

# Empowering Caregivers and Strengthening Support for Older Adults

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2024 National Healthy Aging Symposium:  
Innovation Across the Age-Friendly Ecosystem



**#HealthyAging2024**



Office of  
Disease Prevention  
and Health Promotion





# Today's Speakers



**Moderated by:  
Megan Wolfe**

*Trust for America's Health*

**Melinda Hogue**

*Caregiver Support Program,  
Department of Veteran  
Affairs*

**Jennifer Olsen**

*Rosalynn Carter Institute for  
Caregivers*

**Jean Brown**

*Alabama Department of  
Senior Services*

**Melanie Two Eagle  
Black Bull**

*Social Nutrition & Caregiver  
Program, Oglala Sioux Tribe*



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Innovation Across the Age-Friendly Eco-System



# VETERANS HEALTH ADMINISTRATION



## Caregiver Support Program Overview

**Melinda Hogue, LCSW, Associate Director, Training and Education**  
**VA Caregiver Support Program**  
**September 26, 2024**



## 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.



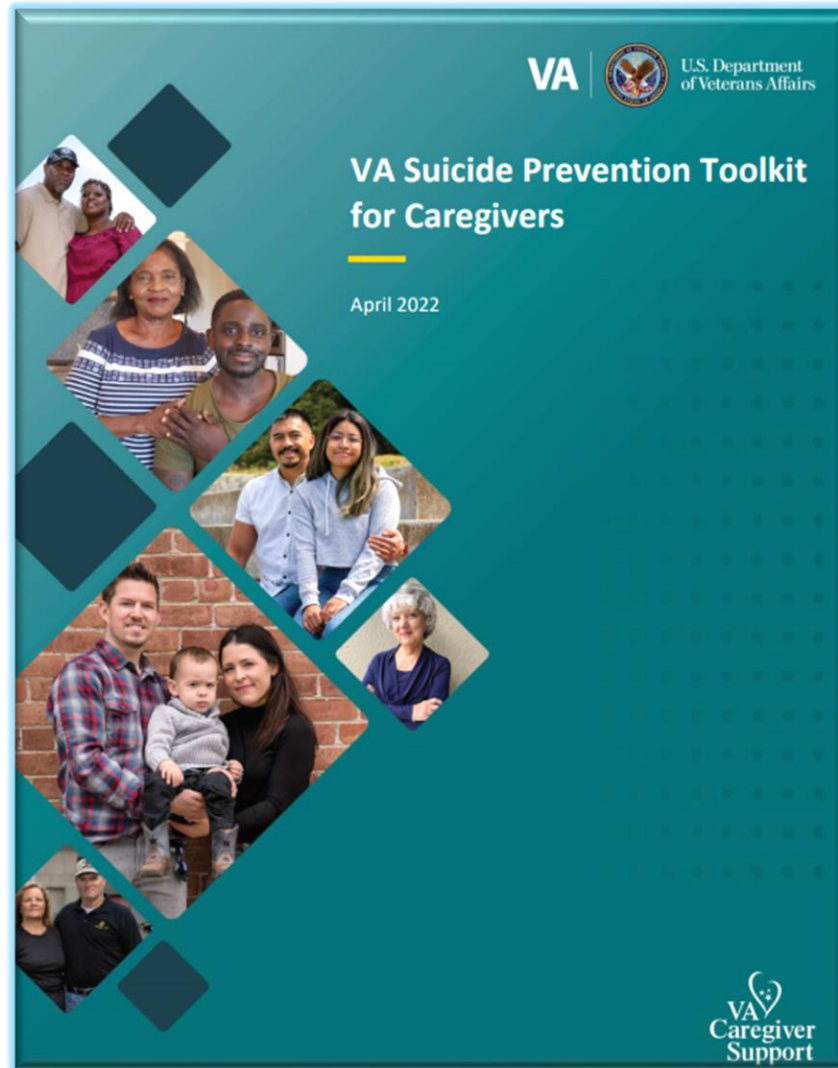
- Skills Training
- Online & Mobile Support
- One-to-One Coaching & Support
- Group Support & Coaching
- Peer Support Mentoring
- Resources & Referrals





# SKILLS TRAINING

## VA S.A.V.E. for Caregivers



**Suicide Prevention Toolkit for Caregivers**

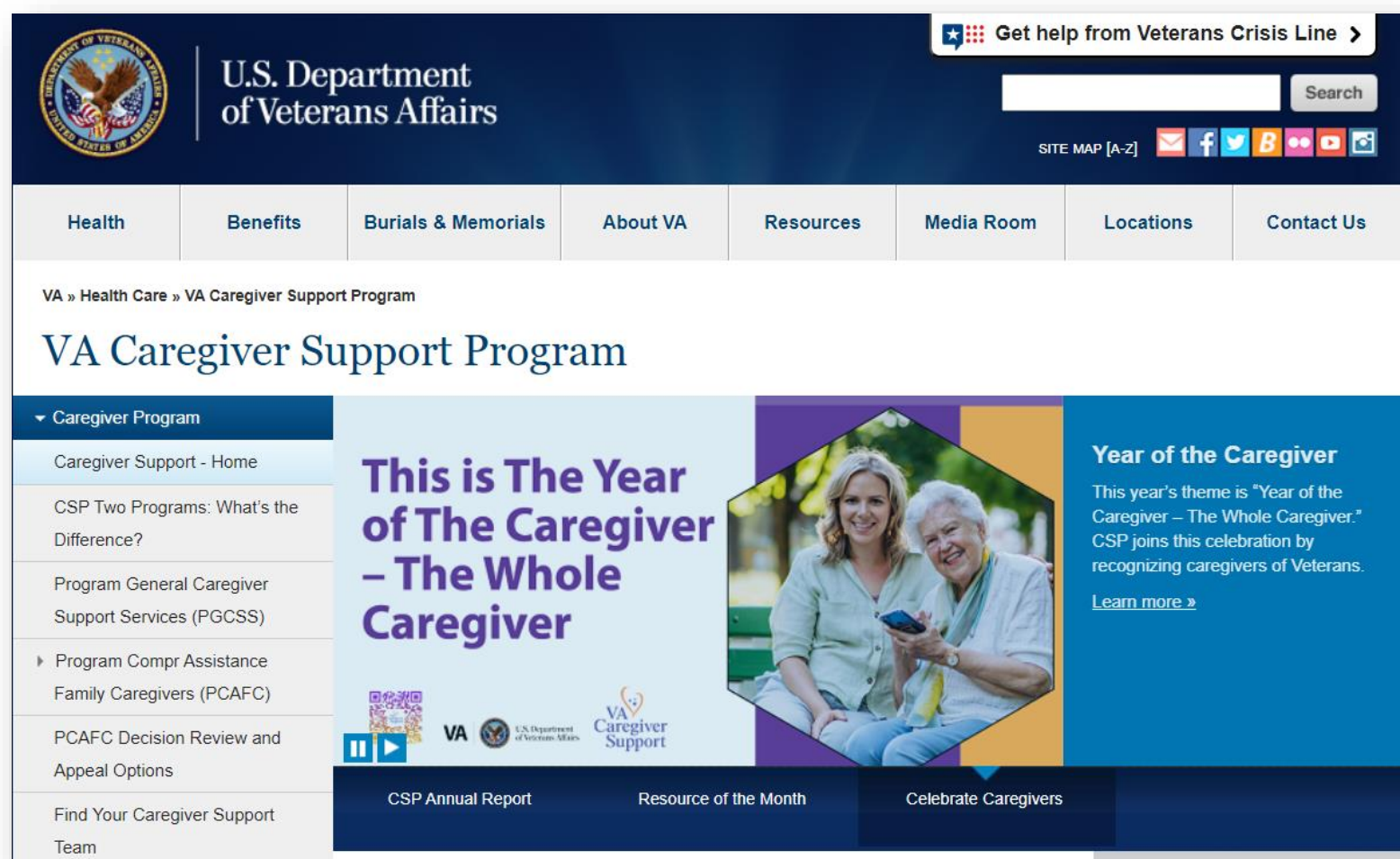
## CPR for Caregivers



**Hands-Only CPR Training**

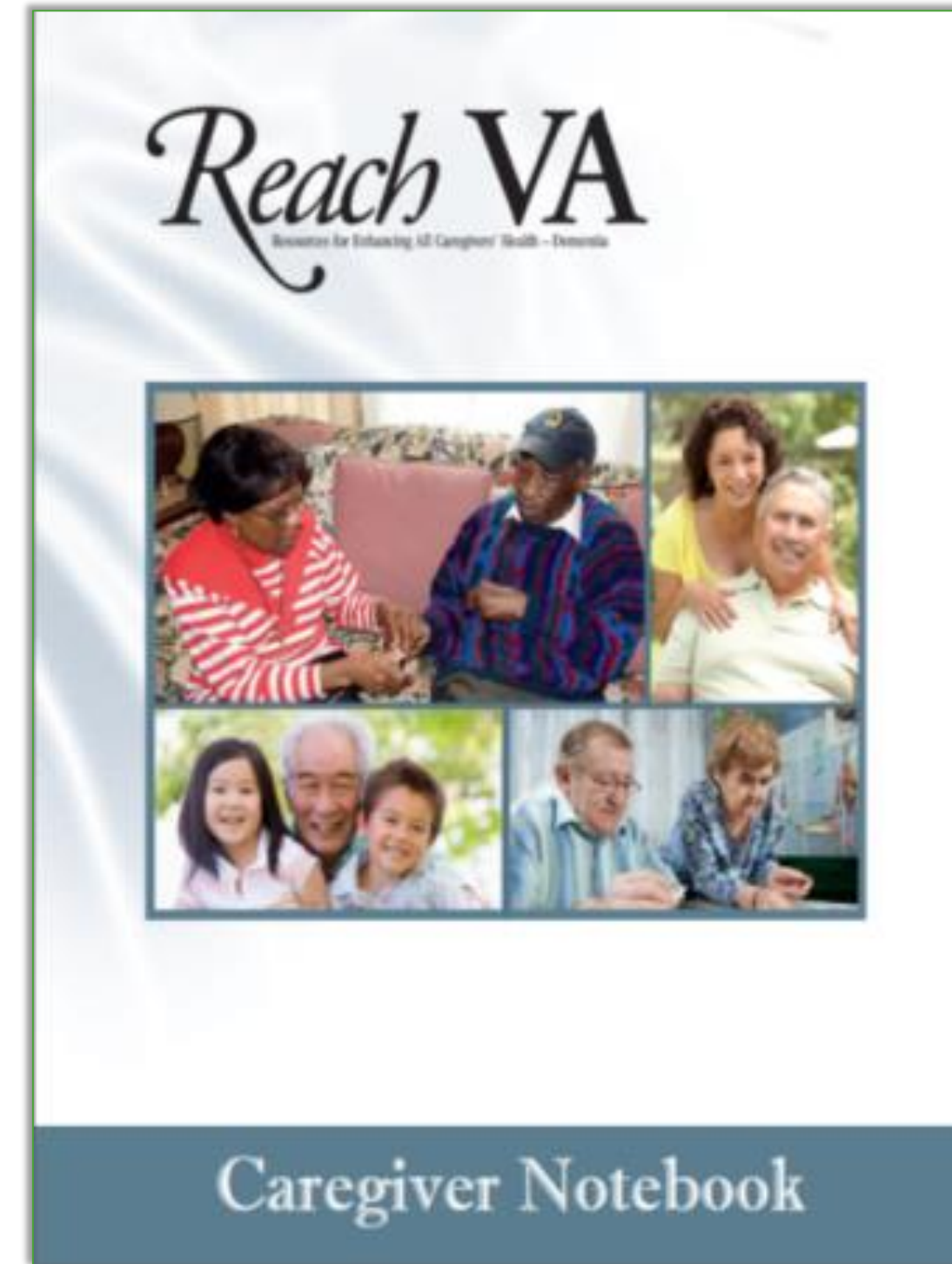
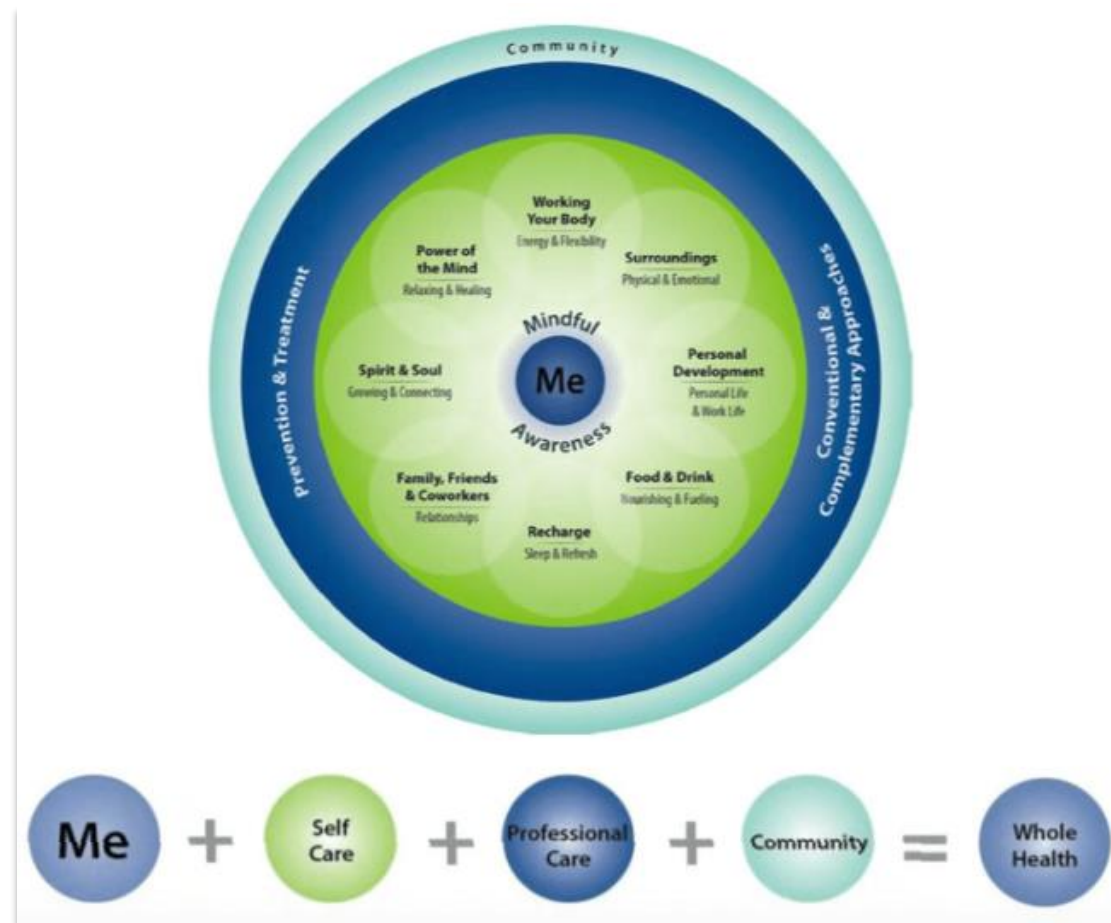


- Building Better Caregivers
- Annie Caregiver Text Messaging Program
- CSP Website Library of Resources



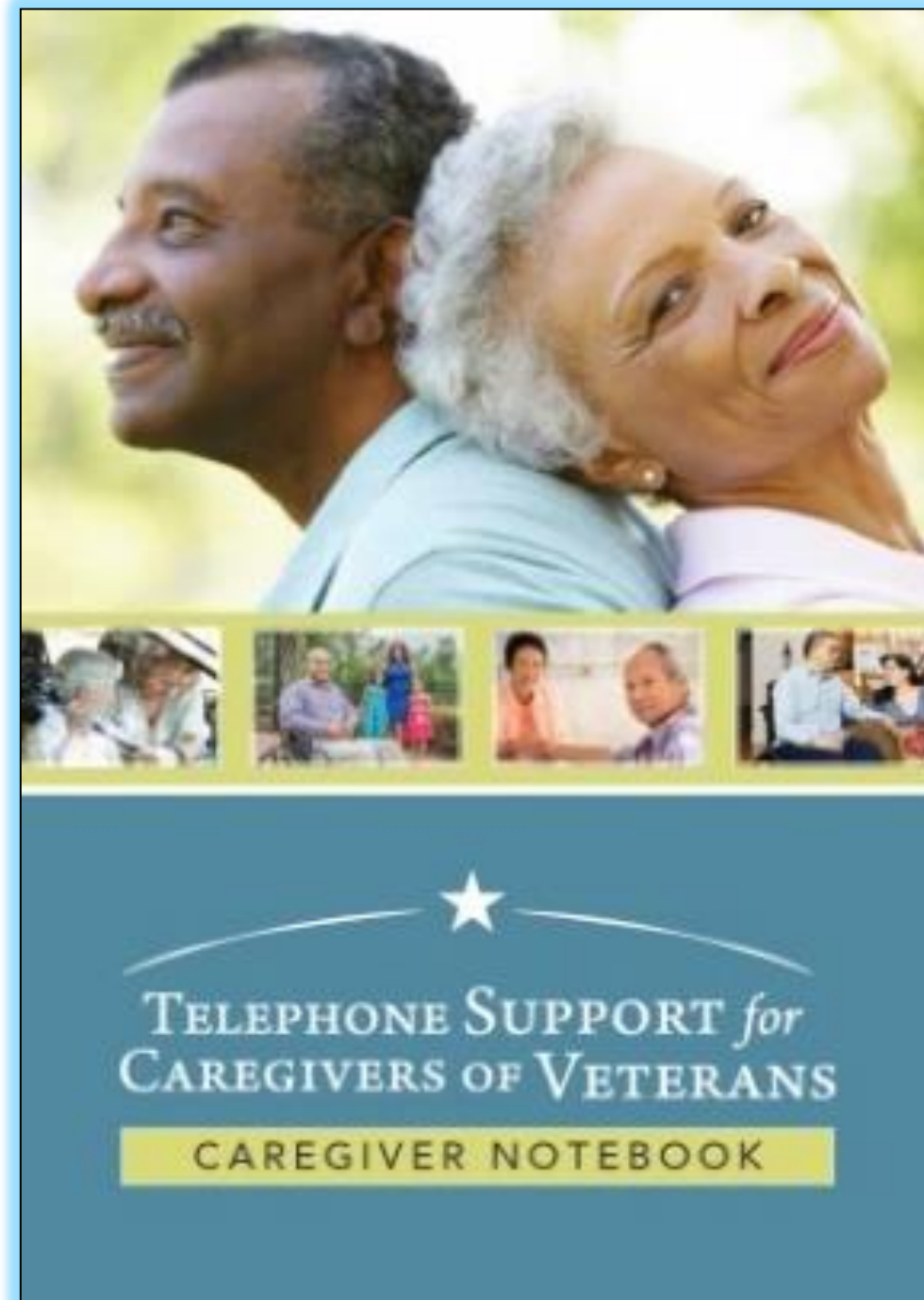
# ONE-TO-ONE COACHING & SUPPORT

- Caregiver Health & Wellbeing Coaching
- Resources for Enhancing All Caregivers Health (REACH VA)
- One-to-One Clinical 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 guidance 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





## Caregiver & Family Resource Fair

Join the Veterans Health Administration (VHA) Caregiver Support Program for an opportunity to learn about the wealth of resources available to caregivers and families of Veterans.

- Connection to VA and community resources
- Annual Caregiver & Family Resource Fair



## Respite Care

- 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 caregiver.

[Respite Tip Sheet](#)

## Caregiver Respite Tool

- 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 take action steps to finding time for them.

[Respite Tool](#)

**VA Caregiver Support Program**  
**Caregiver Respite Tool:**  
**Exploring Your Goals**

**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

**Who am I outside of caregiving?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

VA Caregiver Support | 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







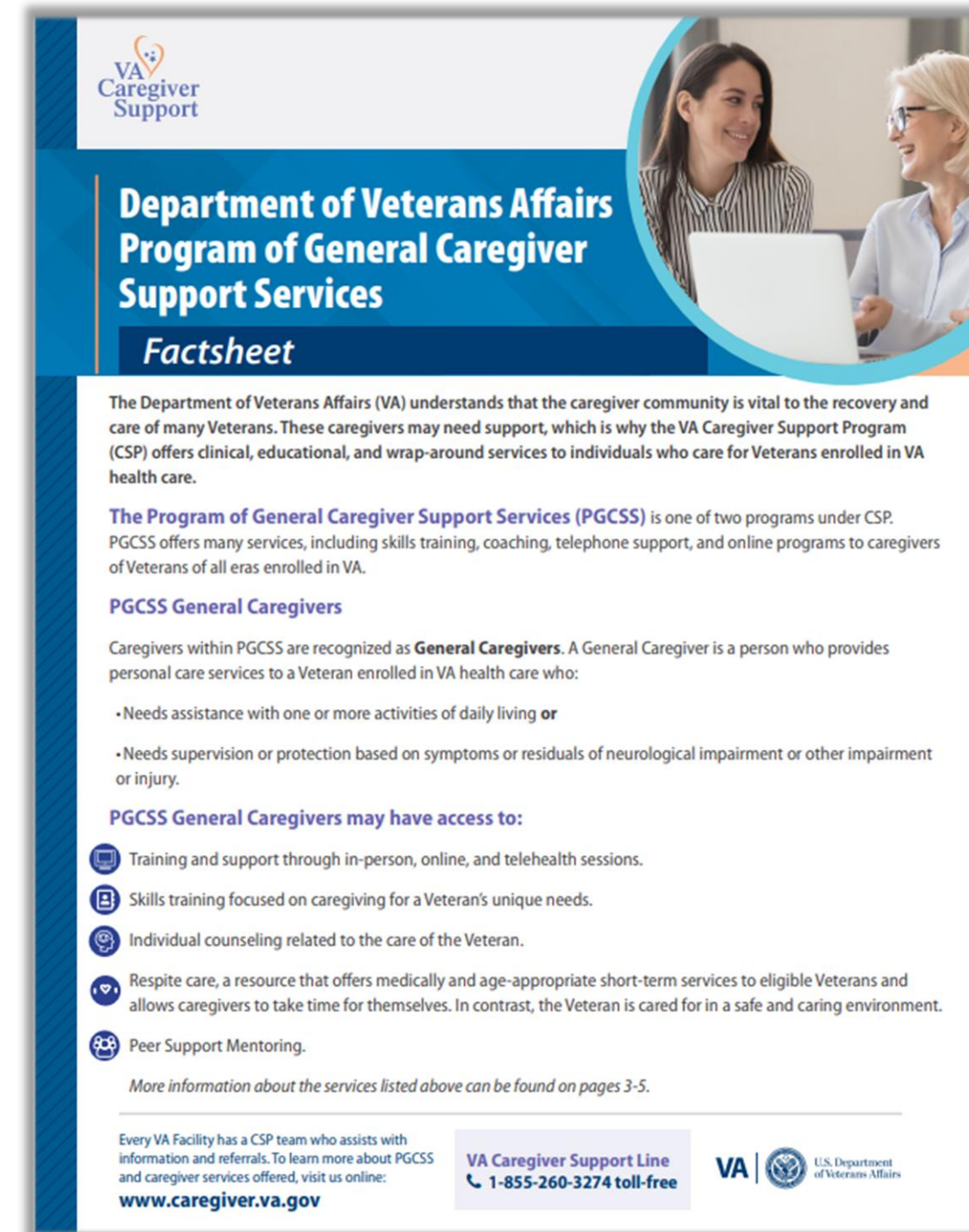
# Program of General Caregiver Support Services





## 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.



**VA Caregiver Support**

**Department of Veterans Affairs  
Program of General Caregiver  
Support Services**

**Factsheet**

The Department of Veterans Affairs (VA) understands that the caregiver community is vital to the recovery and care of many Veterans. These caregivers may need support, which is why the VA Caregiver Support Program (CSP) offers clinical, educational, and wrap-around services to individuals who care for Veterans enrolled in VA health care.

**The Program of General Caregiver Support Services (PGCSS)** is one of two programs under CSP. PGCSS offers many services, including skills training, coaching, telephone support, and online programs to caregivers of Veterans of all eras enrolled in VA.

**PGCSS General Caregivers**

Caregivers within PGCSS are recognized as **General Caregivers**. A General Caregiver is a person who provides personal care services to a Veteran enrolled in VA health care who:

- Needs assistance with one or more activities of daily living **or**
- Needs supervision or protection based on symptoms or residuals of neurological impairment or other impairment or injury.

**PGCSS General Caregivers may have access to:**

- Training and support through in-person, online, and telehealth sessions.
- Skills training focused on caregiving for a Veteran's unique needs.
- Individual counseling related to the care of the Veteran.
- Respite care, a resource that offers medically and age-appropriate short-term services to eligible Veterans and allows caregivers to take time for themselves. In contrast, the Veteran is cared for in a safe and caring environment.
- Peer Support Mentoring.

*More information about the services listed above can be found on pages 3-5.*

Every VA Facility has a CSP team who assists with information and referrals. To learn more about PGCSS and caregiver services offered, visit us online:  
[www.caregiver.va.gov](http://www.caregiver.va.gov)

**VA Caregiver Support Line**  
1-855-260-3274 toll-free

**VA** | U.S. Department of Veterans Affairs

## 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.





# Program of Comprehensive Assistance for Family Caregivers

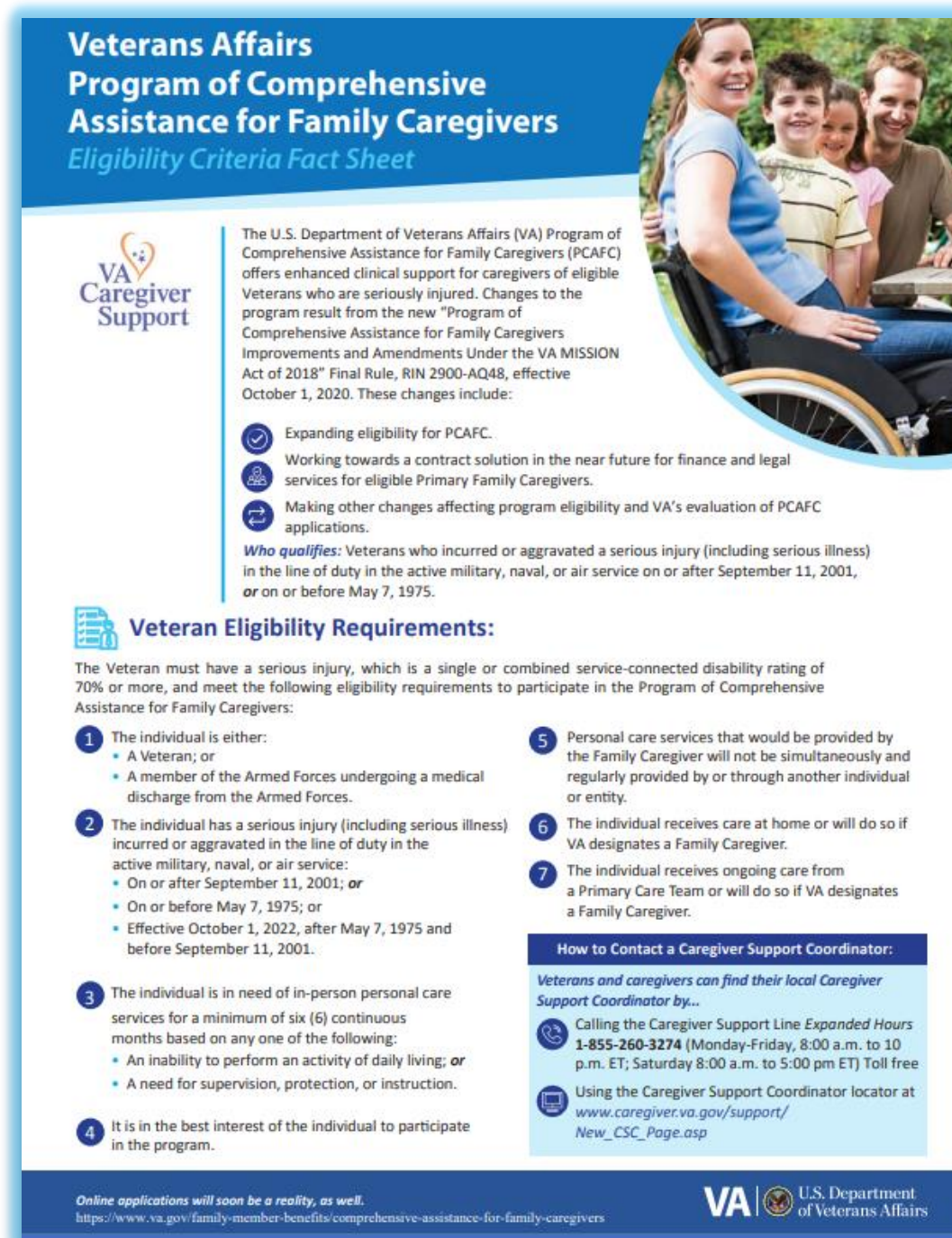


## Program of Comprehensive Assistance for Family Caregivers (PCAFC)



# 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](http://www.caregiver.va.gov/support/New_CSC_Page.asp)

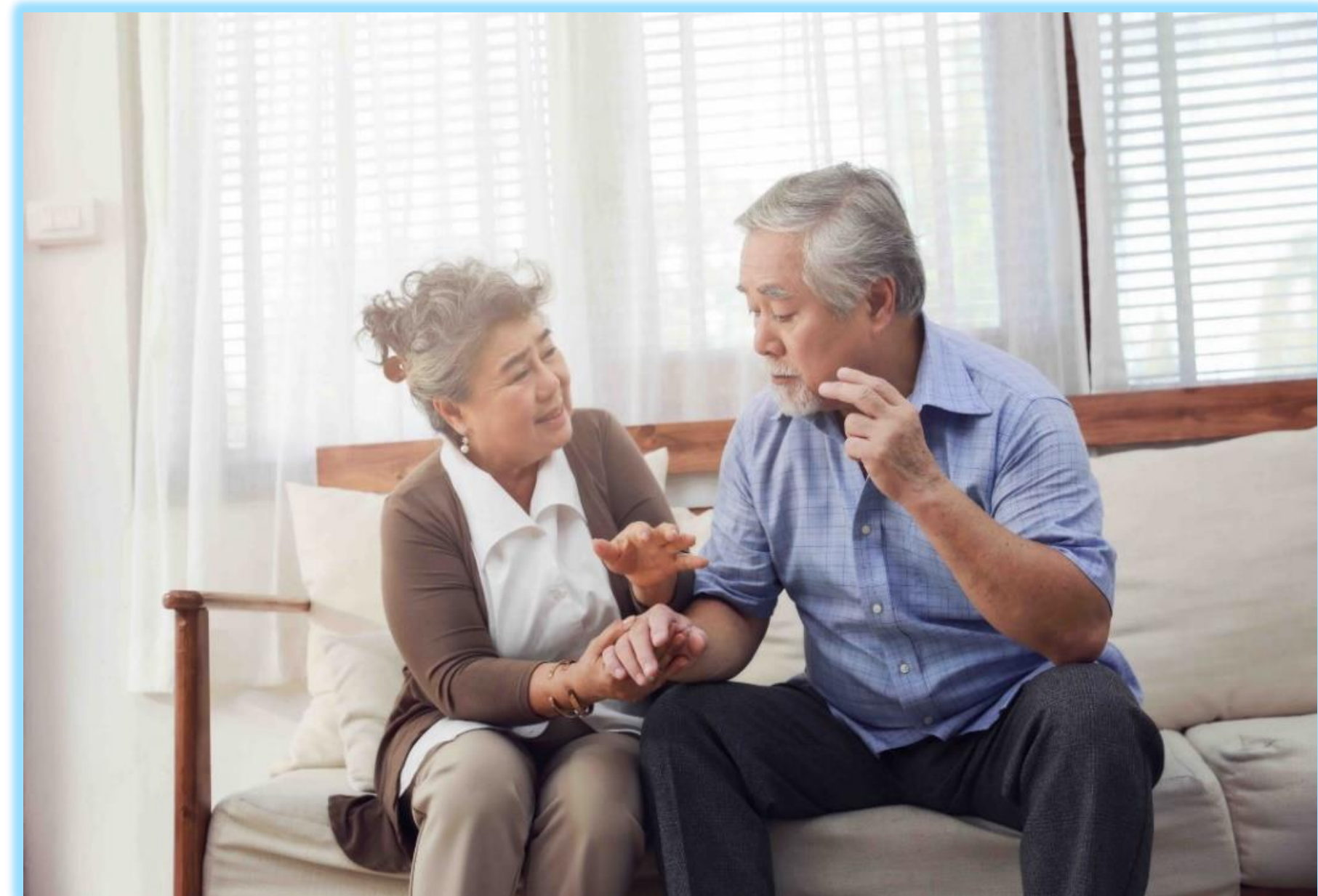
Online applications will soon be a reality, as well.  
<https://www.va.gov/family-member-benefits/comprehensive-assistance-for-family-caregivers>

VA | U.S. Department of Veterans Affairs

[Complete list of PCAFC eligibility requirements](#)



- 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



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



[Caregiver Resources in 2 CSP Teams](#)



# THANK YOU!

**VA Caregiver Support**

Promoting the Health and Wellbeing of Caregivers of Veterans

VA | U.S. Department of Veterans Affairs

VA Caregiver Support QR Code

Three photos showing caregivers supporting veterans: a woman helping a man in a wheelchair, a woman hugging a man, and a man using a walker with a caregiver's assistance.

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

# Centering Caregivers: Beyond a Diagnosis

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Empowering Caregivers and Strengthening Support for Older Adults

Jennifer Olsen, DrPH  
September 26, 2024



# About Us

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Founded in 1987 by the late former First Lady, the Rosalynn Carter Institute for Caregivers (RCI) promotes the health and strength of caregivers at every stage of their journey.

We advocate for transformational, systems-level policy change at the national level, while supporting programs and supports that are informed by local context and meet individual caregivers where they are on their journeys.



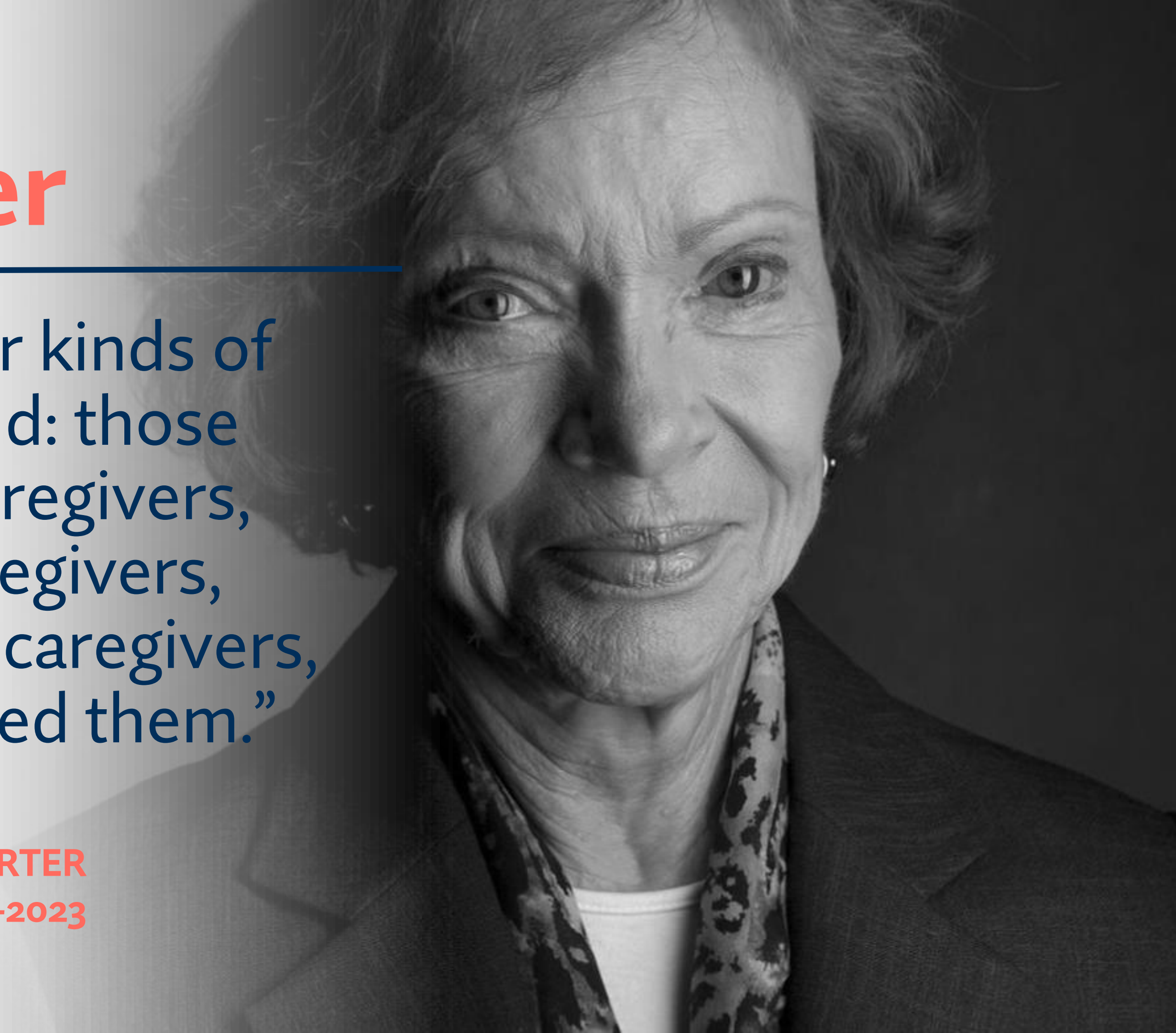
# Our Founder

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“There are only four kinds of people in the world: those who have been caregivers, those who are caregivers, those who will be caregivers, and those who need them.”

— ROSALYNN CARTER

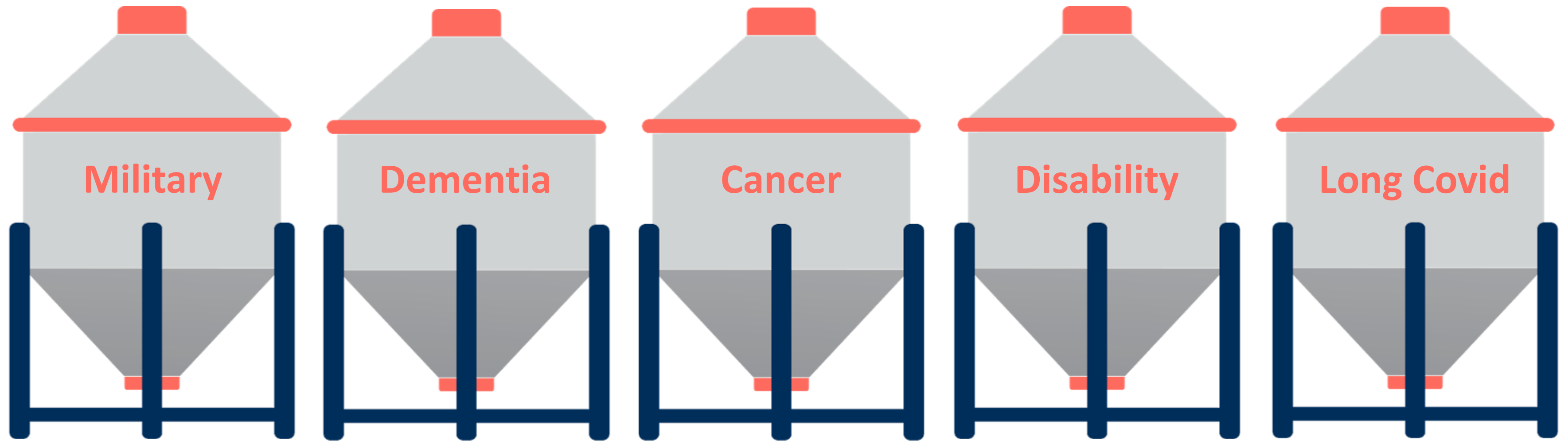
1927-2023





# Siloed Caregiving Verticals

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{ policies, programs, benefits }

# The Why

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What are the negative impacts of the current system, which takes a diagnosis or condition-based approach?

Excludes or limits caregivers who are pre-diagnosis or managing multiple conditions simultaneously

Risks missing caregivers navigating stigmatized conditions, such as some mental health challenges

Employment status, duration of care, support system, and other caregiving responsibilities like childcare all critically impact a caregiver

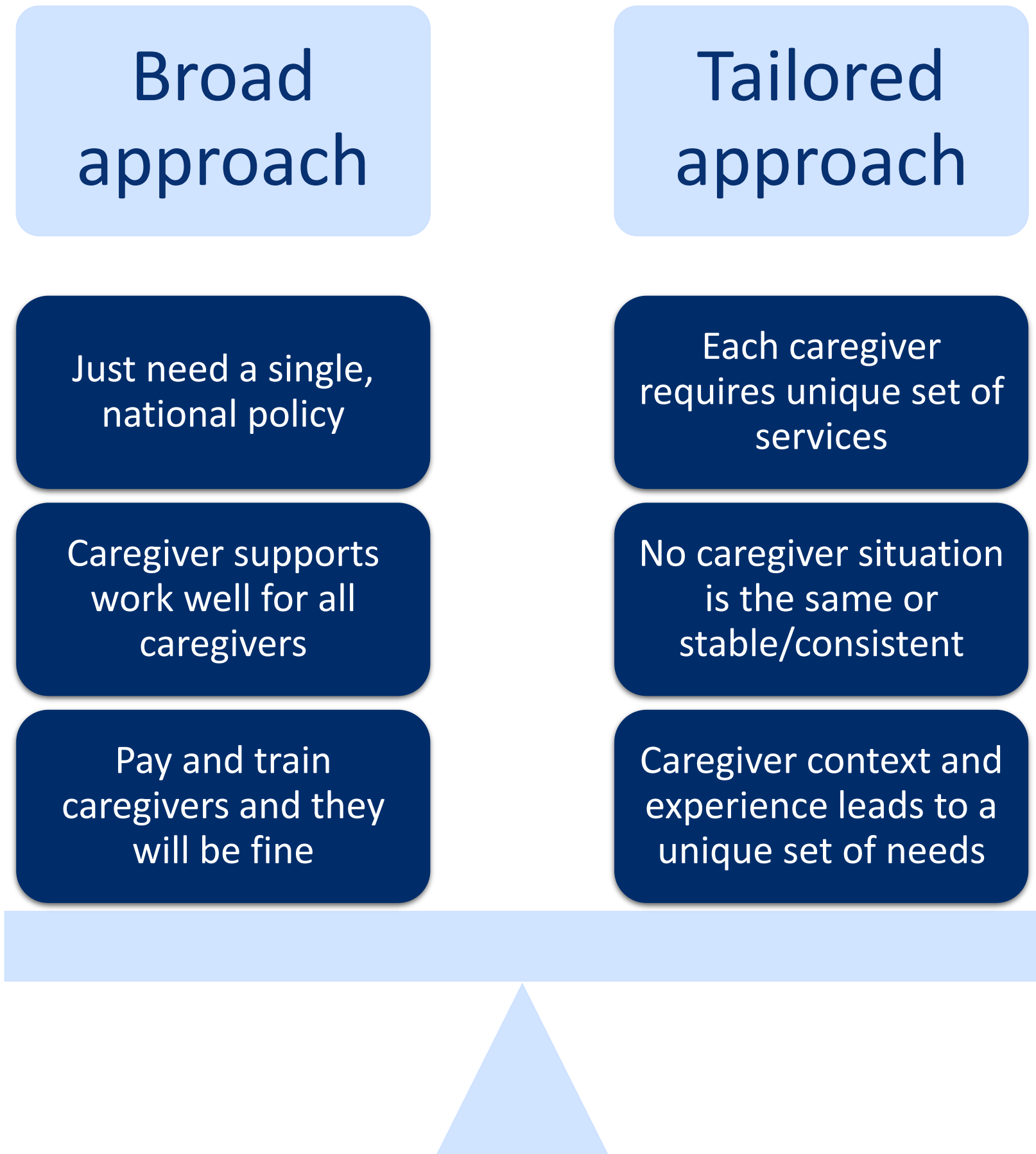
***How can we reduce adverse outcomes for the caregiver?***



# Finding the Balance

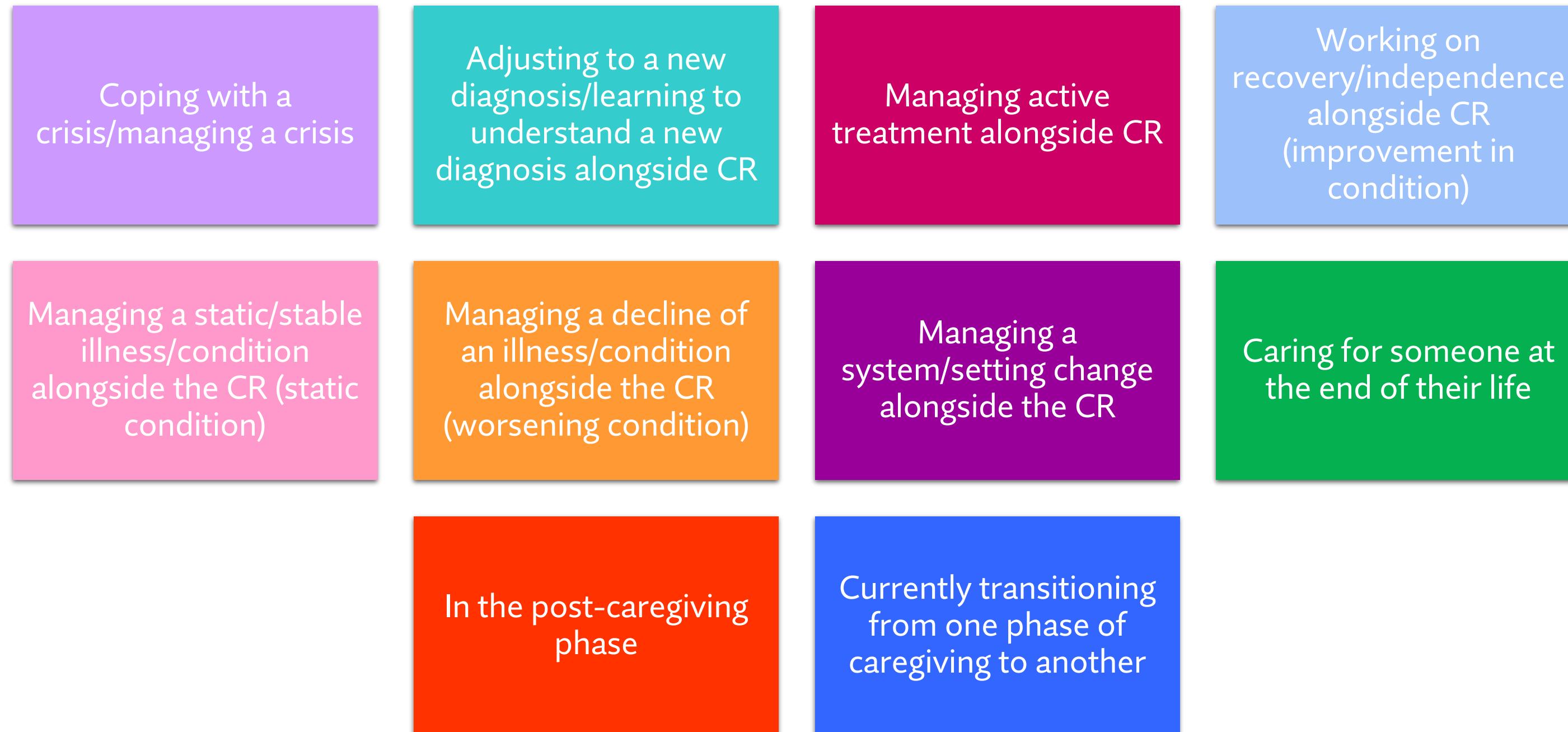
Need to find balance between aligning supports with needs based on caregiver experience, but also developing a set of policy supports that can serve caregivers as a population

population  
serve caregivers as a



# Profiles in Caregiving

I am a caregiver...



*In some cases, a caregiver might fit into multiple profiles simultaneously*



# Implementation

To strengthen caregiver supports based on their primary needs and stressors, this framework can be applied in multiple sectors:

Policymakers	Health Care Systems	Workplaces	Community Service Providers	Caregivers
Evaluate existing policies, proposed policies, and regulatory changes to assess which profiles are supported. How can the policy be modified to be more inclusive of all care experiences?	Recognize that caregiving experiences can drive health care outcomes; be proactive in determining caregiver status and use the framework to assess what services would be helpful.	Apply framework to develop responsive benefit policies and use it to begin conversations about work and care.	Area Agencies on Aging, for example, use the framework to initiate conversations, rather than beginning with questions about the diagnosis to determine eligibility of support services.	Share the profiles with family and friends, providing insight and enabling increased empathy and awareness.

# Connections to Ecosystem Efforts

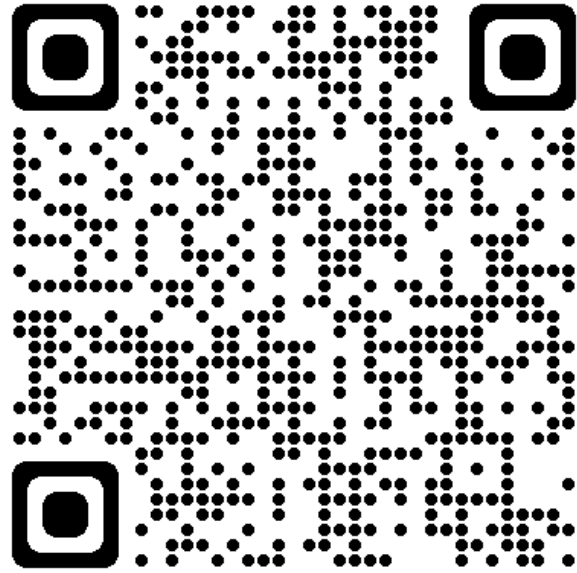
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- Profiles in Caregiving could be a part of the next version of the **RAISE National Family Caregiver Strategy**
- Profiles in Caregiving could inform development of state **Master Plans on Aging**
- Inform program delivery and evaluation for **CMS' GUIDE Model implementers**
- Provide insight for future regulations for **Physician Fee Schedule payment for caregiver training**



# Connect With Us

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[www.rosalynncarter.org](http://www.rosalynncarter.org)

Follow us: @RCICaregiving



# Alabama Department of Senior Services 2024 Report



Jean W. Brown  
Commissioner

Jean.Brown@adss.alabama.gov  
(334) 242.5743

**2024 National Healthy Aging Symposium**



# Our Mission

**The Alabama Department of Senior Services (ADS) is a cabinet-level state agency.**

**The mission of ADSS is to promote the independence of those we serve through a comprehensive and coordinated system of quality services.**

## ALABAMAISANS

**60+ 1,206,697 (24% OF OUR POPULATION)**

**65+ 871,034 (17% OF OUR POPULATION)**





# Grandparents Guide

GRANDPARENTS RAISING GRANDCHILDREN

## A Roadmap for Grandparents & Older Relative Caregivers

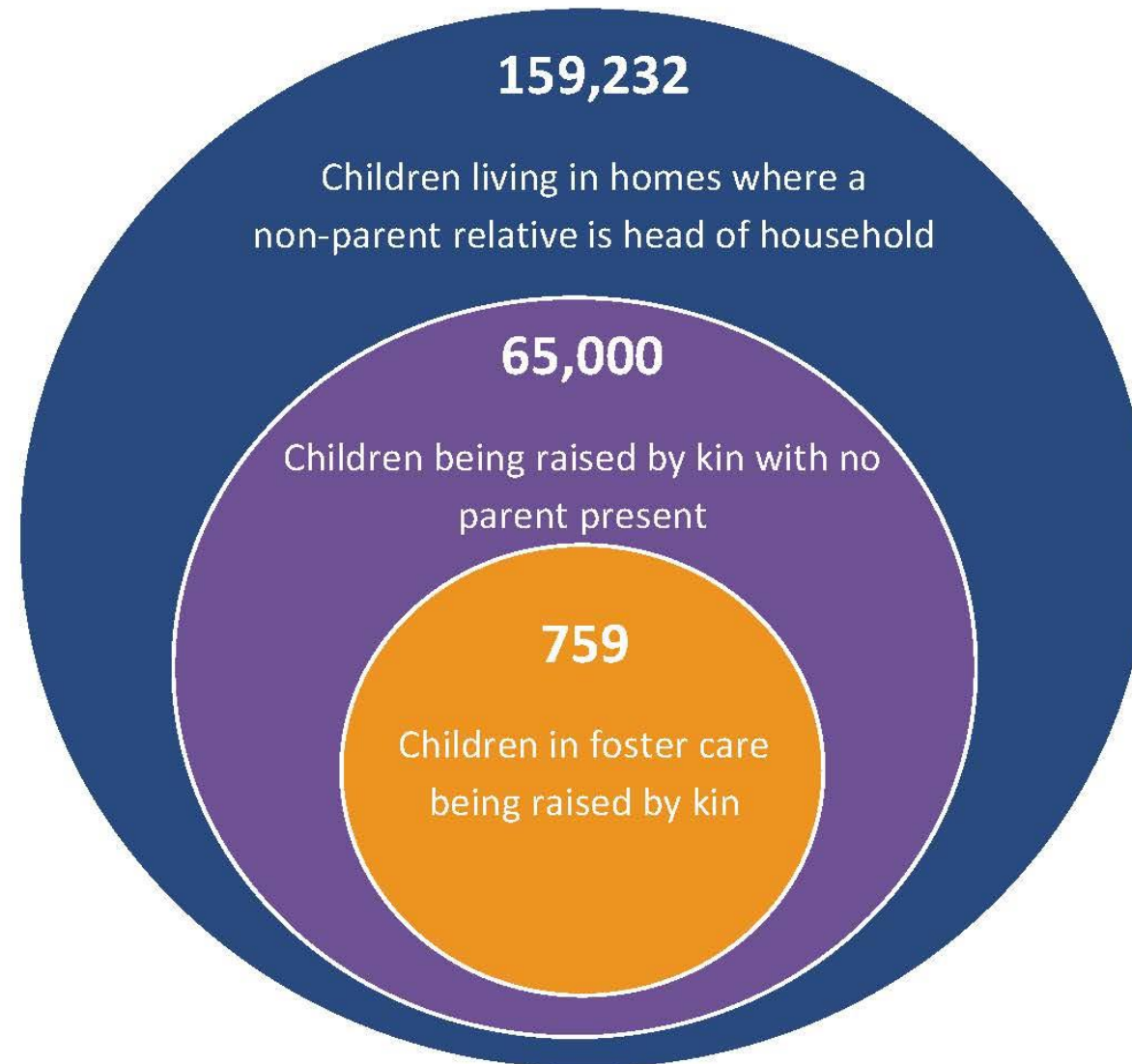


2022





## Alabama



**59,025**

Grandparents responsible for their grandchildren in Alabama

For every **1** child raised by kin in foster care, there are **85** being raised by kin outside of the system



# 2024 Alabama

## Alzheimer's Statistics

### WORKFORCE

# of Geriatricians in 2021 **33**  
Increase needed to meet the 2050 demand **590.9%**

# of home health & personal care aides in 2020 **21,700**

Increase needed to meet the 2030 demand **19.4%**

State Mortality Rate Rank **2nd**

**MORTALITY** **204.5%** increase in Alzheimer's Deaths 2000-2021

#of deaths from Alzheimer's (2021) **2,725**

Alzheimer's disease as cause of death rank **7th**







# 2024 Alabama

## Alzheimer's Statistics

### HEALTH CARE

# of people in hospice (2017) with a primary diagnosis of dementia

5,867

Projected change in Medicaid Costs from 2020 to 2025

21.8%

# of emergency department visits per 1,000 people with dementia (2018)

1,411

Medicaid costs of caring for people with ADRD (2020)

925M

Per capita Medicare spending on people with dementia in 2023

\$27,369





# Questions

Jean W. Brown, Commissioner

334.242.5743

[Jean.Brown@adss.alabama.gov](mailto:Jean.Brown@adss.alabama.gov)

[ALABAMAAGELINE.GOV](http://ALABAMAAGELINE.GOV)





# Moderated Question and Answer



Office of  
Disease Prevention  
and Health Promotion



# Thank You!

**OASH**

Office of  
Disease Prevention  
and Health Promotion

