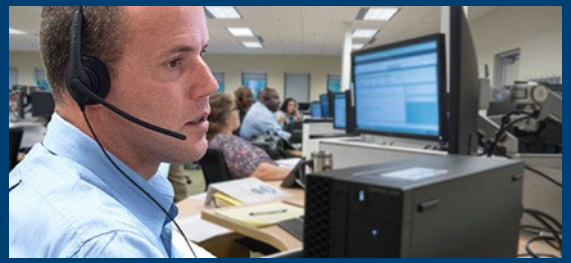
VETERANS EXPERIENCE OFFICE

VetResources Community Network (VRCN)

Monthly Connect

November 19, 2026







U.S. Department of Veterans Affairs
Veterans Experience Office

Welcome

We will begin
at 1:00pm ET

Please mute
your microphones

Connection Corner

If you want to **connect** with other **VRCN collaborators,** drop the following information in the **TEAMS chat**.
We'll share it with attendees via email.

- Name
- Job title
- Location
- Email address
- Organization name
- Organization website
- Information to share (optional)

Agenda

VEO Opening Remarks
Chief Veterans Experience Officer: Dr. Lynda C. Davis

Partner Spotlight
Administration for Community Living: Mary Lazare and Kristie Kulinski

VA Spotlight
Caregiver Support Program: Tim Jobin

Community Conversation / Closing
Director, Veteran Community Engagement: Megan Warren

Theme:

Caregiver Support

VEO Opening Remarks



Dr. Lynda C. Davis

Chief Veterans Experience Officer (CVEO)

Veterans Experience Office (VEO)

U.S. Department of Veterans Affairs

VA Caregiver Resources

Caregiver Support Program

855-260-3274

Education, coaching, peer support and referrals. General support may be available without a stipend.

PCAFC: Enhanced Assistance

855-260-3274

Eligible primary family caregivers may receive a stipend; other supports have separate requirements.

Veteran-Directed Care

MyVA411: 800-698-2411

Eligible Veterans may arrange flexible care with a VA social worker. Local availability varies.

Assisted Living

MyVA411: 800-698-2411

VA does not pay rent or basic services; some additional health services may be covered.

Community Living Centers

MyVA411: 800-698-2411

VA nursing home care, subject to clinical need, eligibility and availability.

VA Benefits and Community Resources

VA.gov
Official VA website

Find VA health care, benefits, and services.

VA Health & Benefits App
VA mobile access

Access VA health care and benefits information on your phone.

VA Welcome Kit
Getting started with VA

Explore benefits, services, and resources for Veterans and families.

VetResources Community Network
Community partnerships

Connect with organizations sharing Veteran and family resources.

Office of Survivors Assistance
Survivor resources

Find information and assistance for survivors of Veterans.

VETERANS HEALTH ADMINISTRATION



Caregiver Support Program Overview

Timothy Jobin, Acting National Senior Director
VA Caregiver Support Program

19 November 2026

THE CAREGIVING JOURNEY

- Caregivers are all around us.
  - Mothers, fathers, sisters, brothers, spouses, friends, and neighbors
  - They may be paid or unpaid: formal or informal

- Caregiving is a journey, and every journey is unique
  - Short-term or long-term, planned or unplanned
  - A journey through recovery or a journey through the end of life

- Caregiving can be:
  - Rewarding, affirming, and provide new connections
  - Difficult, exhausting, and isolating



"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 will need caregivers."

(Rosalynn Carter, former First Lady of the United States and founder of the Rosalynn Carter Institute for Caregivers)

CAREGIVERS OF VETERANS

- There are an estimated 14.3 million caregivers caring for military members or Veterans
- Caregivers of Veterans face unique challenges:
  - High caregiving intensity, financial strain, emotional stress, and a need for specialized support
  - Veterans often have complex caregiving needs
- Caregivers are partners in VA's care of Veterans
  - Apart from having expertise about the patient, caregivers can also provide critical information to providers about their own capacity and limitations in providing care safely in the home

Sources:
Ramchand R, Dalton S, Dubowitz T, Hyde K, Malika N, Morral AR, Ohana E, Parks V, Schell TL, Swabe G, Trail TE, Williams KM. (2024). *America's Military and Veteran Caregivers: Hidden Heroes Emerging from the Shadows* —RAND Corporation.

Tanielian, T., Ramchand, R., Fisher, M. P., Sims, C., Harris, R., & Harrell, M. C. (2014). *Hidden heroes: America's military caregivers*. RAND Corporation.

Van Houtven CH, Miller KEM, O'Brien EC, et al. *Development and Initial Validation of the Caregiver Perceptions About Communication With Clinical Team Members (CAPACITY) Measure*. Medical Care Research and Review. 2017;76(6):784-806. doi:10.1177/1077558717747985

VA IS A LEADER IN CAREGIVER SUPPORT

- VA has a long history of supporting caregivers
  - Respite, homemaker/home health aides, home-based primary care
- Increased legislative support
  - Veterans Benefits, Health Care, and Information Technology Act of 2006
    - Caregiver Support Program (CSP) was established within the Veterans Health Administration in 2007
  - Veterans and Caregivers Omnibus Health Services Act of 2010
    - In 2011, VA implemented its Program of General Caregiver Support Services (PGCSS) and a Program of Comprehensive Assistance for Family Caregivers
  - VA MISSION Act of 2018
    - Expanded PCAFC and added additional benefits for Primary Family Caregivers

PGCSS ELIGIBILITY

To participate in PGCSS:

- Contact the local CSP team and participate in a brief intake process
  - There is no application, and clinical evaluation is not required

The Veteran must:

- Be enrolled in VA health care, and
- Need personal care services because the Veteran is either:
  - Unable to perform an activity of daily living, or
  - Needs supervision or protection based on symptoms or residuals of neurological or other impairment or injury

The caregiver must:

- Provide personal care services to the Veteran



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 support 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**

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

VA U.S. Department of Veterans Affairs

Published October 2025

PGCSS

PCAFC ELIGIBILITY

To participate in PCAFC:

- Submit an application
  - A Veteran may apply with one Primary Family Caregiver applicant and up to two Secondary Family Caregiver applicant(s)
  - The Veteran and each caregiver must submit an application (VA Form 10-10CG)
    - Each applicant must complete and sign the form
    - Mail or online

- Participate in a series of evaluations
  - VA must determine whether the Veteran and each caregiver applicant meet specific eligibility criteria and requirements
  - Veterans and caregiver may submit relevant non-VA records as additional information to support PCAFC eligibility (not required)

PCAFC ELIGIBILITY

Among other criteria, the Veteran (or servicemember undergoing medical discharge) must:

- Have a serious injury incurred or aggravated in the line of duty
  - Serious injury means any service-connected disability that is rated 70% or higher, singular or combined

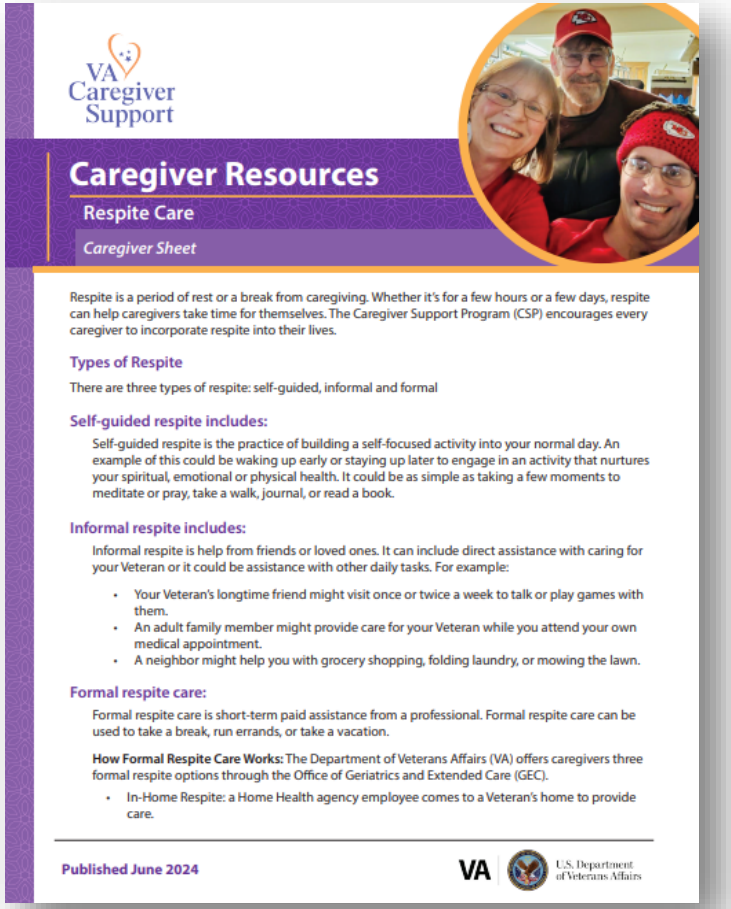
- Be “in need of personal care services” for a minimum of six (6) continuous months
  - To be in need of personal care service means that the Veteran requires in-person personal care services, and without such services, alternative in-person caregiving arrangements (including respite care or assistance of an alternative caregiver) would be required to support the eligible Veteran's safety.

HEALTHCARE BENEFITS AND CLINICAL SUPPORTS

PGCSS	PCAFC
• Caregiver Support Program Teams • Skills Training – VA S.A.V.E Training for Caregivers – Cardiopulmonary Resuscitation (CPR) and First Aid for Caregivers • Online & Mobile Support – Annie Caregiver Text – Building Better Caregivers • One-to-One Coaching & Individual Support • Group Support & Coaching • Peer Support Mentoring • Respite Care • Resource & Referrals – VA Caregiver Support Line (1-855-260-3274) – Caregiver Support Program Website www.caregiver.va.gov*	**All the benefits available under PGCSS, plus**: Family Caregivers are eligible to receive: • Wellness Contacts • Virtual Psychotherapy Program for Caregivers (VPPC) • Beneficiary Travel (as applicable) In addition, Primary Family Caregivers are eligible to receive: • A monthly stipend • Access to healthcare coverage through Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), if eligible • Certain legal and financial planning services

Respite Care

- Respite is a period of rest or a break from caregiving. Whether it's for a few hours or a few days, respite can help caregivers take time for themselves
- Self-guided, informal, or formal
- Can be helpful to Veterans of all ages and their caregivers



VA Caregiver Support

Caregiver Resources

Respite Care

Caregiver Sheet

Respite is a period of rest or a break from caregiving. Whether it's for a few hours or a few days, respite can help caregivers take time for themselves. The Caregiver Support Program (CSP) encourages every caregiver to incorporate respite into their lives.

Types of Respite

There are three types of respite: self-guided, informal and formal

Self-guided respite includes:

Self-guided respite is the practice of building a self-focused activity into your normal day. An example of this could be waking up early or staying up later to engage in an activity that nurtures your spiritual, emotional or physical health. It could be as simple as taking a few moments to meditate or pray, take a walk, journal, or read a book.

Informal respite includes:

Informal respite is help from friends or loved ones. It can include direct assistance with caring for your Veteran or it could be assistance with other daily tasks. For example:

- Your Veteran's longtime friend might visit once or twice a week to talk or play games with them.
- An adult family member might provide care for your Veteran while you attend your own medical appointment.
- A neighbor might help you with grocery shopping, folding laundry, or mowing the lawn.

Formal respite care:

Formal respite care is short-term paid assistance from a professional. Formal respite care can be used to take a break, run errands, or take a vacation.

How Formal Respite Care Works: The Department of Veterans Affairs (VA) offers caregivers three formal respite options through the Office of Geriatrics and Extended Care (GEC).

- In-Home Respite: a Home Health agency employee comes to a Veteran's home to provide care.

Published June 2024

VA U.S. Department of Veterans Affairs

[Caregiver Resources: Respite Care]

CAREGIVER FEEDBACK

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.

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

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.



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

THANK YOU!

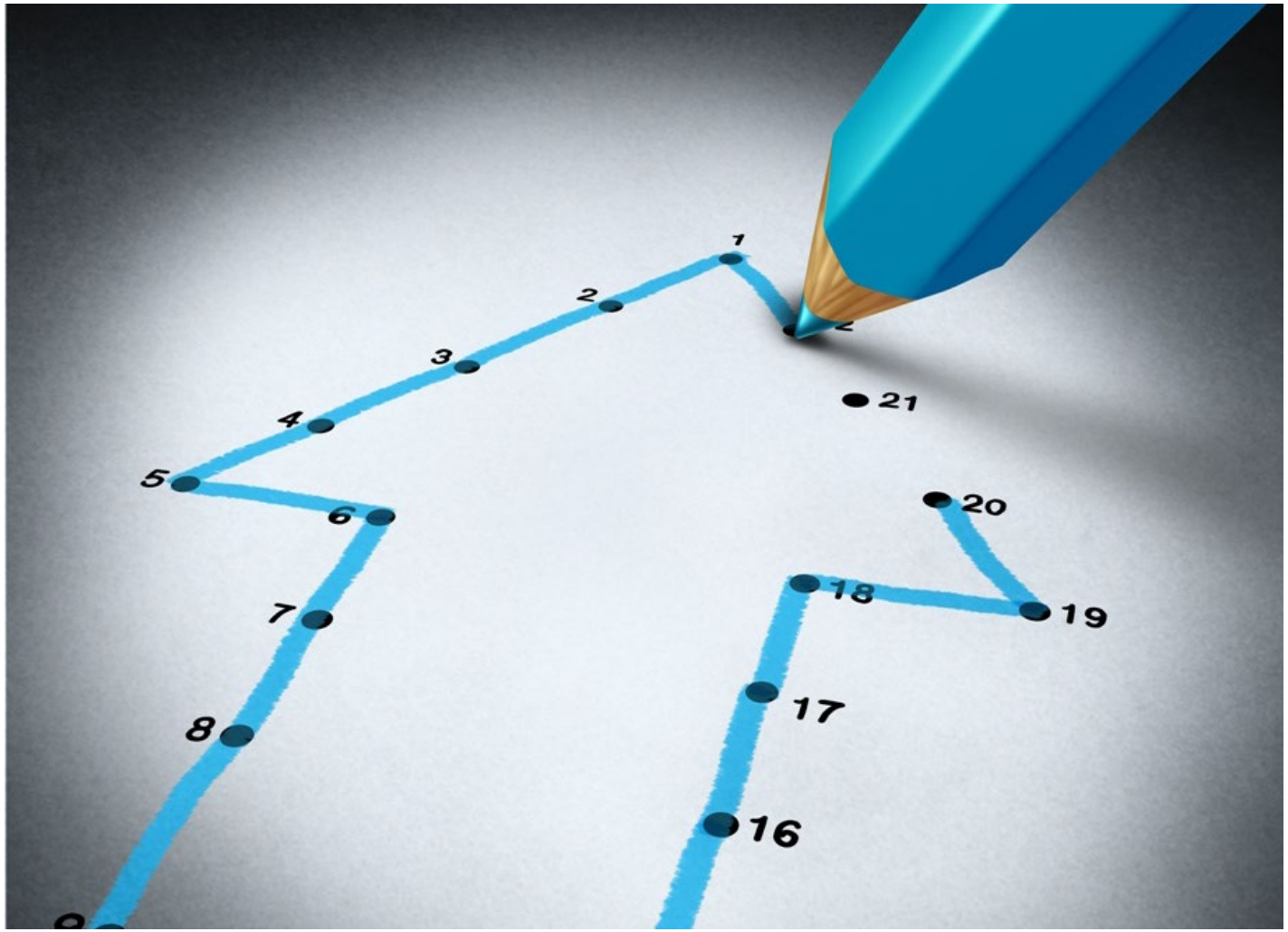


Caregiver Support Line: **1-855-260-3274**

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

Community Conversation

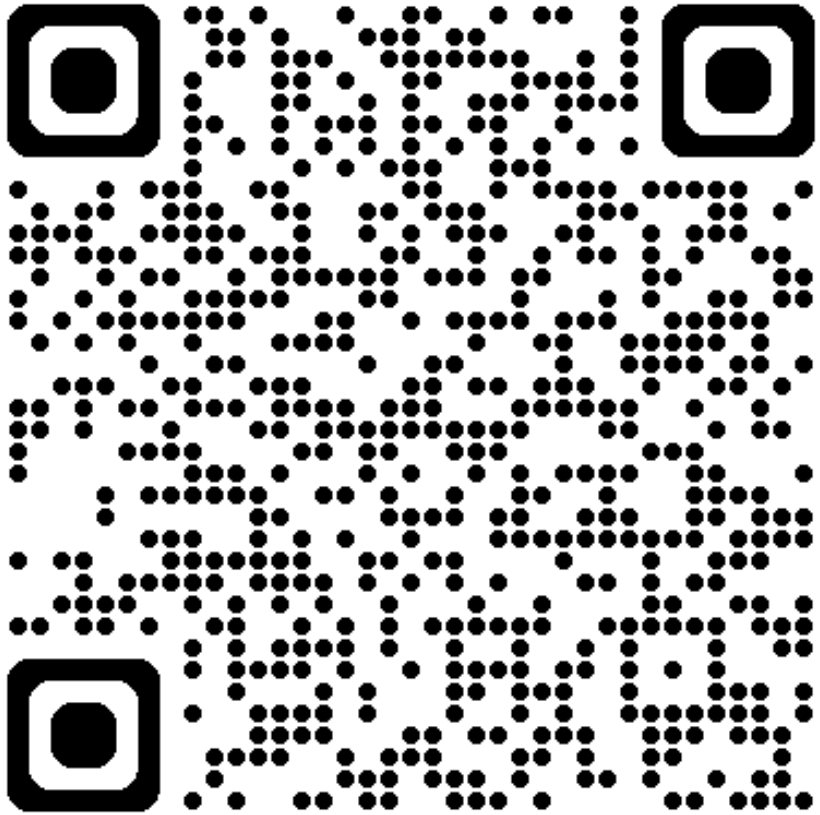
Let’s chat and connect the dots!



Pulse Check / Closing

Complete the VRCN Monthly Connect Pulse Check

Your feedback will help us shape future sessions



Email *

name@example.com

This session was valuable in helping me understand how to access the VA resources shared. *

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neither Agree nor Disagree
- 4 = Agree
- 5 = Strongly Agree

This session helped strengthen my connections to the VA and other community organizations. *

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neither Agree nor Disagree
- 4 = Agree
- 5 = Strongly Agree

Use the text bow below to share any concerns you may have from this session:

Use the text bow below to share any compliments you may have from this session:

Use the text bow below to share any recommendations you may have from this session:

If you have a topic you would like to present in the future, please share here (include the topic, your name, and the organization you work for):

See you next time: December 17, 1:00 pm ET