



# Key Takeaways: Advancing Family Caregiver Financial and Workplace Security

February 4, 2026, 2:00-3:00 PM ET

The Administration for Community Living (ACL) National Caregiver Support Collaborative (NCSC) hosted a webinar for aging, tribal, and kinship caregiver networks on February 4, 2026. This document summarizes key content presented during the event. Additional information on this webinar and the NCSC can be found on the [NCSC website](#).

## Welcome

*Jonathan Westin, Aging Services Program Specialist, ACL*

- The NCSC represents the first national-scale capacity-building effort by ACL in over two decades, aimed at advancing the National Family Caregiver Support Program and the Native American Caregiver Support Program. The collaborative comprises the Technical Assistance and Coordinating Center and six grantees focused on key caregiving priorities aligned with the [National Strategy to Support Family Caregivers](#).
- The National Strategy serves as a roadmap for collective action to support family caregivers, including actions the aging network and others can take to advance financial and workplace security.
- ACL is updating the National Strategy later this year.
- Goal 4, Advancing Financial and Workplace Security, is the focus of this webinar.
- To learn more about how the NCSC initiative contributes to advancing the National Strategy and supporting aging network providers, see the resources available on their website, such as:
  - [Promising Practice Spotlight Series](#)
  - [Caregiver Assessment Profile Series](#)
  - [Checklist for Caregiver Assessments](#)

## The Cost of Caring: Financial and Workplace Realities

*Duana Patton, Chief Executive Officer, Ohio District 5 Area Agency on Aging (AAA)<sup>1</sup>*

- Financial and workplace insecurity creates immediate and long-term barriers to caregivers' health, well-being, career development, and capacity for generational wealth.
- Caregivers' experience of work disruptions, including absenteeism, decreased hours, or departures from the workforce, have significant impacts on working caregivers, employers, and the economy.
- Family caregivers face significant financial strain, including out-of-pocket caregiving costs and reduced personal income.

<sup>1</sup> The Ohio District 5 (AAA) is a nonprofit agency that serves older adults, people with disabilities, and their family caregivers in nine counties in North Central Ohio. The AAA manages programs that provide support, respite care, and education for family caregivers and grandparents raising grandchildren.

## Opportunities for Collective Action: Addressing Caregiver Financial and Workplace Security

**Donna Benton, Ph.D.**, Director, Leonard Davis School of Gerontology, University of Southern California (USC), Center for Advancing Family Caregiver Financial and Workplace Security

- USC's Center for Advancing Family Caregiver Financial and Workplace Security (Center) serves as a national hub to advance Goal 4 of the National Strategy.
- USC's Center helps aging network organizations address financial and workplace security challenges for family caregivers by:
  - Leveraging a learning collaborative of subject matter experts, community partners, and caregivers with lived experience to guide project activities, including the development of actionable resources for the aging network.
  - Building capacity for coordination and partnership among national, state, and local networks.
  - Identifying, curating, sharing and refining resources and tools to support family caregivers and key partners (e.g., employers).

### Panel Discussion: Insights From the Field

**Duana Patton**, Ohio District 5 AAA

**Donna Benton, Ph.D.**, Leonard Davis School of Gerontology, USC, Center for Advancing Family Caregiver Financial and Workplace Security

### Examples of Facilitating Change at the Local Level

- Reviewing organizational policies and procedures with a focus on caregiver needs.
- Strengthening board representation of different community perspectives, including businesses and individuals who have direct experience as caregivers.
- Engaging with employers and helping them understand the value proposition for supporting caregivers and protecting their workforce.
- Overcoming barriers through targeted outreach using real caregiver stories, leveraging community-based coalitions, engaging employers to model best practices, and positioning the aging network as a community leader in caregiving.

### Approaches to Partnership

- Forming cross-sector relationships and learning collaboratives that include AAAs, business leaders, family caregivers, human resources professionals, and financial experts.
- Testing employer engagement approaches and best practices with partners in real-world conditions.
- Including chambers of commerce leaders on organizational boards.
- Leveraging meaningful partner relationships and collaborations to support organizational outreach, credibility, and access to businesses across industries.

### Tools and Resources

- The USC team will be releasing a toolkit of best practices for aging network members to engage with employers on [NCSC website](#) this spring.
- The toolkit includes actionable resources, such as ready-to-use templates and employer outreach materials, which are currently being tested by pilot sites for usability, replicability, sustainability and potential impact.
- Existing tools for caregiver outreach, [identification](#), and [assessment](#) are important to ultimately provide holistic support to family caregivers.

## Additional Recommendations for Aging Network Providers to Take Action

- Assessing their own organization's workforce culture to ensure services are accessible to working caregivers (e.g., flexible hours, virtual options, supportive management structure) and/or open to new members of the workforce who may be returning from time away as a full-time caregiver.
- Refining employer outreach messaging to convey the value proposition of caregiver support.
- Collecting and sharing data on outcomes as part of demonstrating the value of caregiver support to employers and other partners.
- Aligning with actions identified in ACL's National Strategy framework, such as:
  - Providing high-value caregiver support services.
  - Promoting a culture of caregiver identification, inclusion, and support.
  - Sharing program delivery strategies and lessons learned among peers.
  - Committing to building cross-sector partnerships.
  - Promoting financial education and planning tools.