



# Key Takeaways: Introducing New Resources to Elevate Family Caregiver Programs

June 10, 2025, 12:30-2:00 PM ET

The Administration for Community Living (ACL) National Caregiver Support Collaborative (NCSC) hosted a training opportunity for aging, tribal, and kinship caregiver networks on June 10, 2025. This document summarizes key content presented during the event. Additional information on this webinar and the NCSC can be found on the [NCSC website](#).

## Opening Remarks from ACL

**Jonathan Westin**, Aging Services Program Specialist, Office of Supportive & Caregiver Services, ACL

- The NCSC initiative's goal is to provide greater recognition, support, and inclusion of the family caregivers served by the National Family Caregiver Support Program (NFCSP) and the Native American Caregiver Support Program (NACSP).
- The NCSC initiative consists of the Technical Assistance and Coordinating Center (TACC) and six grantees, whose work aligns with national goals for supporting family caregivers and is designed to build capacity for Older Americans Act (OAA) aging, tribal, and kinship caregiver support networks (i.e., providers and organizations implementing the NFCSP and NACSP).

## Introduction to the NCSC TACC

**Diana Caldwell**, Director, NCSC TACC

- The TACC supports organizations implementing the NFCSP and NACSP by providing:
  - Direct technical assistance (TA); requests may be submitted via the [NCSC website](#)
  - A library of resources based on a comprehensive scan of best practices and 50-state scan of caregiver assessments
  - Webinars and peer-to-peer learning opportunities
- Available and forthcoming resources are available on the [NCSC website](#), including:
  - Caregiver Assessment Checklist, Caregiver Promising Practices Spotlight Series, Caregiver Assessment Profile Series, training opportunities, and requests for TA support
- Organizations and individuals responsible for implementing NFCSP and NACSP can subscribe to the [NCSC TACC mailing list](#) to stay updated on resources and events.

## Grantee Projects: Panel Discussion on Progress to Date and Collective Impact

**Sheree Keitt**, Director of Public Health Strategy and Programs, Community Catalyst

**Clara Park**, Director of Strategy, University of California, San Francisco (UCSF), Division of Geriatrics

**Cara Goldstein**, Assistant Director of Caregiving, USAGing

**Donna Benton**, Associate Research Professor, University of Southern California (USC), Leonard Davis School of Gerontology

**George Kueppers**, Senior Research Manager, National Alliance for Caregiving (NAC)

**Sara Maloney**, Program Director, USAGing

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NCSC grantees are part of the first national-scale effort in over twenty years aimed at maximizing the impact of key programs for older adult, family, kin, and tribal caregivers across the country. Each grantee shared a brief overview of their project, which is summarized in the table below to highlight grant project objectives, accomplishments to date, and opportunities for engagement with their initiatives. Additional information about all NCSC grant projects may be found on the [NCSC website](#), which will continue to be updated as the work progresses.

Grantee	Project	Key Accomplishments	Engagement Opportunities
<b>Community Catalyst</b>	Amplifying the Power of Family Caregiver Voices: A National Call to Action	<ul style="list-style-type: none"> <li>Organized statewide caregiver conferences to engage and empower attendees</li> <li>Established a National Steering Committee</li> <li>Completed a 4,500-respondent baseline survey to identify awareness gaps</li> </ul>	<ul style="list-style-type: none"> <li>Engage with state partners (e.g., Georgians for a Healthy Future, Idaho Caregiver Alliance, Massachusetts Healthy Aging Collaborative)</li> <li>Attend virtual training through the “Lift Up Your Voice!” program; to learn more, email <a href="mailto:healthinnovation@communitycatalyst.org">healthinnovation@communitycatalyst.org</a></li> </ul>
<b>UCSF</b>	Caregivers As Partners in Care Teams (CAP-CT)	<ul style="list-style-type: none"> <li>Developed program website and video content</li> <li>Created Caregiver Training Billing Guides</li> <li>Launched online and live CAP-CT courses</li> </ul>	<ul style="list-style-type: none"> <li>Take CAP-CT trainings (free continuing education credits)</li> <li>Collaborate with CAP-CT by email at <a href="mailto:capct@ucsf.edu">capct@ucsf.edu</a> and Subscribe to the <a href="#">CAP-CT monthly newsletter</a> or email <a href="mailto:capct@ucsf.edu">capct@ucsf.edu</a></li> <li>Share CAP-CT resources with networks</li> </ul>
<b>USAgging</b>	Innovations in Family Caregiver Services and Supports	<ul style="list-style-type: none"> <li>Launched the Caregiver Champion Collaborative and Innovations Hub</li> <li>Created eight Action Guides</li> <li>Hosted an in-person caregiving pre-conference at the 2024 USAgging Conference</li> </ul>	<ul style="list-style-type: none"> <li>Submit programs to the <a href="#">Caregiver Services and Supports Innovation Hub</a></li> <li>Participate in the <a href="#">Caregiver Champion Collaborative</a></li> <li>Stay tuned for pilot site funding announcements in summer 2025</li> <li>Register for the USAgging Virtual Caregiving Summit</li> <li>Download Action Guides as they become available (spring/summer 2025)</li> </ul>
<b>USC</b>	Center for Advancing Family Caregiver Financial and Workplace Security	<ul style="list-style-type: none"> <li>Formed a learning collaborative and steering committee</li> <li>Began a financial environmental scan</li> <li>Hosted a public webinar on the state of caregiving in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Review the upcoming summary of the environmental scan, to be released fall 2025</li> <li>Stay tuned for the Employer Toolkit, to be released in fall 2025</li> </ul>
<b>NAC</b>	Creating and Advancing Caregiving Research and Evidence (CARE) Network	<ul style="list-style-type: none"> <li>Drafted a National Caregiving Research Agenda</li> <li>Hosted a webinar and developed a survey for caregiving service providers</li> <li>Developed a website</li> <li>Conducted environmental scans and systematic reviews</li> </ul>	<ul style="list-style-type: none"> <li>Join the <a href="#">CARE Network</a></li> <li>Attend NAC conference sessions and Learning Network events; more information available at <a href="https://caregiving.org/CARE-Network">caregiving.org/CARE-Network</a></li> <li>Explore Resource Hub resources, expected to be released in Q1 2026</li> <li>Share the Research Agenda among aging network audiences, expected to be available by Q4 2025</li> </ul>
<b>USAgging</b>	Understanding, Testing, and Evaluating Caregiver Navigator Services	<ul style="list-style-type: none"> <li>Engaged a Steering Committee</li> <li>Conducted an environmental scan, surveys, listening sessions, key information interviews</li> <li>Developed a pilot site funding opportunity</li> </ul>	<ul style="list-style-type: none"> <li>Contact <a href="mailto:caregivernav@usaging.org">caregivernav@usaging.org</a> to share navigation services</li> <li>Attend webinar to learn more about environmental scan findings in summer 2025</li> <li>Stay tuned for future pilot site funding announcements in summer 2025</li> </ul>

## Questions and Answers

Speaker responses to questions submitted by members of the aging network addressed the following topics:

- **Challenges in reaching and engaging caregivers**
  - Caregivers often have limited availability and struggle to prioritize their own well-being or engage with support programs.
  - Healthcare providers face time constraints and billing limitations that hinder caregiver engagement.
  - Many caregivers do not self-identify as caregivers and are unaware of available support.
- **Innovations to support family caregivers**
  - [Caring Together Living Better program](#) (AgeOptions, Chicago, Illinois)
    - An example is this faith-based train-the-trainer model that partners with churches and community organizations to support African American and Latino caregivers, offering workshops, support groups, respite services, and social activities.
  - Employee Assistance Programs (EAPs)
    - Organizations can collaborate with employers to foster a workplace culture that supports caregiving by offering caregiver-specific resources (e.g., referrals, financial and legal guidance, mental health support).
- **Cost-friendly ways to expand data and evidence-based practices**
  - Organizations can partner with universities, public health departments, and nonprofits to access research expertise and leverage existing data to identify trends and guide support.
  - In addition, organizations can collect caregiver feedback through online surveys, community forums, and mobile applications, and adopt open-access toolkits and best practices from trusted sources.
- **Billing codes changes**
  - Before 2024, billing codes used by healthcare providers only covered services provided directly to patients and did not include supporting caregivers.
  - Since 2024, new codes allow healthcare providers to bill for caregiver training and support.
- **Helping caregivers self-identify (with limited staff)**
  - Organizations can incorporate simple yes/no questions about daily caregiving activities to help individuals recognize themselves as eligible for support.
  - It is helpful to use task-based language (e.g., “Do you help someone with daily tasks?”) instead of asking if someone is a “caregiver” to lower the barrier to recognition and make support feel more accessible.
  - USCF’s Caregiver Identification Tool will soon be available on the NCSC website to help healthcare providers recognize caregivers, including those individuals who do not self-identify.
- **Effective engagement methods**
  - Effective engagement depends on the audience; older adult caregivers may prefer phone calls, while younger adult caregivers may respond better to social media.
  - Organizations should aim to build trust and offer support groups, respite care, and educational workshops.
  - The [Eldercare Locator](#) is a federally funded resource to help connect caregivers with services.