



National Caregiver Support Collaborative

Building our capacity to support family, kinship, and tribal caregivers

Advancing Caregiver Support through Replicable Innovations

September 16, 2026
2:00-3:00 PM ET



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Welcome

Logistics

Use the Zoom Q&A function to submit comments or questions to speakers during the session:



To access the CART transcription, click the Show Captions icon:



The session slides and recording will be available on the [NCSC website](#) soon.

Agenda

- 1 Welcome
- 2 Overview of Caregiver Services and Supports Innovations Hub
- 3 Innovation from the Field: Caregiver Webinar and Training Series
- 4 Innovation from the Field: Respite Squad Volunteer Program
- 5 Questions and Answers Session
- 6 Closing

Learning Objectives

At the conclusion of this session, participants will be able to:

- 1 Navigate USAgeing's Caregiver Services and Supports Innovations Hub to find innovative, replicable practices that strengthen caregiver support.
- 2 Apply key approaches, implementation considerations, and lessons learned from two real-world caregiver programs.
- 3 Identify at least one strategy from the aging network to adapt, implement, or expand caregiver services and supports.



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Overview of Caregiver Services and Supports Innovations Hub

Speaker



Cara Goldstein

*Assistant Director of Caregiving
Services and Supports, USAging*



[US Aging website](#)

Caregiving Touches Nearly Every Community

- **63 million** individuals are caregivers (1 in 4 Americans).
 - **Over 40%** provide complex, high-intensity care.
 - **1 in 5** report poor health and major financial strain.
- **2.5 million** children are being raised by grandparents or other relatives.
- Caregivers provide **\$1.01 trillion** in unpaid care annually.

Innovations in Caregiver Services and Supports Initiative

Project Goal: Expand and enhance the capacity of the aging network to strengthen and spur innovation in the development and implementation of person- and family-centered services and supports that meet the needs of the nation's caregivers.

Learn more: [NCSC Goal 3 Project](#)

National Partners Advancing Caregiver Innovation



The Center on Holocaust Survivor Care
Institute on Aging and Trauma



Key Activities



Build peer learning through the [Caregiver Champion Collaborative](#)



Share replicable programs via [Caregiver Services and Supports Innovations Hub](#)



Fund [pilot sites](#) to test and scale innovation



Convene national and [virtual learning events](#)



Develop practical [Action Guides](#) for the aging network

These resources are available on the NCSC website on the [Goal 3 project page](#). Additional resources, including summaries of key webinars, themes from Caregiver Champion Collaborative meetings, and pilot site case studies, will become available soon.

Caregiver Services and Supports Innovations Hub Overview and Purpose

- The Innovations Hub is an online clearinghouse designed to facilitate sharing of *evidence-informed and innovative* caregiver programs and services.
- The Hub's aim is to foster the replication of impactful and creative caregiver services and supports throughout the aging network.
- The Hub centralizes practical, hands-on information and resources highlighting best practices and emerging trends that is easily searched and filtered by end users.
- The Hub is specifically tailored for state units on aging (SUAs), AAAs, Title VI Programs, and aging service providers.

Why is the Hub Needed?

The Hub addresses a critical need for accessible program development, particularly for agencies with limited budgets or staff.

“I think it would be helpful to focus on how to be innovative in our caregiver services, with extremely limited budgets. Some offices, like mine, have less than \$30,000 in caregiver program funds — which must include salary.”

— Area Agency on Aging Director

Innovations Hub Program Examples

Total Submissions: 85 submissions received to date.

Current Postings: 23 programs are currently live, with 30 additional submissions under review.

Future Growth: USAging is on track to increase the number of available successful and replicable programs, aiming for 100 total entries by the end of the project.

Filter ↓↑ Sort ...			Q
Let's Get Away, Together!	Kinship Summer Camp Respite ...	Ken Hamilton Caregivers Center	
Organization Name Family Caregiver Alliance and The Hum...	Organization Name Direction Home of Eastern Ohio	Organization Name Northern Westchester Hospital	
City, State San Francisco, CA	City, State Youngstown, OH	City, State Mt. Kisco, NY	
Brief Description A virtual interactive travel and arts series that fosters connection and helps participants explore old passions and new interests.	Brief Description The Kinship Summer Camp Respite Program addresses the unmet need for respite among older adults raising children, providing essential resources t...	Brief Description The Ken Hamilton Caregivers Center is a program, free to all, that offers emotional support, help navigating the hospital system and resource referrals for family ...	
Organization Type Caregiving Services Provider	Organization Type Area Agency on Aging	Organization Type Other	
Focus Areas Dementia caregiving programs Other	Focus Areas Respite care Kinship, grandfamilies at	Focus Areas Respite care Education, counseling at	
Evidence Level Innovative practice	Evidence Level Innovative practice	Evidence Level Innovative practice	
Partners Involved	Partners Involved	Partners Involved	

Value of the Innovations Hub

The Hub streamlines the process of launching new interventions by providing:

- **Searchability:** Users can filter programs by intervention type, level of evidence, population served, organization type, and geography.
- **Peer Connection:** Each listing includes a point of contact to facilitate direct dialogue and information exchange between program leaders and those wishing to replicate the model.
- **Proven Utility:** A recent survey revealed that 72% of respondents have explored or plan to explore the Hub, reporting that the featured programs are helpful to their work.

Submit your Innovative Caregiving Program!

Programs, services or interventions should:

- Serve mainly family caregivers.
- Be implemented across the aging network.
- Be administered by a local, state, or national organization (businesses not eligible).
- Be innovative and/or evidence-informed, as defined by ACL.*

Submission Deadline: October 31, 2026

[Submission Form](#)

*Definitions of innovative and evidence-informed practices are included in the submission form.

Benefits of Featuring Your Caregiving Program on the Hub

- Opportunity to have your work recognized nationally!
- Ability to serve as a resource to others in the field seeking inspiration!
- Potential to feature your program on webinars or conferences!

Additional Ways to Engage

- Download and apply practices from Action Guides.
- Join the Caregiver Champion Collaborative.
- Stay tuned to register for our upcoming webinars.

Learn more: [NCSC Goal 3 Project](#)



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Thank you!



Innovations in Caregiver Services & Supports
[NCSC Goal 3 Project](#)



National Caregiver Support Collaborative

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Innovation from the Field: Caregiver Webinar and Training Series

Speaker



Allegra Joffe

*Supervisor, Caregiver & Support
Services Unit, Fairfax Area Agency
on Aging*



FAIRFAX COUNTY DEPARTMENT OF
FAMILY SERVICES

Fairfax Area Agency on Aging Family Caregiver Webinar and Training Series

Allegra Joffe

Supervisor, Caregiver & Support Services Unit
Fairfax Area Agency on Aging

September 2026

Allegra.Joffe@fairfaxcounty.gov

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Family Caregiving

The Importance of Family Caregiver Education

- According to the *Caregiving in the U.S. 2025 Report*, 63 million Americans – nearly 1 in 4 adults – are caregivers.
- Caregivers are critical partners in supporting the health and well-being of their loved ones.
- Training and preparedness reduce negative effects of caregiving and help family caregivers develop skills and confidence for their roles.
- Education about a disease process improves knowledge and allows patients and caregivers to make better informed decisions on how to manage the disease effectively.

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Program Overview

Family Caregiver Webinar and Training Series Overview

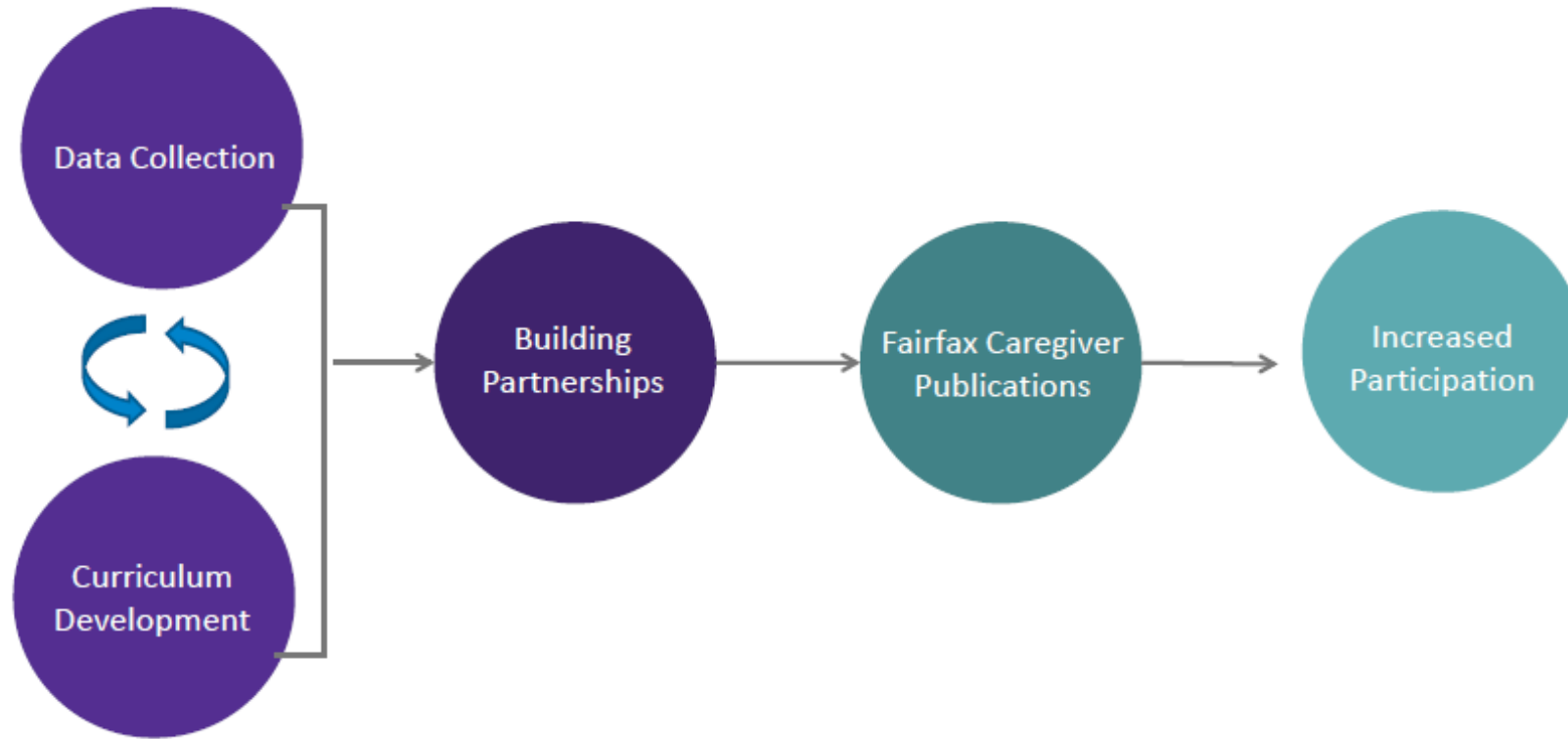
Program Description	Purpose of the Webinars	Topics Covered	Access and Format	Recording and Availability	Program Reach
-Host: The Fairfax Area Agency on Aging (FAAA) Caregiver and Support Services Unit -Type of events: Family caregiver webinar and training sessions -Frequency: Throughout the year	-Reduce caregiver burden and stress -Provide education to help manage day-to-day caregiving challenges -Strengthen caregivers as advocates for their loved ones	-Legal issues -Care management -Health care -Financial planning and management -Community resources -Scam and fraud prevention -Other caregiver-related topics	-Free of charge -Caregivers can join via computer or phone -Most webinars and training sessions available via a YouTube playlist for later viewing	-Recordings sent to registrants who cannot attend live -Most sessions are recorded	-Approximately 30 or more webinars conducted annually -Reach of 630+ individuals attending live sessions



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Program Model

Family Caregiver Webinar and Training Series Model



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Program Implementation



Family Caregiver Webinar and Training Series Program Development

Caregiving Education Data Collection

- Conduct surveys and obtain feedback
- Evaluate demographics, caregiver needs, satisfaction
- Project growth and predict trends
- Utilize feedback to improve decision making and inform future programs

Building Partnerships

- Improve capacity to serve caregivers
- Strengthen collaborative opportunities at local, state, and national levels
- Foster relationships with faith communities, universities, nonprofits, museums, research centers, health care systems, and more



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Family Caregiver Webinar and Training Series Curriculum Development & Delivery

Curriculum Development

- Build on information from data collection
- Research best practices in caregiving education
- Research vetted field experts to provide educational talks and workshops

Curriculum Delivery

- Virtual education includes:
 - Monthly webinars
 - Panel conversations
 - Health and wellness workshops
 - Intergenerational workshops
 - Dementia caregiver series
 - Spanish-language webinars
 - Dementia Friendly Information Sessions



Resources Needed

Resources Needed

Staff Time

Manage and market webinars and trainings

Recruit and support speakers

Provide technical support during training sessions

Develop scripts for moderators

Create promotional materials

Manage attendee registrations

Analyze post-webinar surveys

Respond to attendee questions

Follow up with speakers

Resources Needed

Marketing



Fairfax Caregiver Alert Notification Program



Caregiver Newsletter



Golden Gazette Newsletter



Community Resource Tables



Local Farmers Markets



Evergreen Promotional Flyer



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Resources Needed

Community Partnerships

Speakers and Instructors

Technology Platform

Community Partnerships

- Collaborate with faith-based organizations
- Partner with nonprofits
- Work with for-profit businesses
- Use partner communication channels to promote webinar series

Speakers and Instructors

- Volunteer their time and expertise
- Provide educational training at no cost

Technology Platform

- Used Zoom to host webinars and trainings
- Paid an average annual Zoom cost of \$913.12

The background is a solid orange color. On the left side, there is a large, stylized, light-orange shape that resembles a flower or a series of overlapping petals. Scattered around this central shape and in the upper right area are several smaller, solid orange circles of varying sizes.

Lessons Learned

Lessons Learned

Consistent promotion and marketing are critical to participation

At least one month of marketing is needed before each session

Topics must be relevant to the community's specific needs

Speakers should represent a range of backgrounds and perspectives

Webinar platforms must be accessible (language and disability needs)

Data collection should be realistic and not create barriers to services

Surveys are offered after each training session, but are not required for participation

Successful implementation requires expertise in webinar design and coordination

Staff need adequate training and capacity building to run the series effectively



Thank you

Fairfax Area Agency on Aging | Fairfax County, VA |
September 2026

[Fairfax County Older Adults Services webpage](#)



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National Caregiver Support Collaborative

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Innovation from the Field: Respite Squad Volunteer Program

Speaker



Erica Marks

*Director of Volunteer Services,
Age Well*

Growing the Respite Workforce:

Respite Squad Volunteers

Erica Marks, Director of Volunteer Services at Age Well
emarks@agewellvt.org

[Respite Volunteer Training Agenda](#)

CONFIDENT AGING STARTS HERE.



Why Respite Volunteers? Impact

Feedback from one of our Caregiver Support Specialists:

Today I spoke with a caregiver who had a respite squad volunteer set up recently. When she first called us in August, she was very anxious and fearful of the future. Her partner has dementia and cannot be left alone, and she was feeling the full weight of responsibility. We worked on setting up a few supports including the respite squad. When I spoke with her today, she was upbeat and happy and said, “things are going as well as they can.” She said her volunteer comes reliably every Friday morning, enabling her to get to the YMCA for an exercise class that has done wonders for her mental health.

I just wanted to pass that along. Thank you all for your service; it has made a big difference in this family’s life.

CONFIDENT AGING STARTS HERE.



Serving our Caregiving Families

- Our volunteers voiced an interest in learning more about how they could support families with higher needs including cognitive decline and lack of natural social supports.
- Caregiving families asked for reliable, trained respite providers that would be able to supplement the paid care they are using or be the primary respite for caregiving families not eligible for other programs.
- Our solution was to design and implement a distinct program within our Friendly Visitor program.

Designing the Training Program

- The training needed to prepare our volunteers for the different types of situations they might encounter, including:
 - caregiver burnout,
 - challenging family dynamics,
 - various cognitive and physical symptoms,
 - situations that might require firm boundary setting, and
 - intense feelings that might come up for them.
- It was important to use varied adult learning techniques such as group brainstorming, small group activities, demonstrations, visual aids, art, dementia simulation, role-play, and homework.
- Each three-hour session was divided into two topics.

Respite Squad Training Announcement

- Over the last several years we've had an increase in the number of people interested in learning more about volunteering with people with dementia and other illnesses. One of the greatest unmet needs of the families we serve is opportunities for family caregivers to get a break from caregiving. We are happy to announce that we have created a four-session training for those volunteers who would like to be able to provide support to family caregivers.
- During this training you will gain information and increase your skills and comfort level in spending time with someone who has dementia and other illnesses.
- The classes will be held over four consecutive Tuesdays [...] Class size is limited to the first 15 volunteers who respond with interest. Registration is open from April 15th until May 3rd.

... and had a full class with a waiting list well before registration closed.

CONFIDENT AGING STARTS HERE.



Session 1: Introduction to Caregiver Support & Dementia

Topic 1: Introduction to Age Well Services and Caregiver Support

- What is respite?
- Caregiver support program
- Role of the respite volunteer
- The referral process and volunteer support
- Examples of respite care volunteer requests

Topic 2: Dementia, Alzheimer's, and other Cognitive Impairments

- Dementia and Alzheimer's: What's what?
- Spectrum of impairment
- Know the ten signs
- Dementia simulation
- Safety concerns with physical and cognitive decline

Session 2: Communication & Body Mechanics

Topic 3: Communication

- Non-verbal communication
- Strategies for communicating with clients with dementia
- Video clip from “There is a Bridge”
- Empathy
- Establishing trust with care giver and care recipient (e.g., Mother’s Helper)
- The dual role of the volunteer
- Awareness of deficits

Topic 4: Body Mechanics and Caregiving Skills

- Hands on caregiving skills
- Demonstrate body mechanics
- Demonstrate proper use of walkers and wheelchairs
- Falls prevention
- Infection control

Session 3: Family as a Unit of Care and Grief & Bereavement

Topic 5: Family as Unit of Care

- Family as a unit of care
- Who is family?
- Family systems
- Caregiver burnout

Topic 6: Grief and Bereavement

- Anticipatory grieving
- Hope survival kit
- Death and dying
- Advanced directives

Session 4: Boundaries & Closure

Topic 7: Boundaries

- Overview of boundary issues
- Boundaries activity: definite and potential
- Professionalism and ethics

Topic 8: Closure Activity

- Self care
- Revisiting the role of the respite volunteer
- Closure with families
- Closing activity

Lessons Learned

Many volunteers want to get trained but were unable to attend all 4 weeks in a row.

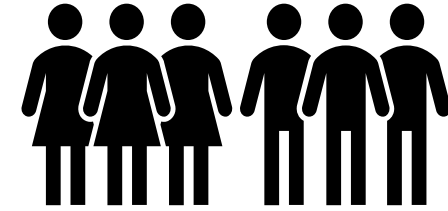
- **Respite Squad Training Reconfiguration:**
 - As a result of this feedback, we reconfigured the training creating 90-minute in-services so, volunteers could attend as many as they wanted that worked in their schedules.
- Since then, 22 volunteers have attended one or more in-services.

Matching & Supporting Respite Volunteers

- Volunteers are specifically matched with families with whom they share *common interests and experiences*.
- Ongoing support and supervision are extremely important because these volunteers are serving families with higher needs.
- Regular check-ins are *vital* to help volunteers process their experiences.
- Volunteers are well placed to identify changing needs and help connect families to other resources because of their ongoing relationships with families.

Respite Squad Impact

- Our volunteers have provided 10,564 hours of respite.
- Respite has been provided to 160 clients.
- There has been a 350% increase in the number of respite hours over the last 4 years.
- 100% of the clients surveyed after 3 months reported that they are satisfied with the program.
- 88% of volunteers who participated in the full training were matched with at least one client.



Sustainability

- We receive wonderful reports from our volunteers, case managers, and caregivers about how the respite match is working. Most of this is relayed through regular follow-up with the clients and through volunteer and case notes. They speak to the activities their loved ones do with their volunteer and how the respite volunteer contributes to the caregiver's care of themselves.
- The respite program and successful outcomes can be sustained if organizations invest in the staffing needed to support and train volunteers. At Age Well, respite training is now regularly offered under the umbrella of the Friendly Visiting Program. Respite Volunteers are matched with caregiving families as referrals are received.

Feedback from Respite Volunteers

We asked our Respite volunteer: “What would you say to a volunteer who was trying to decide whether to take this training? How do you feel you have benefitted from this class?”

“I would definitely encourage a volunteer to take this training as it covered a wide range of issues from things to consider when entering a home, to the uniqueness of all families. I benefitted from hearing others share their experiences and ask specific good questions. This training relieved any anticipation anxiety I have had and affirmed the power/value of human connection.”

“This training program is very important to me. There’s always something someone can bring and benefit from with working with Alzheimer’s and dementia patients. The need is great and anything a volunteer can bring whether it be small or great to help these patients is tremendous not just for the patient but for the family as a whole. To even be part of fulfilling this need will bring me such joy and a sense of helping the community. I feel excited and hopeful that I may be of help to these families dealing with this illness thanks to this training!”

“The class has a lot of good information along with the reading. Also got to get to know other volunteers which is helpful to be part of the group. I would recommend the class, it was great.”

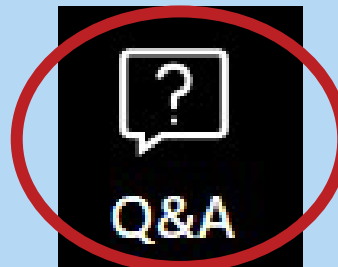
CONFIDENT AGING STARTS HERE.



Questions and Answers



**Please submit questions through the Zoom
Q&A function.**





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Closing

NCSC Offers 1:1 Technical Assistance

We provide free, flexible, and solution-oriented 1:1 technical assistance (TA) to help aging and tribal services networks better support the caregivers they serve.



What We Can Do

Targeted thought partnership and problem-solving, materials review, and connection-building



Where To Start

Email CaregiverCollaborative@acl.hhs.gov to schedule a conversation about your caregiver program priorities. We can help you assess needs, explore solutions, and connect with relevant resources and expertise.

1:1 TA Sample Topics



Expert & Peer Connection

Connect with subject matter experts and peer organizations that have implemented practices you are interested in adopting.



Best Practice Implementation

Get support to launch or adapt a promising practice, and work through common implementation barriers such as capacity and sustainability.



Best Practice Identification

Discover innovative field practices worth exploring, from volunteer-driven respite models to new caregiver training approaches.



Learning Opportunities

Build out or strengthen your webinars and trainings, and identify subject matter experts to help lead them.

We Want to Hear From You



Get practical support and technical assistance: Email us or submit technical assistance requests to CaregiverCollaborative@acl.hhs.gov.



Stay connected: Subscribe to the Technical Assistance and Coordinating Center [mailing list](#).



Explore NCSC tools and resources: Visit and bookmark the [NCSC website](#) to stay up to date on resources and aging network events.



Inform future events and technical assistance offerings: Complete a brief post-event survey to share feedback that will inform future NCSC programming.

Thank you for attending!