



VA's Caregiver Support Program (CSP) offers a menu of services to family members and friends who care for Veterans, including on-line courses, face-to-face classes, telephone support, and peer support. These services are offered in addition to the support provided to families and caregivers across VA by clinicians as part of a Veteran's care. Every VA medical center has a Caregiver Support Coordinator (CSC) who assists with information and referrals to these programs. Many of the following programs are also available to Veterans who serve as the family caregiver to a non-Veteran. **For more information, please contact your local CSC.*

Annie Caregiver Text Support: Annie is a text messaging service that promotes self-care for Veterans enrolled in VA health care, as well as for caregivers. Annie sends stress management tips via text messaging to caregivers, three times per week. Messages may be educational, motivational or an activity to manage stress. You may pause or stop the service at any time.

Building Better Caregivers™ (BBC): Building Better Caregivers (BBC) is a 6-week online workshop for caregivers of Veterans of all eras who are caring for someone with dementia, memory problems, post-traumatic stress disorder, a serious brain injury, or any other serious injury or illness. BBC helps caregivers in two key ways: training in how to provide better care, and helping caregivers learn how to manage their own emotions, stress and physical health.

Caregiver Self-Care Courses: Caregiver Self-Care courses are in-person classroom trainings provided to caregivers with a focus on supporting and meeting the needs of caregivers. The classes are led by trained facilitators and are offered in English and Spanish. Topics include: Managing Stress; Lowering Stress, Improving Mood; Problem Solving and Effective Communication; Taking Care of Yourself; and Handling Emotions.

Caregiver Support Line (CSL): The CSL is staffed by VA clinical social workers who respond to calls from caregivers, Veterans and community agencies seeking information about VA caregiver services. Social workers provide information about assistance through the VA, offer supportive counseling and link callers to their local CSC. (1-855-260-3274) Hours: Monday – Friday 8:00AM - 10:00PM EST/Saturday 8:00AM - 5:00PM EST.

CSL Caregiver Education Calls: The VA's National CSL (1-855-260-3274) offers monthly telephone education calls for caregivers with a theme of "Care for the Caregiver." The topics change monthly and scripts and audio recordings of the calls can be found on the CSP website.

CSP Website: The CSP website contains tips, tools, videos, and links to resources for caregivers of Veterans of all eras. The link is: www.caregiver.va.gov.

General Telephone Support: General Telephone Support is an evidenced-based intervention that is delivered by a VA clinical staff to provide group sessions to stressed and burdened caregivers. The group sessions can be delivered either face-to-face at the VA or by telephone. Topics include: Caregivers of all Era's, Post-911 Spouses, Dementia, Spinal Cord Injury, ALS, MS and PTSD. These are coordinated and facilitated at some local VA medical centers.

Peer Support Mentoring: The Caregiver Peer Support Mentoring Program (PSM) provides an opportunity for caregivers to receive guidance and to share their experiences, wisdom, skills and passion with other caregivers. The Caregiver PSM Program was developed to strengthen relationships between caregivers, to provide an opportunity for networking, and to empower caregivers to help one another.

REACH VA Intervention: Resources for Enhancing All Caregivers Health (REACH) is an evidenced-based intervention that is delivered by VA clinical staff to provide individual support to stressed and burdened caregivers of Veterans with dementia, spinal cord injury, MS, PTSD, and ALS.

Spanish-Speaking Telephone Support Group Caregiver Calls: Quarterly Spanish-speaking calls for all era CSP participants. Calls topics are CSP Overview, VA Benefits, VA Navigation and caregiver perspectives on caregiving.

Suicide Prevention Toolkit for Caregivers: This toolkit provides education to caregivers of Veterans, including facts about suicide prevention, mental health, and substance use disorder treatment. In addition, it provides self-care resources and describes when to reach out for help.

VA Video Connect (VVC): VVC is a VA application that allows Veterans and caregivers to meet face to face with VA healthcare providers, in Virtual Medical Rooms. The application uses encrypted video that is secure and private. VVC provides a flexible option for meeting with providers and CSCs. It's time-efficient and convenient. ***To learn more, contact your local CSC.***

*For more information on these resources and supports, please visit the www.caregiver.va.gov.

Updated January 2021