



National Caregiver Support Collaborative

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

Caregiver Navigation Innovations and Strategies

April 30, 2026
2:00-3:00 PM ET



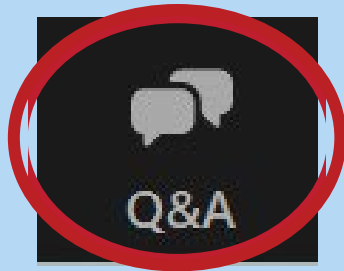
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Welcome

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

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Welcome

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Topic Overview: Caregiver Navigation

3

Panel Discussion: Insights From the Field

4

Questions and Answers Session

5

Closing

Learning Objectives

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

- Build a shared understanding of caregiver navigation (CN)
- Describe opportunities for aging network contributions to improving the caregiver navigation landscape
- Integrate replicable caregiver navigation strategies in their organization

Speakers



Darya Rahbar
*Program Manager, USAging
Caregiver Navigation Services*



Zach Trammel
*Program Manager, USAging
Caregiver Navigation Services*



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Topic Overview: Caregiver Navigation

What is Caregiver Navigation?

- Helping family caregivers access the right services at the right time
- Assisting caregivers to gain access to home and community-based supports
- Supporting caregivers in accessing services and supports across the five required National Family Caregiver Support Program and Native American Caregiver Support Program service categories

Examples of CN: Information and referral/assistance, options counseling, and case management/care coordination

Importance of Caregiver Navigation

- Recognize that caregivers often struggle to navigate complex systems and identify available resources
- Ensure caregivers feel supported and informed of services and supports within the organization and the community
- Serve as a trusted source for information and actionable guidance tailored to the individual's needs

NCSC Project Background

- Partners: ADvancing States, National Resource Center on Native American Aging, and Scripps Gerontology Center
- Purpose: Strengthen CN services within Older Americans Act (OAA)-funded Title III-E and VI-C programs
- Definition of CN: Assistance at any level to help caregivers know about or access services and supports (including navigating various agencies, organizations, and resources) to assist them in their caregiver journey

NCSC Project Objectives

Year 1	Year 2	Year 3
Discovery	Evaluation	Dissemination
<ul style="list-style-type: none"> • Listening Sessions • Environmental Scan • Surveys and Interviews 	<ul style="list-style-type: none"> • Program Sites • Data Collection • Outcomes Reporting 	<ul style="list-style-type: none"> • Best Practices • Tools and Tips • Replicable Models

Information Gathering

- Review of published and grey literature
- Two national surveys of State Units on Aging (SUAs) and Area Agencies on Aging (AAAs)
- Four listening sessions consisting of eleven SUAs, eight AAAs, eleven family caregivers, and five aging technology leaders
- Twelve key informant interviews with more AAAs

Findings

- Limited peer-reviewed research exists on the vast array of CN services administered by the aging network
- Providers fail to recognize themselves as offering this service—much like caregivers who often do not identify as caregivers
- Key themes emerged highlighting current gaps, best practices, and opportunities for growth

Caregiver Navigation Services

What it *IS*

- ✓ Family Caregiver-Centered
- ✓ Responsive and Individualized
- ✓ Person-Centered, Collaborative Support
- ✓ Comprehensive Assistance

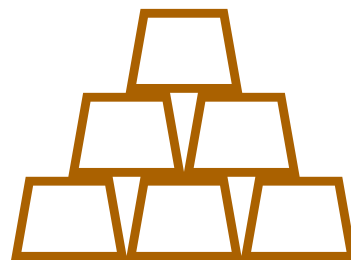
What it *is NOT*

- ✗ Formal Care Providers and Caregiver Recruitment
- ✗ Not Primarily Care Recipient Focused
- ✗ General Support and Information
- ✗ Volunteer or Informal Role

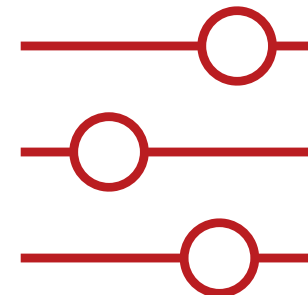
Strengths



Facilitating connection
with caregivers
through direct support

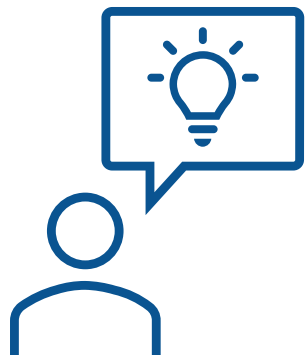


Strategically
leveraging funding
sources



Utilizing consumer-
driven models to
increase caregiver
engagement

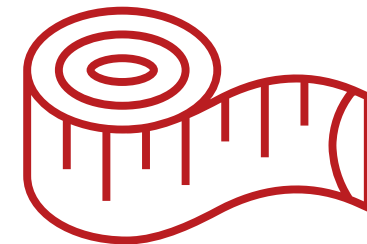
Challenges



Individuals fulfilling caregiving roles do not identify as caregivers

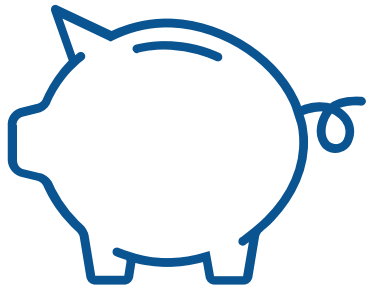


Service options are complex and vary significantly

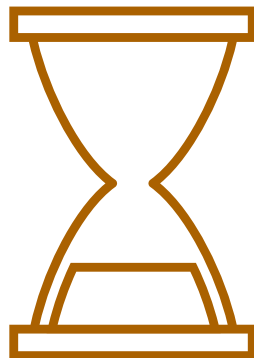


Quantifiable outcomes are difficult to capture

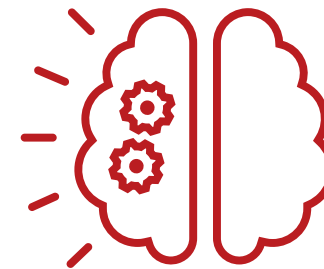
Challenges



Agencies receive
limited funding



Service availability
and waitlists

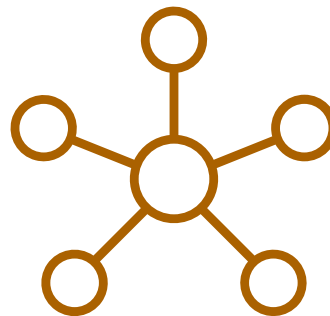


Information is difficult
for consumers to
discern

Opportunities



Expanding outreach to increase understanding of caregiving and awareness of supports



Centralizing caregiver entry points and referral pathways to streamline services



Leveraging assessment tools more effectively to track and share caregiver outcomes

Considerations for Technology

- Gaps in infrastructure and access barriers
- Issues with usability and design
- Trust and acceptance of information
- Lack of robust data and information
- User time and capacity

Program Evaluation Sites

- Area Agency on Aging of Western Arkansas (AR)
- Area Agency on Aging of the Coastal Bend (TX)
- Centralina Area Agency on Aging (NC)
- CoAction (IN)
- Duet (AZ)
- ElderSource (FL)
- Family Education and Support Services (WA)
- Milwaukee County Area Agency on Aging (WI)
- Northeast Iowa Area Agency on Aging (IA)
- Area Office on Aging of Northwestern Ohio (OH)
- Philadelphia Corporation for Aging (PA)
- Senior Connection, Inc (MA)
- Southeast Kansas Area Agency on Aging (KS)
- The Senior Source (TX)



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Panel Discussion: Insights From the Field

Panelists



Kristie Wiltgen

*Chief Operating Officer, Northeast
Iowa Area Agency on Aging*



**Sheila Weaver,
LCSW, MPA**

*Program Manager, Idaho Caregiver
Alliance*



Cindy Kincaid

*Family Caregiver Program
Manager, Centralina Area Agency
on Aging*



Defining or describing caregiver navigation

Panel Topic 1



Leveraging impactful partnerships

Panel Topic 2



Capturing indicators and outcomes to evaluate model success

Panel Topic 3



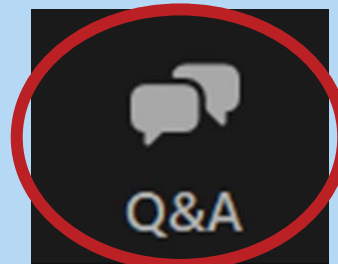
Leveraging technology to deliver caregiver navigation

Panel Topic 4

Questions and Answers



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





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Closing

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!