

# Program of General Caregiver Support Services

## Frequently Asked Questions (FAQ)



## What is the Program of General Caregiver Support Services (PGCSS)?

The Caregiver Support Program's (CSP) PGCSS provides services to caregivers of Veterans of all eras enrolled in Department of Veterans Affairs (VA) healthcare.

PGCSS offers a wide array of services to family and friends who care for Veterans, including peer support mentoring, skills training, coaching, telephone support and online programs.

## Who is a General Caregiver?

- A General Caregiver is a person who provides personal care services to a Veteran enrolled in VA healthcare 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.

## What services does PGCSS provide for a caregiver?

- Training and support through in-person, online and telehealth sessions.
- Skills training focused on caregiving for a Veteran's unique needs.
- Individual counseling related to the care of the Veteran.
- Respite care, which offers medically and age-appropriate short-term services to eligible Veterans, allows caregivers to take time for themselves while the Veteran is cared for in a safe and caring environment.

**“ I have very much enjoyed the VA Caregiver Support Program. I have learned a great deal...if I have any questions or concerns, I feel like I can contact our Caregiver Support Team without hesitation”**

**– Caregiver in PGCSS**

Every VA Facility has a CSP Team who assists with information and referrals. To learn more about PGCSS and caregiver services offered, visit us online:

[www.caregiver.va.gov](http://www.caregiver.va.gov)

**VA Caregiver Support Line**  
** 1-855-260-3274 toll-free**

**VA**



U.S. Department  
of Veterans Affairs

## How do I enroll in PGCSS as a caregiver?

- Reach out to the Facility CSP Team or request a referral from the Veteran's provider. No application is required.
- Complete an intake with the Facility CSP Team. The Veteran will need to agree to receive care from you as their caregiver, as you will be listed in their healthcare record.
- Enroll and begin to utilize the supports and services offered.
- VA will establish a healthcare record specifically for you.
- To establish a healthcare record, a member of the Facility CSP Team will request specific information to open this record, including your full name, gender, address, Social Security Number, and date of birth.
- This healthcare record will be used by the Facility

CSP Team and VA clinicians who provide services and support to you.

- PGCSS services are provided free of charge.

## How can engaging in PGCSS help me as a caregiver?

- PGCSS can:
  - ▶ Provide clinical support based on your needs and requests. This support may include coaching, supportive counseling, support groups, skills training or peer support mentoring.
  - ▶ Assist in identifying ways to decrease your burden and anxiety to better manage your frustrations and stress.
  - ▶ Help you best manage challenging behaviors or concerns by enhancing problem solving skills.
  - ▶ Connect you with VA and community benefits and services.



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