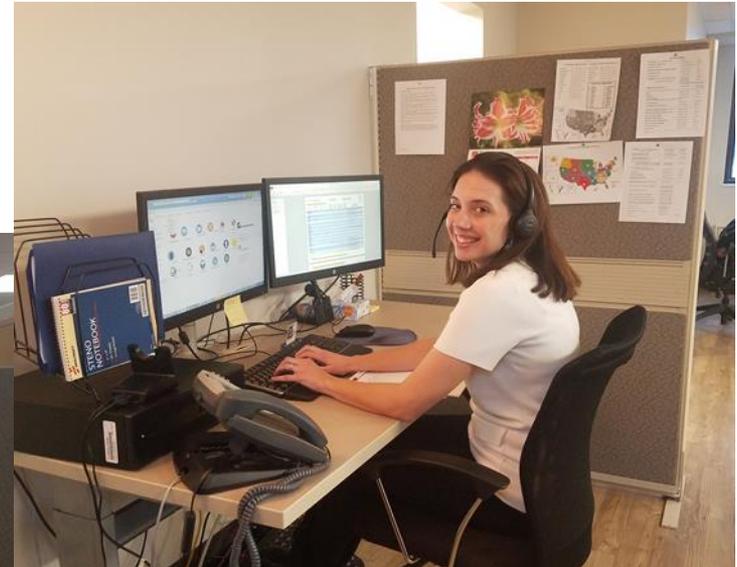
- Licensed professionals (RN, Social Workers, Psychologists, etc.)
- At least one is located at every VAMC in the country
- Serve as SME for caregiver needs, resources and supports at their local VA and in the community
- Assist with referring caregivers to services for which he/she is eligible for and provides caregivers with information about resources that can assist them
- To find the Caregiver Support Coordinator in your area visit the [VA Caregiver Web site](#) and enter your zip code

Call VA's Caregiver Support Line: 1-855-260-3274

For more information about VA services to support caregivers and Veterans, VA's Program of General Support Services and the Program of Comprehensive Assistance for Family Caregivers, Veterans and caregivers can call the VA Caregiver Support Line at 1-855-260-3274.

Caregiver Support Line social work responders can assist the caregiver/Veteran with navigating the VA system to obtain needed supports, can provide general information about VA benefits, provide information about VA's Program of General Support Services, the Program of Comprehensive Assistance and if eligible, accessing the 1010CG application. Social Workers also provide supportive counseling and information on topics related to caregiving such as burn out and the importance of self-care.

Caregiver Support Line



Opened on 2/1/2011 at the
Canandaigua VA Medical
Center in upstate NY

Caregiver Support Line Services

Services are provided by licensed social workers who offer:

- Supportive counseling
- Information and education on topics specific to caregiving such as caregiver burnout and the importance of self-care
- Information and services available through VA's Program of Comprehensive Assistance for Family Caregivers, VA's Program of General Support Services as well as community resources aimed at assisting caregivers who are caring for Veterans
- For enrolled Veterans, referrals to the local VA medical center Caregiver Support Coordinator for direct assistance with obtaining needed services and care. Direct referrals to Caregiver Support Programming Services mentioned such as BBC, Peer Support Mentoring, REACH VA and CSL Telephone Education Groups.

CSL Telephone Education Groups

CSL Telephone Education Calls and Caregiver led calls

- Groups last 1 hour; Presentation for roughly 30-40 minutes then there is time at the end of the group for caregivers to share a comment or question
- Overall Theme – “Care for the Caregiver”
- Topics vary each month
 - Topics include:
 - Self Care
 - PTSD – Caring for someone with PTSD and focusing on caregiver's own history of trauma
 - Rituals in the holiday season
 - Intimacy and relationships
 - Communication
 - Goal setting
- Caregiver Led Calls – A caregiver is chosen to share his/her story
- Pilot in February of small group discussions to further explore a topic
- Veteran must be enrolled in the VA Healthcare system and registration is required. CSL staff can refer and register caregivers. Call 1-855-260-3274 for assistance with referral.

CSL Statistics*

- Total Number of Calls Received 363,444
- Average 225-250 calls per day; Mondays are busiest
- Referrals to Caregiver Support Coordinators 52,373
- Online Inquiries via IRIS 9,660
- Most Frequent Category of Caller: Spouse
- Top Reasons for Calling: In Home Support Services, Benefits, General Caregiver Support/Education, Family Caregiver Eligibility, assistance with the 1010CG application and Navigating the VA System
- Top 3 States with the Most Calls: California, Florida, Texas
- Total CSL Telephone Education Group Participants: 17,629 participants
 - Roughly 110 participants in each call

* 2/1/2011-6/1/2018

Caregiver Support Line Call Scenarios

Scenario 1:

Hi. I am calling to find out more about the Caregiver program. I heard from a friend that my wife can get paid for everything she does for me. I got out in 2011. I have PTSD and she had to quit her job to stay home with me. Is there a program that can help me and my wife?

Scenario 2:

I don't know if I am calling the right place. I am just so tired and I need some help. My husband has Alzheimer's disease and I take care of him. He can't be left alone; last week he has left the stove on, forgot about it and almost set the house on fire... and he has wandered outside, gotten confused and ended up on our neighbor's doorstep. I just want some time to myself! I can't be responsible for him 24/7. I feel more like his mother than his wife. Now my granddaughter is getting married in another state and I don't want to miss it, but I know he can't make the trip. It would be so good just to spend a few days away with my family, but I can't leave him. Is there anything out there to help me? I feel trapped!

VA Caregiver Web site

VA Caregiver Web site – www.caregiver.va.gov

Contains tips, tools, videos, and links to resources for caregivers of Veterans of all eras.

- Help Near Home: Find your Caregiver Support Coordinator
- Care for Caregivers and Care for Veterans
- Tips by Diagnosis
- Connect with Others
 - Links to CSL Telephone Education Group recordings and handouts
- Tips and Tools:
 - Managing Medications, Talking to your Provider
 - Self Care Activities for caregivers
 - Emergency Preparedness
 - Office of Rural Health Video Series (Dementia)

Caregiver Support Line

Caregiver support is just a phone call away!

VA's Caregiver Support Line

Hours of operation:

Monday through Friday 8am to 8pm EST

Questions?



Call VA's Caregiver Support Line
toll-free today.

1-855-260-3274

