



HOW CSP IS ENHANCING SERVICES

Caregivers of Veterans are the heart of the Caregiver Support Program (CSP) and the center of our mission. That’s why CSP is continuously looking for ways to enhance how we meet the needs of our Veterans’ caregivers. Here’s what we’ve been doing to enhance CSP.

CSP has worked diligently to grow our team of professionals in support of our growing caregiver population.



By October 2022, our program will have added more than 1,000 new staff over a two-year period.

We’re elevating and implementing resources through the Program of General Caregiver Support Services.

Did you know?

18

Sites and counting now offer Caregiver Health and Well-being Coaching.

1.5k

Caregivers have been provided training through Caregivers FIRST¹ since October 2021.

185+

Self-care and wellness courses were offered in Fiscal Year (FY) 21² reaching 2,226 caregivers.

174

Caregiver and Family Resource Fairs are held annually.

5k+


Staff and community partners have been trained through the Academy of Inclusive Care³.


April 2022

1. Caregivers FIRST is a “grab and go” off the shelf curriculum that includes four classes and optional training topics helping caregivers build coping, support-seeking, and hands-on skills and strategies.
 2. Offered by VA Caregiver Center in Memphis and local CSP staff.
 3. The Academy of Inclusive Care is a collaboration between the VA and the Elizabeth Dole Foundation (EDF).

We're helping caregivers connect with programs such as:

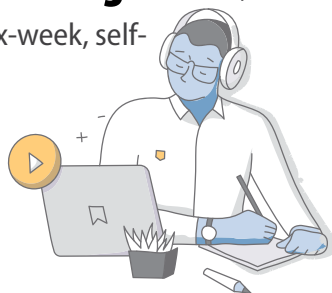
REACH VA⁴, where in FY21:

 **1,352** caregivers enrolled in the REACH VA individual coaching program.

 **1,222** caregivers enrolled in the REACH VA telephone support group coaching program.

Building Better Caregivers™

which provided free six-week, self-paced workshops, and an alumni community to more than 2,250 caregivers in FY21.



CSP hosts a variety of special events for caregivers at local facilities and nationally.

In 2021 local CSP teams hosted more than 558 events during National Family Caregivers Month alone, including coffee chats, yoga classes, and Tai Chi, just to name a few!



Nationally, caregivers can attend monthly:

Spirituality calls hosted by the CSP Peer Support Mentoring program and VA Chaplain office.




Education calls hosted by the Caregiver Support Line (CSL).



Leveraging Tech

The Annie Text Messaging Program: 7,772 caregiver subscriptions to date.

Caregiver website: More than 15 free resources and tools including:

-  **Tips by Diagnosis**
-  **Financial Management Videos**
-  **Self-Care Workbooks**



CSL calls: 139,470 calls received in FY21

Staff Education and Training in FY21

Number of VA training hours: 60

Educational training attendance: 19,559

Conferences: 2,000 attendees

