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(202) 461-7600
www.va.gov

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VA Caregiver Support Program Resumes Full Operations

WASHINGTON – Today the Department of Veterans Affairs (VA) announced it is resuming full operations of the Program of Comprehensive Assistance for Family Caregivers. The resumption follows an April 17 decision to temporarily suspend certain clinical revocations from the program to conduct a strategic review aimed at strengthening the program.

"VA has taken immediate steps to improve the program's operations," said VA Secretary David J. Shulkin. M.D. "Our top focus during the review has been to listen, evaluate and act swiftly to make changes that will better meet the needs of our Veterans and caregivers. This does not mean our work is done. We will continue to refine and improve this important program."

VA's three-month review indicated a need for better communication about clinical revocations, improved internal processes and procedures, and additional staff training.

Following the review, VA issued a new directive outlining staff responsibilities, Veteran and caregiver eligibility requirements, available benefits and procedures for revocations from the program.

VA also conducted mandatory staff training on the new directive and implemented standardized communications and outreach materials to educate Veterans and caregivers about the program.

Additionally, the VA will be formalizing additional ways to ensure that the experience of Veterans' families, caregivers and survivors are understood and that, where needed, new, or additional, assistance is explored. The VA is committed to listening to the voices of those who care for Veterans of all eras and to collaborating to improve services, outreach and awareness.

The caregiver program website has also been redesigned, and now includes a section linking caregivers and Veterans of all ages to resources and home- and community-based services available through VA's Geriatrics and Extended Care programs.

More information on the program is available at www.caregiver.va.gov.

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