



U.S. Department
of Veterans Affairs
Veterans Health
Administration

CAREGIVER PCAFC JOURNEY MAP

The Department of Veterans Affairs (VA) Caregiver Support Program (CSP) provides education, tools, and services to Caregivers of Veterans, including the Program of Comprehensive Assistance for Family Caregivers (PCAFC), which is a program that provides training, support, and a stipend to Caregivers of the most severely wounded Veterans.

The Veterans Experience Office (VEO), in collaboration with CSP, has conducted human-centered design (HCD) discovery work to capture the voices of Caregivers, Veterans, CSP staff, and providers. The Moments that Matter, bright spots, and pain points for currently eligible Caregivers of Veterans are shown below. The purpose of this Journey Map is to illustrate Caregivers' current experience with the PCAFC to inform opportunities for program and system improvements.

KEY

JOURNEY PHASE

Moment that matters

Journey moment

Journey step

Bright Spot

Pain Point

ACRONYMS & TERMS

ADL

Activities of Daily Living

CSC

Caregiver Support Coordinator

CSP

Caregiver Support Program

Dyad

A Caregiver and Veteran pair

PCAFC

Program of Comprehensive Assistance for Family Caregivers

