

NWI Home and Community Based Services

Adult Day Health Care Centers (ADHC)

https://www.va.gov/GERIATRICAL/pages/Adult_Day_Health_Care.asp

ADHC Centers are a safe and active environment with constant supervision designed for Veterans to get out of the home and participate in activities. It is a time for the Veteran you care for to socialize with other Veterans while you, the Family Caregiver, get some time for yourself. ADHC Centers employ caring professionals who will assess a Veteran's rehabilitation needs and help a Veteran accomplish various tasks so he or she can maintain or regain personal independence and dignity. The Veteran you care for will participate in rehabilitation based on his or her specific health assessment during the day (ADHC centers are generally open Monday through Friday during normal business hours). The ADHC Centers emphasize a partnership with you, the Veteran you care for and Centers' staffs. If interested in this program, please talk with your Veteran's primary care team.

Home-Based Primary Care (HBPC)

https://www.va.gov/GERIATRICAL/pages/Home_Based_Primary_Care.asp

Home-Based Primary Care (HBPC) is a program designed to deliver routine health care services to your home when the Veteran you care for has medical issues that make it challenging for him or her to travel. Home-Based Primary Care is staffed with medical professionals who will come to your home. Some of their services are primary care and nursing, managing medication, and helping plan and put together nutritious and tasty meals. Home-Based Primary Care can also include physical rehabilitation, mental health care for your Veteran, social work and referrals to VA and community services. This program can help ease the worry and stress of having to bring a Veteran to and from a VA medical center for routine medical appointments. If interested in this program, please talk with your Veteran's primary care team.

Homemaker and Home Health Aide Care

https://www.va.gov/GERIATRICAL/pages/Homemaker_and_Home_Health_Aide_Care.asp

Feeding and bathing another person can be very stressful, physically tasking, and time-consuming for you. Often times, taking care of a Veteran's needs leaves no time for you to take care of your own needs. The Homemaker and

Home Health Aide Program is designed to help a Veteran with personal care needs. Your local VA medical center can help arrange for a home health aide who will come to your home on a regular schedule to allow you time to take care of your own needs. Caring for yourself helps you stay strong for yourself and the Veteran you care for. If interested in this program, please talk with your Veteran's primary care team.

Home Telehealth

www.telehealth.va.gov

We know how difficult or challenging it can be to get the Veteran you care for to a VA medical center for assistance. The Home Telehealth program is designed to give you ready access to a care coordinator by using technology (e.g., telephone, computers) in your home. The Home Telehealth program enhances and extends care management to you, the Family Caregiver. Home Telehealth services can also include education and training or online and telephone support groups. Please contact your Caregiver Support Coordinator to discuss which telehealth programs are available at your VA.

Respite Care

https://www.va.gov/GERIATRICAL/pages/Respite_Care.asp

As a Family Caregiver, it can be hard to find time for a much-needed break from your daily routine and care responsibilities so that you have some time for yourself. Respite is time for relaxing and renewing your own energy, and respite care can provide you with the time to do that. If a Veteran requires a Caregiver, you are eligible to receive up to 30 days of respite care per year. The care can be offered in a variety of settings including at your home or through temporary placement of a Veteran at a VA Community Living Center, a VA-contracted Community Residential Care Facility, or an Adult Day Health Care Center. Respite care may also be provided in response to a Family Caregiver's unexpected hospitalization, a need to go out of town, or a family emergency. Staying strong for your Veteran means staying strong yourself. By taking an opportunity to be refreshed through respite care, you may be amazed at how your fresh outlook will help you and your Veteran. If interested in this program, please talk with your Veteran's primary care team.

Skilled Home Care

https://www.va.gov/GERIATRICS/pages/Skilled_Home_Health_Care.asp

The Skilled Home Care service provides a medical professional who comes to your home to help care for a homebound Veteran. Some of the care a Veteran can receive includes basic nursing services and physical, occupational, or speech therapies. To be eligible for this service, a Veteran must be homebound, which means he or she has difficulty traveling to and from appointments and so is in need of receiving medical services at home. The Skilled Home Care service is similar to Home-Based Primary Care, but it involves VA purchasing care for a Veteran from a licensed non-VA medical professional. If interested in this program, please talk with your Veteran's primary care team.

Palliative Care

https://www.va.gov/GERIATRICS/pages/Palliative_Care.asp

Palliative Care uses comfort care with a focus on relieving suffering and controlling symptoms so that you can carry out day-to-day activities and continue to do what is most important to you. Palliative care aims to improve your quality of life – in your mind, body and spirit. If interested in this program, please talk with your Veteran's primary care team.

VA National Caregiver Support Services

Annie Caregiver Text Support

Annie is 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. Please contact our Caregiver Support Line at (402) 995-4285 if you would like to learn more about this program.

Building Better Caregivers (BBC)

<https://va.buildingbettercaregivers.org/>

Building Better Caregivers is an on-line six (6) week workshop. Building Better Caregivers 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. After the six (6) week workshop, you can stay connected to other caregivers through the alumni community. This service is free and secure. Connect with other caregivers today! Learn more about - [Building Better Caregivers™](#) (pdf). Please contact our Caregiver Support Line at (402) 995-4285 if you would like to learn more about this program.

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, Problem Solving & Effective Communication, Taking Care of Yourself, and Utilizing Technology. Please contact our Caregiver Support Line at (402) 995-4285 if you would like to learn more about this program.

VA Caregiver Support Line (CSL)

https://www.caregiver.va.gov/help_landing.asp

Get support from a caring, licensed professional by calling 1-855-260-3274, toll free 8 a.m. – 8 p.m. ET. Learn about support available from VA and in the community, get connected to your VA Caregiver Support Coordinator, or sign up for monthly telephone-based group sessions. Join the monthly groups from the comfort of your own home or review the transcript at your convenience if you miss the live session. These presentations provide self-care tips on a range of topics and allow time for comments and questions.

CSL Caregiver Education Calls

<https://www.caregiver.va.gov>

The VA's Caregiver Support Line also facilitates telephone education presentations monthly for caregivers, with a focus on self-care. During these calls, caregivers will receive self-care tips and support on a variety of topics. To participate, the Veteran you are caring for must be enrolled in VA Healthcare. Registration is required. To register or learn more, call the VA Caregiver Support Line (1-855-260-3274).

Resources for Enhancing All Caregivers Health (REACH) VA

https://www.caregiver.va.gov/REACH_VA_Program.asp

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. Connect with a coach who will provide you with a workbook and help you with a variety of issues caregivers face. They will coach you in stress management, problem solving, self-care and healthy behaviors, as well as, Veteran safety, behaviors, problems or concerns linked to a diagnosis. Your assigned coach will call you for a total of four sessions, over a two to three-month period. Please contact our Caregiver Support Line at (402) 995-4285 if you would like to learn more about this program.

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. Please contact our Caregiver Support Line at (402) 995-4285 if you would like to learn more about this program.

Peer Support Mentoring Program

https://www.caregiver.va.gov/support/Peer_Support_Mentoring_Program.asp

The Caregiver Peer Support Mentoring Program provides an opportunity for caregivers to receive guidance and to share their experiences, wisdom, skills and passion with other caregivers. The program was developed to strengthen relationships between caregivers, provide an opportunity for networking, and empower caregivers to help one another. Caregivers are matched together and talk regularly to provide support using email, telephone, face to face meetings and letter writing. Please contact our Caregiver Support Line at (402) 995-4285 if you would like to learn more about this program.

Additional Veteran and Caregiver Resources

Eldercare Locator

<http://www.eldercare.gov/eldercare.net/>

800-677-1116

A free nationwide directory assistance service, *eldercare* locator helps older persons and their family caregivers locate local support resources. It is administered through the National Association of Area Agencies on Aging in Washington, D.C. The Eldercare Locator connects caregivers to area agencies on aging and other local resources for finding respite care, insurance counseling, transportation and other services for older Americans and family members.

National Institute on Aging(NIA)

<https://www.nia.nih.gov/>

800-222-2225

An arm of the National Institutes of Health, NIA offers extensive online information on common age-related health problems, including a section on caregiving for people with serious health issues.

National Institute on Aging's National Alzheimer's Education and Referral Center

<https://www.nia.nih.gov/health/caregiving>

The National Institute on Aging's National Alzheimer's Education and Referral Center has a section for Caregivers with tip sheets and resources on behaviors, care, communication, relationships, safety, caregiver health, legal and financial issue and stages. It has an extensive list of publications on caregiving and papers on the latest in Alzheimer's research. And there's an easy-to-navigate, thorough and helpful Frequently Asked Questions section.

The NIA also runs a program called [*Go4Life*](#), which is a great tool for seniors at home in starting an exercise and physical activity routine. It's designed to help adults 50+ incorporate exercise and physical activity into their daily lives by providing helpful information, videos, and tips.

Operation Family Caregiver

<https://rosalynncarter.org/programs/operation-family-caregiver/>

Operation Family Caregiver (OFC) is a free program for anyone caring for a family member or friend with an injury due to military service from any era. It includes both visible and invisible injuries, such as post-traumatic stress, major depression, or a traumatic brain injury. This program is unique in that it is directed to the needs and challenges of the caregiver rather than the service member.

USA GOV

<https://www.usa.gov/disability-caregiver>

Get tips and information to help you care for your loved one with special medical needs, including programs for family members of veterans and people with disabilities to get paid to provide care.

National Association of Area Agencies on Aging (AAA)

<https://www.n4a.org/>

Area Agencies on Aging is a network of over 620 organizations across America servicing local seniors (60+). Most of the agencies serve a specific geographic area of several neighboring counties, although a few offer services statewide. Each Area Agency on Aging provides valuable information and assistance with programs that can help seniors.

Many Of The Typical Programs In Each Area Include:

- Nutrition and meal programs (counseling, home delivered or group meals)
- Caregiver support (respite care and training for caregivers)
- Information about assistance programs and referrals to administrators
- Insurance counseling to seniors (to help understand and maximize the benefits of their insurance such as Medicare)
- Transportation (information about coordinated shared, non-medical transportation services)
- In addition, several agencies can assist families to complete applications for programs such as Medicaid, respite care, and certain veterans' programs. As well, they may also have case management services to seniors in the area.

National Cancer Institute

<https://www.cancer.gov/publications/patient-education/caring-for-the-caregiver>

This resource from the National Cancer Institute is for family and friends who are caring for a person with cancer.

Consumer Financial Protection Bureau

<https://www.consumerfinance.gov/consumer-tools/managing-someone-elses-money/>

Consumer Financial Protection Bureau provides guides to help you understand your role as a financial caregiver, also called a fiduciary. Each guide explains your responsibilities as a fiduciary, how to spot financial exploitation, and avoid scams. Each guide also includes a “Where to go for help” section with a list of relevant resources.

National Resource Directory

<https://nrd.gov/>

The National Resource Directory (NRD) is a resource website that connects wounded warriors, Service Members, Veterans, their families, and caregivers to programs and services that support them. The NRD is hosted, managed, maintained, sustained and developed by the Defense Health Agency's Recovery Coordination Program.

It provides access to services and resources at the national, state and local levels to support recovery, rehabilitation and community reintegration. Visitors can find information on a variety of topics that supply an abundance of vetted resources.

Veteran Benefits Administration

<https://www.benefits.va.gov/BENEFITS/about.asp>

Veterans Benefits Administration provides financial and other forms of assistance to veterans and their dependents. This page provides links to benefit information and services. Apply for and manage the VA benefits and services you've earned as a Veteran, Servicemember, or family member—like health care, disability, education, and more
Access your VA & DoD Benefits 24/7

<https://www.ebenefits.va.gov/ebenefits/homepage>

Veterans Aid and Attendance benefits and Housebound allowance

<https://www.va.gov/pension/aid-attendance-housebound/>

The Veterans Pension program provides monthly payments to wartime Veterans who meet certain age or disability requirements, and who have income and net worth within certain limits. VA Aid and Attendance or Housebound benefits provide monthly payments added to the amount of a monthly VA pension for qualified Veterans and survivors.

National Cemetery

<https://www.cem.va.gov/>

Burial in a VA national cemetery is open to all members of the armed forces and Veterans who have met minimum active duty service requirements, as applicable, and were discharged under conditions other than dishonorable. Members of the reserve components of the armed forces who die while on active duty or who die while on training duty under certain circumstances are also eligible for burial, as are service members and former service members who were eligible for retired pay at the time of their death.

A Veteran's spouse, widow/widower, minor children, and, under certain conditions, unmarried adult children with disabilities, may also be eligible for burial. Eligible spouses and children may be buried even if they predecease the Veteran. VA provides the gravesite, grave liner, opening and closing of the grave, government headstone or marker, U.S. burial flag, Presidential Memorial Certificate and perpetual care of the gravesite at no cost to the family.

Information on VA burial benefits is available from local VA national cemetery offices, from the Internet at www.cem.va.gov, or by calling VA regional offices toll-free at 800-827-1000. To make burial arrangements at any open VA national cemetery at the time of need, call the National Cemetery Scheduling Office at 800-535-1117.

Rehabilitation and Prosthetic Services

<https://www.prosthetics.va.gov/>

The mission of the Prosthetic & Sensory Aids Service (PSAS) is to provide comprehensive support to optimize health and independence of the Veteran. PSAS strives to be a premier source of prosthetic and orthotic services, sensory aids, medical equipment, and support services for Veterans.

<https://www.prosthetics.va.gov/psas/HISA2.asp>

A HISA grant is available to Veterans who have received a medical determination indicating that improvements and structural alterations are necessary or appropriate for the effective and economical treatment of his/her disability.

Suicide Prevention

https://www.mentalhealth.va.gov/MENTALHEALTH/suicide_prevention/index.asp

Suicide is a national public health concern that affects all Americans. VA believes that everyone has a role to play in preventing suicide. That's why we are working with an extensive network of community partners across the country — including faith communities, employers, schools and health care organizations — to prevent suicide among all Veterans including those who may never come to VA for care.

Online Suicide Prevention Training Video

<https://psycharmor.org/courses/s-a-v-e/>

An online suicide prevention training video developed in collaboration with [PsychArmor Institute](https://psycharmor.org/) that offers simple steps that anyone can take when talking with Veterans who are at risk for suicide.

Suicide Prevention Toolkit for Caregivers

<https://www.caregiver.va.gov/pdfs/VA-Suicide-Prevention-Toolkit-for-Caregivers.pdf#>

This [toolkit](https://www.caregiver.va.gov/pdfs/VA-Suicide-Prevention-Toolkit-for-Caregivers.pdf#) 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.

Coaching Into Care

<https://www.mirecc.va.gov/coaching/>

Coaching Into Care is a national telephone service of the VA which aims to educate, support, and empower family members and friends who are seeking care or services for a Veteran. Our goal is to help Veterans, their family members, and other loved ones find the appropriate services at their local VA facilities and/or in their community. We also provide coaching to family and friends of Veterans who see that a Veteran in their life may be having difficulty adjusting to civilian life. Coaching is provided by licensed psychologists or social workers, free-of-charge. Coaching involves helping our callers figure out how to motivate the Veteran to seek treatment. We can help you get information about mental health, services at the VA and tips on how to begin the conversation about treatment with a loved one who is a Veteran.

Staff will be available during daytime operating hours to answer calls immediately, 8am - 8pm, eastern time zone, Monday - Friday, at (888) 823-7458. If you happen to reach our voicemail, please leave a message and your telephone number and we will call you back within 1 business day. You can also email us at CoachingIntoCare@va.gov for a return call within 1 business day. Contact the Veterans Crisis Line, 1-800-273-8255 (press 1 for Veterans) if a Veteran you know is in crisis or having thoughts of suicide.

VA Caregiver Support Program

<https://www.caregiver.va.gov/>

VA has two programs for caregivers: The Program of General Caregiver Support Services (eligible Veterans all eras) and the Program of Comprehensive Assistance for Family Caregivers (eligible post-9/11 Veterans).

The Program of General Caregiver Support Services (PGCSS)

Services for caregivers may include information/referral to in-home or support services, support groups and other resources, education and training on how best to care for yourself and your Veteran loved one, peer support to learn from and gain support from other caregivers, mental health counseling (if need is related to the Veteran's condition), and programs that focus on caregiver self-care.

The Program of Comprehensive Assistance for Family Caregivers

If you're caring for a Veteran who has a serious injury caused or made worse by their active-duty service on or after September 11, 2001, and is in need of personal care services, you may be eligible for the Program of Comprehensive Assistance for Family Caregivers. Services for eligible participants may include a financial stipend, access to health insurance, mental health services and counseling, caregiver training, and respite care.

If you are interested in learning more about our VA Caregiver Support Program, please reach out to one of our Caregiver Support Program Coordinators or call our local Caregiver Support Line at (402) 995-4285.

Lori Jones, LICSW
General Caregiver Support Coordinator
(402) 977-4446

Tracy Croghan, LICSW
Caregiver Support Coordinator
(402) 977-4445

