



SUMMIT 2011 National Training Summit
on Women Veterans



Assistance and Support Services for Family Caregivers

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Caregivers of Veterans



The Birmingham News

*National Alliance for Caregiving (NAC) Study Caregivers of Veterans

80% live with the care recipient (23% non-VA caregivers)

30% caregiving 10 years or more (15%)

70% Veteran has mental illness or PTSD (28%)

68% high emotional stress (31%)

40% high physical strain (higher for women than men)

47% stopped working (9%)

50% high financial hardship (13%)



*Caregivers of Veterans – Serving on the Homefront Study Released November, 2010

***National Alliance for Caregiving (NAC) Study Caregivers of Veterans**

- **Women are more likely than men to feel high stress (35% vs. 25%)**
- **Women are more likely than men to feel they had “no choice” in becoming a Caregiver (45% vs. 38%)**
- **Female caregivers are more likely than men to want help with moving or lifting the recipient (18% vs. 13%) and with managing emotional and physical stress (38% vs. 25%)**
- **VA’s current Primary Family Caregiver applicants: 92% are women and 17% are mothers**

***Caregivers of Veterans – Serving on the Homefront Study Released November, 2010**

*National Alliance for Caregiving (NAC) Study Caregivers of Veterans

Significant impact on Caregiver:

- Increased stress or anxiety
- Sleep deprivation
- Less time exercising
- Poor eating habits
- Weight gain or loss
- Depression
- Delaying own health care



*Caregivers of Veterans – Serving on the Homefront Study Released November, 2010

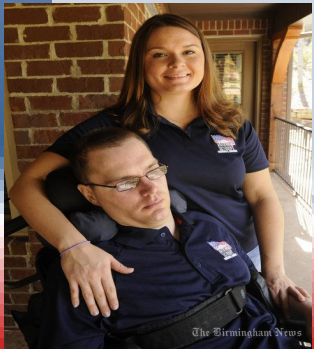
Comprehensive Caregiver Support Services



- Allow Veterans to remain at home in the community
- Address specific needs of family Caregivers with a menu of programs and services
- Promote Veteran & Caregiver health and well-being
- Provide one location to obtain needed information
- Provide training & information on common conditions
- Reduce isolation with professional & peer support
- Provide options to give Caregivers respite
- Sensitize health care providers to the Caregivers' role

Caregiver Support Coordinators

- At all VA medical centers
- Clinical experts on Caregiver issues
- Key position responsible for implementation of Comprehensive Family Caregiver Program in VAMCs
- Ensure applications move through system expeditiously and Family Caregivers are supported through the process
- Organize caregiver focused activities and services
- Ensure Caregiver sensitivity is integrated into all programs
- Provide National Caregiver Support Line follow-up



National Caregiver Support Line



- Toll free number 1-855-260-3274 for Caregivers, Veterans, Community partners
- Hours of operation are now 24/7
- Phone lines operated by independent licensed social workers with back up support provided by crisis line
- Provide supportive counseling, resource linkage and referral & assessments to Caregiver Support Coordinators
- Have processed over 10,000 calls since Feb 1, 2011



Menu of Services



In-Home Care

- Skilled Nursing
- Home Health Aide
- Home Based Primary Care
- Veteran Directed Home & Community Based Care

Respite Care

Services to Address Mobility Issues

- Equipment
- Home Modification
- Automobile Modification

Education and Training

Financial Support

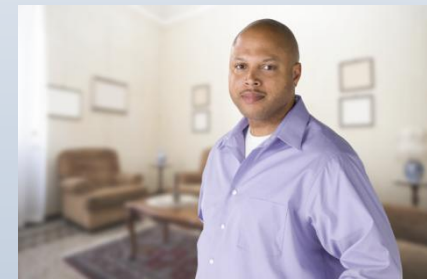
- Aid and Attendance
- Caregiver Stipend (Post 9-11)

Information and Referral

- Caregiver Web site: www.caregiver.va.gov
- Caregiver Support Line

Caregiver Support

- Support Groups
- Caregiver Support Coordinators
- Peer Mentoring Program



Eligibility for P.L. 111-163 Sections 101-104



P.L. 111-163 Section 101 Veteran Eligibility Criteria:

- Veteran or Servicemember who suffered **a serious injury incurred or aggravated in the line of duty on or after 9/11/01** including traumatic brain injury and psychological trauma or other mental disorder
and
- Is in need of **personal care services** because of
 - **an inability to perform one or more activities of daily living;**
 - **a need for supervision or protection** based on symptoms or residuals of neurological or other impairment or injury; or
 - such other matters as the Secretary considers appropriate
- General Caregiver benefits include all era Veterans

Current vs. New Caregiver Benefits



Current Benefits

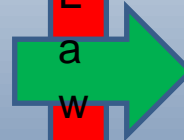
Available to Veterans of All Eras

World War II
 Korean
 Vietnam
 Gulf War
Post-9/11-----

- Education and Training
- Family Support Services
- In-Home Care
- 30 Days of Respite Care
- Aid and Attendance
- Additional Benefits

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Additional Benefits under P.L. 111-163

Available to subset of post-9/11 Veterans and Servicemembers

Primary Caregivers Receive:

- Stipend
- Health care (if not otherwise available)
- Mental health services
- Family Caregiver Benefits

Family Caregivers Receive:

- Travel, lodging and per diem for training
- Respite care during training
- Lodging and subsistence for Veteran's VA appointments
- Appropriate instruction and training
- Counseling

Primary Family Caregiver Benefits



- **Stipend**
 - Direct payment to primary family caregiver
 - Centrally funded and managed
 - Based on wages of a home health aide in the geographic area where the Veteran resides
 - Tiered based on amount and degree of personal care services provided
- **Health Insurance**
 - CHAMPVA
- **Travel and Lodging**
 - Integrate into existing programs
- **Mental Health Services**
 - Individual/Group psychotherapy and counseling
 - VA or by contract

Respite Care

- **Respite for Family Caregivers**
 - 30 days per year or more
 - May be at home, in VA or community facility, or a combination of locations
 - Must meet age specific, medical & psychosocial needs of Veteran
 - Will include 24/7 in home respite as clinically appropriate
- **Respite during Family Caregiver Training**
 - To attend VA approved training
 - To include travel time
 - Does not impact respite care days



Application and Assessment

- Joint application for Veteran & Family Caregiver
- Options for application: online (includes live chat link), in-person, telephone, or mail
- Assessment of Veteran and proposed Caregiver
- Eligibility transfers from one facility to another
- Entire process is managed through the Caregiver Application Tracker (CAT)
- Over 625 applications received the first week, presently processing over 1,400 applications



Caregiver Education and Training

Standardized Core Curriculum

- Developed in collaboration with Easter Seals
- In-person, home or web-based
- Convenient and easily accessible
- Well received by caregivers



“Two Thumbs Up,” “Very Enlightening,” “Knowledgeable Presenters,” and “The Networks You Need – Important to Be with other Caregivers.”

Specific Training to individual Veteran needs

- In-home return demonstration
- Additional training to ensure success



On-going Support to Veteran and Caregiver

- In-Home initial visit by VA Clinicians
- Well-being checks every 90 days or as clinically indicated
- Home visits are supportive and instructive
- Evaluation of Veteran and caregiver's physical and emotional state
- Recommendations for additional training, support, equipment, etc



Current Application Demographics

- 91% of applicants are female
- 67% of applicants are spouses
- 16% of applicants are mothers
- 45% of applicants are 26 to 40 years-old
- 42% of applicants are 41 to 64 years-old





Additional VA Support Programming

Caregiver Support Line

- Over 10,000 calls since opening February 1, 2011

Caregiver Support Coordinators at each Medical Center

- Full time devoted positions as of April 1, 2011

New Caregiver Website

- Launched May 31, 2011 – over 70,000 hits since then

Evidence-Based Support Programs and Peer Support-Mentoring Program

- Roll out over next 12 months



You're there to support your Veteran.



VA is here to support YOU.



Call 1-855-260-3274 toll-free

to reach VA's Caregiver Support Line. Ask questions, get support and referrals, and learn how VA can assist you as a family caregiver.

Monday through Friday, 8:00 am – 11:00 pm ET

Saturday, 10:30 am – 6:00 pm ET

www.caregiver.va.gov

(Over 11,000 calls & follow-ups to date)

OSM 08/11



U.S. Department
of Veterans Affairs



How You Can Help

- Help educate Veterans and families on VA services for Family Caregivers
- Partner with your local Caregiver Support Coordinator
- Raise awareness of Family Caregiver issues
- Provide feedback to National Caregiver Support Program on best practices identified as well as any areas of concern to address moving forward



Questions?

www.caregiver.va.gov

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Back-Up Slides Eligibility Criteria





Eligibility Criteria

Must meet all primary criteria (1 through 7):

Primary Criteria 1 - Veteran (or Servicemember undergoing medical discharge) incurred or aggravated a serious injury in the line of duty on or after September 11, 2001.

A “serious injury” is any injury, including traumatic brain injury, psychological trauma, or other mental disorder. **(and)**

Primary Criteria 2 - This serious injury renders the Veteran or Servicemember in need of a Family Caregiver to:

1. Support the Veteran or Servicemember’s health and well-being;
2. Perform personal functions required in everyday living; **and**
3. Ensure the Veteran or Servicemember remains safe from hazards or dangers incident to his or her daily environment. **(and)**



Eligibility Criteria

Primary Criteria 3 - The Veteran or Servicemember requires at a minimum six months of continuous and approved caregiver support, based on either A, B, C, or D below:

A. Inability to Perform One or More of the Following Activities of Daily Living:

1. Dressing and Undressing: Dress or undress him or herself;
2. Personal Hygiene: Bathe in order to keep self clean;
3. Grooming: Groom in order to keep self presentable;
4. Toileting: Toilet or attend to toileting without assistance;
5. Feeding oneself: Feed self through loss of coordination of upper extremities or through extreme weakness or inability to swallow or requires other non-oral means of nutrition;
6. Mobility: Transfer unassisted (i.e. bed to chair, to toilet, to shower);
7. Frequent need of adjustment of any special prosthetic or orthopedic appliance which by reason of the particular disability cannot be done without aid (this will not include the adjustment of appliances that non-disabled persons would be unable to adjust without aid, such as supports, belts, lacing at the back, etc.)



Eligibility Criteria

(Continued)

(or) B. Need for Supervision, Protection, or Assistance based on symptoms or residuals of neurological or other impairment or injury (including Traumatic Brain Injury, psychological trauma or other mental disorders) due to any ONE of the following:

1. Seizures (blackouts or lapses in mental awareness, etc.);
2. Difficulty with planning and organizing (such as the ability to adhere to medication regimen);
3. Safety risks (wandering outside the home, danger of falling, using electrical appliances, suicidal ideation, etc.);
4. Difficulty with sleep regulation;
5. Delusions or hallucinations;
6. Difficulty with recent memory;
7. Self regulation (being able to moderate moods, agitation or aggression, etc.).



Eligibility Criteria

(Continued)

(or) C . Veteran or Servicemember has a psychological trauma or a mental disorder that has been scored by a licensed mental health professional, with a Global Assessment of Functioning (GAF) score of 30 or less, continuously during the 90-day period immediately preceding the date on which VA initially received the caregiver application.

VA will consider a GAF score to be “continuous” if there are at least two scores during the 90-day period (one that shows a GAF score of 30 or less at the beginning of the 90-day period and one that shows a GAF score of 30 or less at the end of the 90-day period) and there are no intervening GAF scores of more than 30.

(or) D. Veteran has been rated 100 percent service connected disabled with special monthly compensation that includes aid and attendance allowance.

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(Continued)

Eligibility Criteria

(and) Primary Criteria 4 - The Family Caregiver Program is in the best interest of the Veteran or Servicemember because it is:

- A. Likely to **significantly enhance** the Veteran or Servicemember's ability to live safely in a home setting;
- B. Supports the Veteran or Servicemember's potential progress in rehabilitation, if such potential exists; **and**
- C. Creates an environment that supports the health and well-being of the Veteran or Servicemember.

(and) Primary Criteria 5 - The Veteran or Servicemember will receive care at home once caregiver training is complete.

(and) Primary Criteria 6 - The Veteran or Servicemember will receive ongoing care from a Patient Aligned Care Team (PACT) or other VA health care team as a requirement for participation in the program

(and) Primary Criteria 7 - Personal care services provided to the Veteran or Servicemember by the Family Caregiver will not be simultaneously and regularly provided by or through another individual, entity, or program.