

Overview

Introduction to VA Caregiver Support Program (CSP)

- Program of General Caregiver Support Services (PGCSSS)
- Program of Comprehensive Assistance for Family Caregivers (PCAFC)



Where we Started, Where we are Headed.....

2008 – Caregiver Support Program established

2010 – Program of Comprehensive Assistance for Family Caregivers (PCAFC) and Program of General Caregiver Support Services (PGCSS) established under P.L. 111-163

2011 – Program officially accepts applications for PCAFC

2018 – MISSION Act of 2018 expands Veteran eligibility for PCAFC

2020 – Implement expansion of PCAFC eligibility (On or before May 7, 1975, on or after September 11, 2001)

2022 – Second Expansion – PCAFC – All Eras



CSP Website

- Program information
- Zip code based interactive CSP Team/Coordinator locator
- Contact info for Caregiver Support Line (CSL)
- Resources for Caregiver (Tips and Tools, Resources by Topics, Self-Care)
- PCAFC online application link

www.caregiver.va.gov

VA Caregiver Support Program

- ▼ Caregiver Program
 - Caregiver Support - Home
 - ▶ Program Compr Assistance Family Caregivers (PCAFC)
 - Program General Caregiver Support Services (PGCSS)
 - Find Your Caregiver Support Coordinator
 - Announcements
 - ▶ VA Caregiver Support Line (CSL)
 - CSP Events
 - Peer Support Mentoring Program
 - Natl Family Caregivers Month
 - ▶ Resources for Caregivers
 - ▶ Support the Veteran

COVID-19 vaccines:
If you'd like to get regular updates about COVID-19 vaccines at VA, [sign up to stay informed.](#)

If you're struggling, take a moment.
REACH OUT
VA Caregiver Support

Take a Moment – Reach Out
You carry the heavy stuff, but you don't have to do it alone. If you're struggling, take a moment to learn about resources.
[Learn more »](#)

[Manage Holiday Stress](#) | [Struggling? Reach Out.](#) | [Building Better Caregiver](#)



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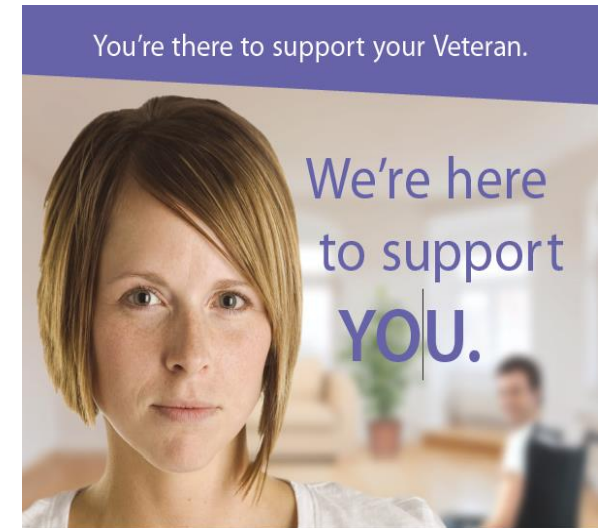
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Caregiver Support Line (CSL)

The VA CSL responds to calls from caregivers, Veterans and community agencies seeking information about VA caregiver services.

- Monday - Friday 8:00AM - 10:00PM (ET) and Saturday 8:00AM - 5:00PM (ET)
- Staffed by VA professional staff
- Links callers to their local Caregiver Support Team
- Provides information about assistance through the VA
- Offers supportive counseling when needed

1-855-260-3274



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.



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Program of General Caregiver Support Services



Program of General Caregiver Support Services (PGCSS) Mission:

To serve caregivers with respect and service excellence through a wide range of support, education and tools that empower them to care for themselves and the Veteran.



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General Caregiver Definition

Caregivers who participate in PGCSS are called 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 care or other impairment or injury.
- General Caregivers do not need to be a relative or live with the Veteran.



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Enrollment into PGCSS

No formal application required to enroll in PGCSS

- To enroll, Veterans/caregivers:
 1. Contact local facility Caregiver Support Team
 2. Complete intake with facility **Caregiver Support Team**
 - Veteran needs to agree to receive care from their caregiver (as caregiver will be listed in their healthcare record)
 - Enroll and begin to utilize supports and services offered



PGCSS Four Core Elements



Education
and Support



Collaboration
and
Partnerships



Outreach



Resources
and Referrals



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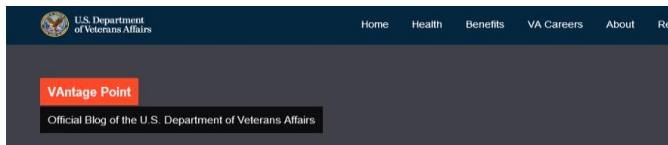


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Resources and Referrals

Support from CSP Team members for referrals to programs and services:

- Other VA (i. e. Whole Health, Mental Health, and many others)
- Community organizations and partners



VA's Caregiver Peer Support Mentoring Program

Members share their individual journeys as caregivers



Thursday, May 21, 2020 10:00 am Health Vantage Point Contributor 1k views



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Program of Comprehensive Assistance for Family Caregivers (PCAFC)



PCAFC Eligibility Criteria

Eligibility Criteria

- There are seven (7) Veteran eligibility requirements for PCAFC.
- The Veteran or servicemember undergoing medical discharge, must have a serious injury incurred or aggravated in the line of duty. We define serious injury as a 70% service-connected rating. This can be a single or combined rating. It can include a presumptive rating.
- The Veteran must need 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;**
 - **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.**



PCAFC Services

- Education and Training
- Enhanced Respite Care
- Mental Health Counseling
- Beneficiary Travel (when travelling with Veteran for appointments)
- Monthly Stipend (62.5% or 100% based on the level) – based on OPM General Schedule Grade 4, Step 1
- Access to health care through Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), if eligible
- Financial planning and legal resources for Primary Family Caregivers.
 - Contract awarded to a vendor; with a phased implementation timeline





PCAFC Application Process



How To Apply

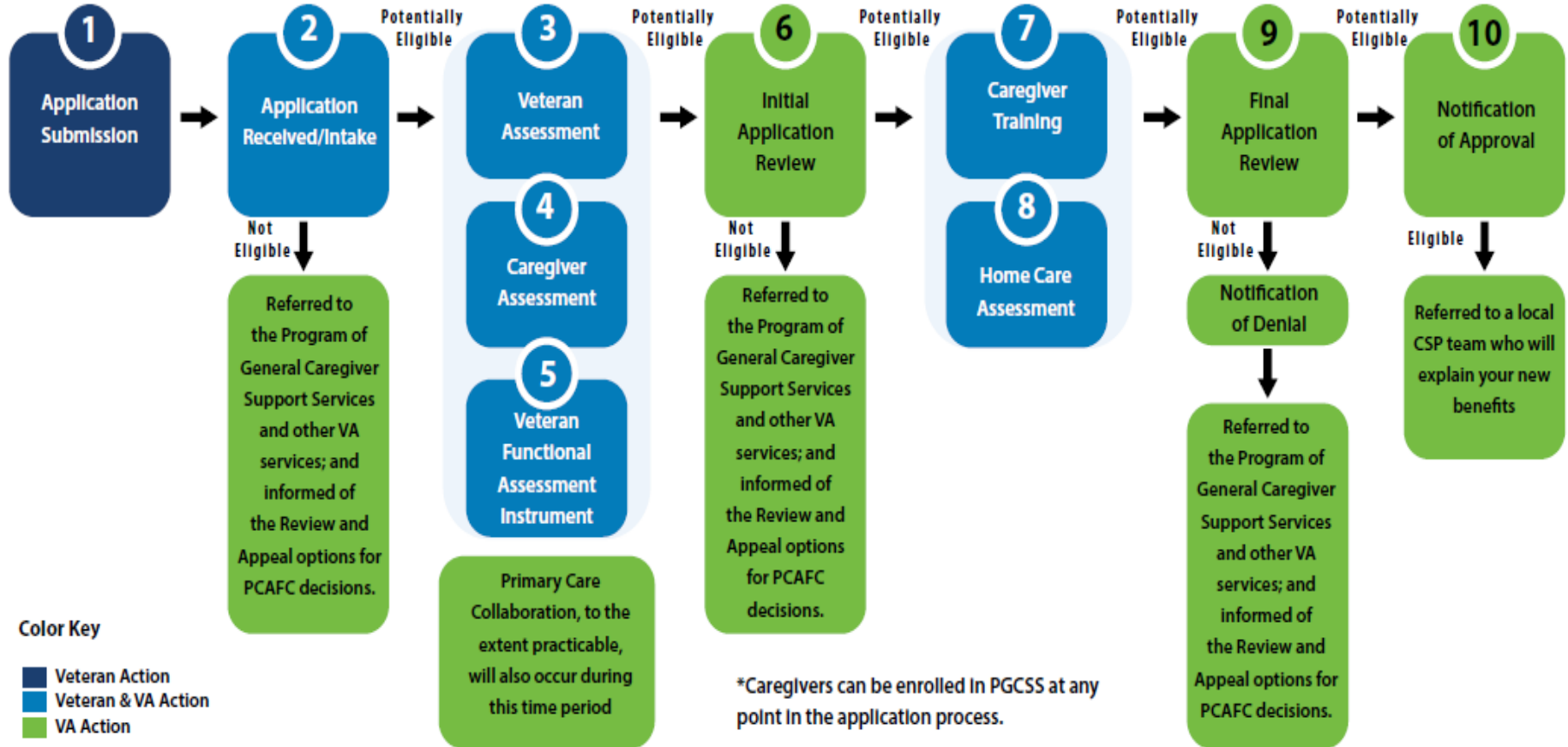
Veterans and Caregivers may apply for PCAFC in the following ways:

- Complete the application online through: <http://www.caregiver.va.gov>
 - For most, this is the fastest and easiest route!
- Access and download the application ([VA Form 10-10CG](#)). Mail to or walk the application into the local CSP Team.
- Mail the form and any supporting documents to:
 - Program of Comprehensive Assistance for Family Caregivers
Health Eligibility Center
2957 Clairmont Road NE, Suite 200
Atlanta, GA 30329-1647
- You may also contact your local CSP for assistance, [Caregiver Support Team](#) link via CSP Website.



PCAFC Application Flow

Eligibility Decision Within 90 Days of Application Receipt



Veteran Directed Care

- This program is for Veterans who need personal care services and help with activities of daily living. Examples include help with bathing, dressing, or fixing meals. This program is also for Veterans who are isolated, or their caregiver is experiencing burden.
- Veterans in this program are given a budget for services that is managed by the Veteran or the Veteran's representative. With the help of a counselor, Veterans hire their own workers to meet their daily needs to help them live at home or in their community.
- As a part of this program, Veterans or their representatives receive help developing a spending plan and hiring workers (which might include their own family member or neighbor) to help Veterans live independently in the community.
- Based on needs assessment, similar to Home Health Aide criteria
- No Service Connection required
- Varies by location and catchment area

Home Based Primary Care

- Home Based Primary Care is health care services provided to Veterans in their home. The program is for Veterans who need team based in-home support for ongoing diseases and illnesses that affect their health and daily activities.
- Veterans usually have difficulty making and keeping clinic visits because of the severity of their illness and are often homebound, but that is not required.
- This program is also for Veterans who are isolated, or their caregiver is experiencing burden. Home Based Primary Care can be used in combination with other Home and Community Based Services.
- Requires a physician's consult
- Any veteran is eligible regardless of Service Connection.
- Replaces Primary Care Team and includes medical care, therapies, labs, Mental Health, Social Work

Home Maker and Home Health Aide Care

- Based on physical need
- Assessment for hours needed
- No Service Connection required
- Referral generally through VA PACT Social Worker
- Copay may be required
- Agency assigned and scheduled through veteran
- Assistance with eating, dressing, grooming, bathing, toileting, ambulating/transfer
- Possible light housekeeping if approved

Respite Care

- **There are two types of respite:**
 - **Home Respite Care** is a service that pays for a person to come to a Veteran's home or for a Veteran to go to an adult day health care program while their family caregiver takes a break or runs errands.
 - **Nursing Home Respite Care** is a service that pays for a Veteran to go to a nursing home while the family goes out of town for a few days without worrying about leaving the Veteran alone at home. Nursing home respite may take place in a VA Community Living Center or a community nursing home and is available for a maximum of 30 days each calendar year. This type of respite should be scheduled in advance. Services may vary by location.
- All enrolled Veterans are eligible for **Respite Care** IF they meet the clinical criteria for the service and it is available. A copay may apply.
- Generally apply through PACT Social Worker

Home Improvements and Structural Alterations (HISA)

- This benefit provides medically necessary improvements and structural alterations to Veterans primary residence for the following purposes:
- Allowing entrance/exit, use of essential lavatory and sanitary facilities (e.g. roll in showers), allow accessibility to kitchen or bathroom sinks or counters (e.g. lowering counters/sinks)
- Improving entrance paths or driveways in immediate area of the home to facilitate access to the home through construction of permanent ramping. Improving plumbing or electrical systems made necessary due to installation of home medical equipment
- HISA will **not** pay for:
- Walkways to exterior buildings, Spa, hot tub, or Jacuzzi, Exterior decking, New construction
- Requires a consult placed by treating VA physician (application process located on VA website)
- **HISA Benefit Amounts**
Lifetime benefit for Veterans and Servicemembers.
\$6,800 will be approved to:
 - Address a service-connected disability
 - Address a non-service- connected disability, if the beneficiary has a service-connected disability rated at least 50 percent disability (no combining or combination of disability percentages is allowed).
- \$2,000 will be approved to:
Address a disability that is not covered above

VA Contracted SNF, Community Living Centers (CLC) and State Veteran Homes (SVH)

- VA will pay for LTC in community contracted nursing home care for 70-100% SC veterans who meet eligibility criteria for LTC.
- There is a 31 Day Contract for all other veterans
- There are 8 SVH and 1 State ALF located in Florida for long term care needs
- There are 8* CLCs located in Florida for long term care needs. CLC provides long term care for 70-100% SC. Any veteran is eligible for short term rehabilitation.
- Medical Foster Home (MFH)

Adult Day Care

- VA contracted partners
- May be a copay based on ability to pay
- Form 10-10EC
- Referral generally through PACT
- Transportation may be provided
- No Service Connection required

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Caregiver Support Program