



National Caregiver Support Collaborative

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

USAgings' Innovations in Caregiver Services & Supports Initiative

Person-Centered, Trauma-Informed Care Webinar

Person- and Family-Centered,
Trauma-Informed Approaches to
Service Delivery for Family
Caregivers

March 19, 2026

Webinar Instructions

Audio Options

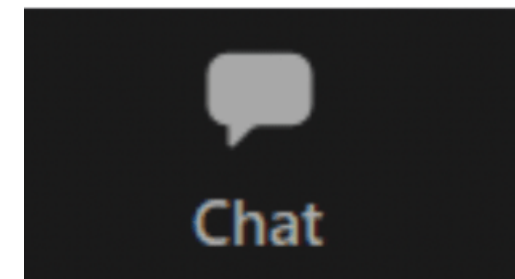
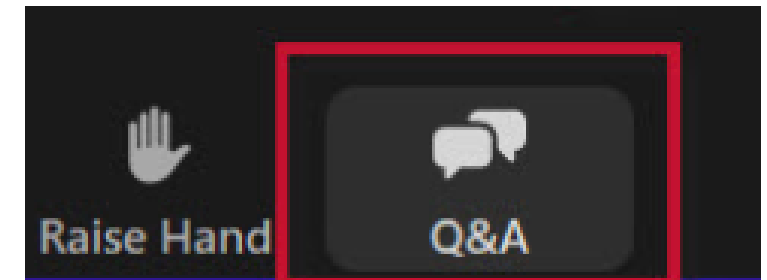
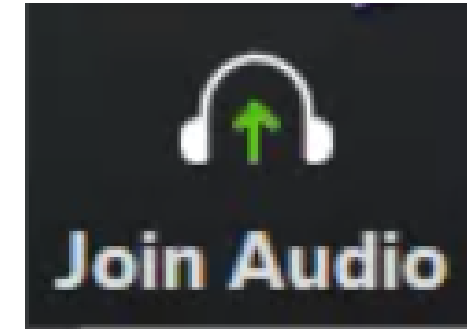
- Use your computer speakers OR dial in using the phone number in your registration email.
- All participants are muted.

Questions and Answers (Q&A)

- You can submit questions for the panelists at any time during this presentation. On the Zoom module on the bottom of your screen, click the Q&A icon, type your question in the box and submit.

Chat Feature

- The Chat feature allows webinar attendees, the host, co-hosts and panelists to communicate for the duration of the webinar.



CLICK HERE TO START CHAT

Accessibility and Support

- **ASL services are being provided today and will be pinned**
- **CART services are also being provided.**
 - Click on the CC Show Captions button or click on the link in the chat
- **Screen Reader Users: Reduce unwanted chatter**
 - Request speech on demand: Insert, Spacebar, "S"
- **To get our attention if you need tech assistance:**
 - Raise or Lower Hand: Alt + Y

About USAging

USAging represents and supports the national network of Area Agencies on Aging and advocates for the Title VI Native American Aging Programs that help older adults, people with disabilities and caregivers live with optimal health, well-being, independence and dignity in their homes and communities.

Caregiving Touches Nearly Every Community

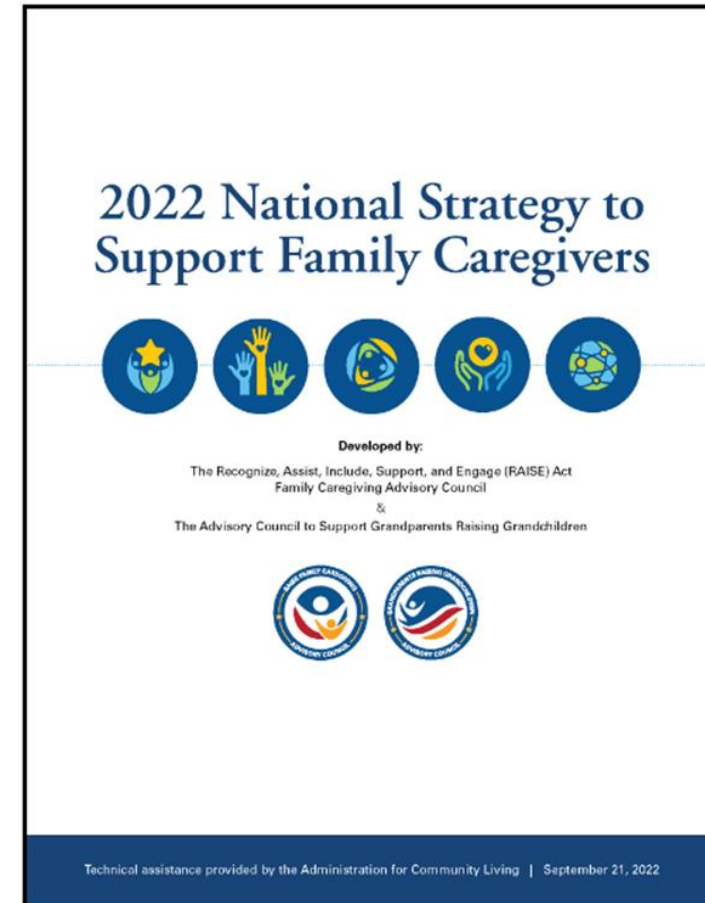
- **63 million** caregivers (1 in 4 Americans)
- **Over 40%** provide complex, high-intensity care
- **1 in 5** report poor health and major financial strain
- **2.5 million** children are being raised by grandparents or other relatives
- Caregivers provide **\$600 billion** in unpaid care annually

National Strategy to Support Family Caregivers

A national, cross-sector strategy to support caregivers of all ages, regardless of where they live or what caregiving looks like for them.

Developed jointly by the advisory councils created through:

- The [RAISE Family Caregiving Act](#)
- The [Supporting Grandparents Raising Grandchildren Act](#)



National Caregiver Support Collaborative (NCSC)

Goal: Increase recognition, support and inclusion of family caregivers served through OAA Title III-E and VI-C programs

Six national projects advancing the National Strategy:

- Awareness & outreach – *Community Catalyst*
- Caregivers as partners in health care teams – *UCSF*
- Strengthening caregiver services & supports – *USAging*
- Financial and workplace security – *USC*
- Data, research, evidence-based practices – *NAC*
- Understanding and testing navigation services – *USAging*

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: <https://www.usaging.org/caregiverservices>

National Partners Advancing Caregiver Innovation

- ADvancing States
- ARCH National Respite Network & Resource Center
- Family Caregiver Alliance (FCA)
- Generations United (GU)
- **Jewish Federations of North America (JFNA)**
- National Alliance for Caregiving (NAC)
- National Association of Nutrition and Aging Services Programs (NANASP)
- The Carter Center

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

Caregiver Services & Supports Action Guides

Eight Action Guides Cover:

- Respite care
- Education, counseling & peer supports
- Whole-person health (nutrition, transportation, etc.)
- Leveraging volunteers
- LTSS/Future care needs
- Kinship care
- Emergency response planning and preparedness
- **Person and family centered, trauma-informed care**

Caregiving Data Insights from the National AAA Survey

	Percent of AAAs
Education , counseling, and peer support	55%
Flexible and accessible respite care	50%
Resources for caregivers to improve future care planning for the person they support	45%
Person and family-centered, trauma-informed , or culturally competent services	39%
Access to safe homes, nutritious meals, transportation, and technology [whole-person health]	37%
Emergency response planning and preparedness resources	26%
Caregiver support through the use of volunteers	18%
Support for kinship caregivers by partnering with the child welfare system	10%
We are not currently implementing any objectives from the National Strategy	12%
I'm not familiar with the National Strategy to Support Family Caregivers	12%

Ways to Engage Now

- Download Action Guides
- Explore replicable programs in the Innovations Hub
- Join the Caregiver Champion Collaborative
- Attend our upcoming Webinars:
 - May 21, 2-3:30 PM ET–*Emergency Preparedness*
 - July 16, 2-3:30 PM ET–*Respite Care*
 - September 9, 2-3:30 PM ET–*Kinship Care*

Learn more: <https://www.usaging.org/caregiverservices>



Center on Aging, Trauma,
and Holocaust Survivor Care

The USAging logo, with "USA" in purple and "Aging" in blue, set against a white background.

Person- and Family-Centered, Trauma-Informed Approaches to Service Delivery for Family Caregivers

Action Guide



Introductions



Jessica Grove

Chief Operating Officer
Give An Hour



Manstaneh Moghadam, LCSW

Co-Founder & Executive Director
Cross Cultural Expressions



Debbie Rosenwein

Director of Holocaust Services
Jewish Family Service of Central NJ



Malky Hertz

Social Worker
Boro Park YM-YWHA



The Center

Mission

Expand the nation's capacity to provide Person-Centered, Trauma-Informed (PCTI) services and supports for Holocaust survivors, older adults with a history of trauma, and family caregivers.

Goal 1

Develop Innovations

Fund and support subgrants to develop PCTI programs for Holocaust survivors, older adults with a history of trauma, and their family caregivers.

Goal 2

Build Capacity

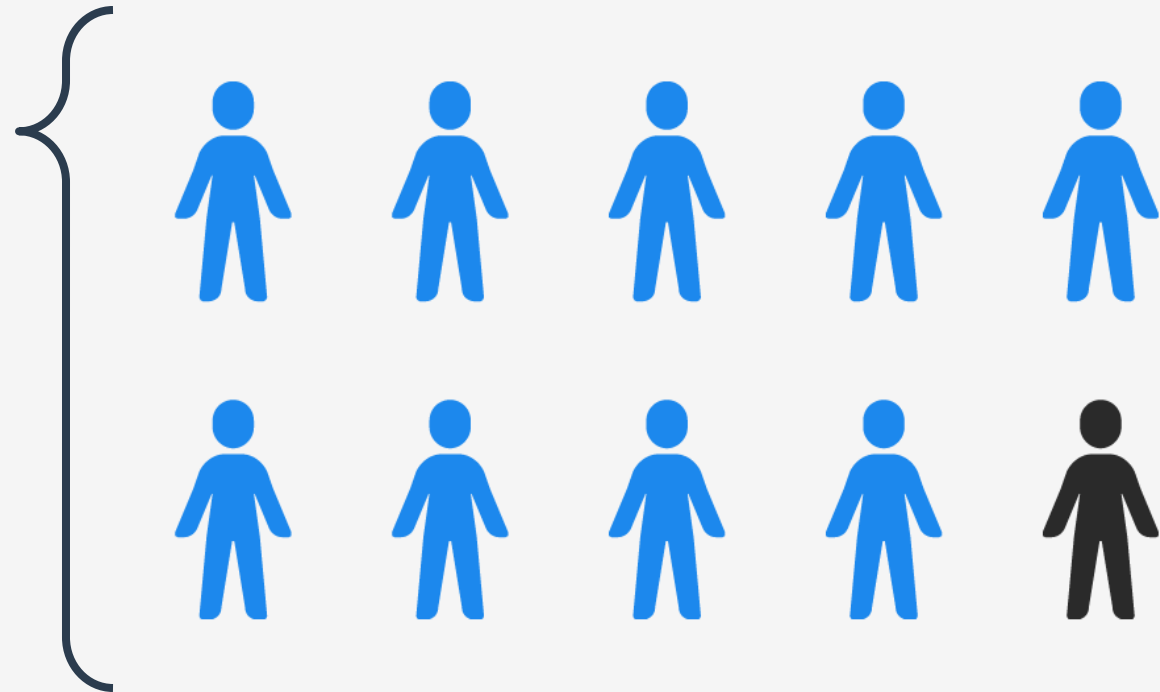
Increase the knowledge and skills of aging service providers to implement PCTI care for Holocaust survivors, older adults with a history of trauma, and their family caregivers.



Trauma Prevalence

90%

As many as 90% of older
American adults have
experienced a traumatic event
in their lifetime





Trauma and Family Caregiving



Family Caregivers

- Family members, partners, or friends who provide a broad range of assistance to an older adult or adult with a chronic, disabling, or serious health condition.
- Not professionally employed to care for their loved one, may or may not have prior experience in caregiving, and can live with or separately from those they care for.
- Providing their loved ones with a wide range of support from dressing and bathing, to emotional companionship, administering medication, or carrying out medical or nursing tasks.
- Often employed in the workforce and care for other dependents.



Family Caregiver Roles and Impact

Caregivers do not provide care in isolation from other life responsibilities

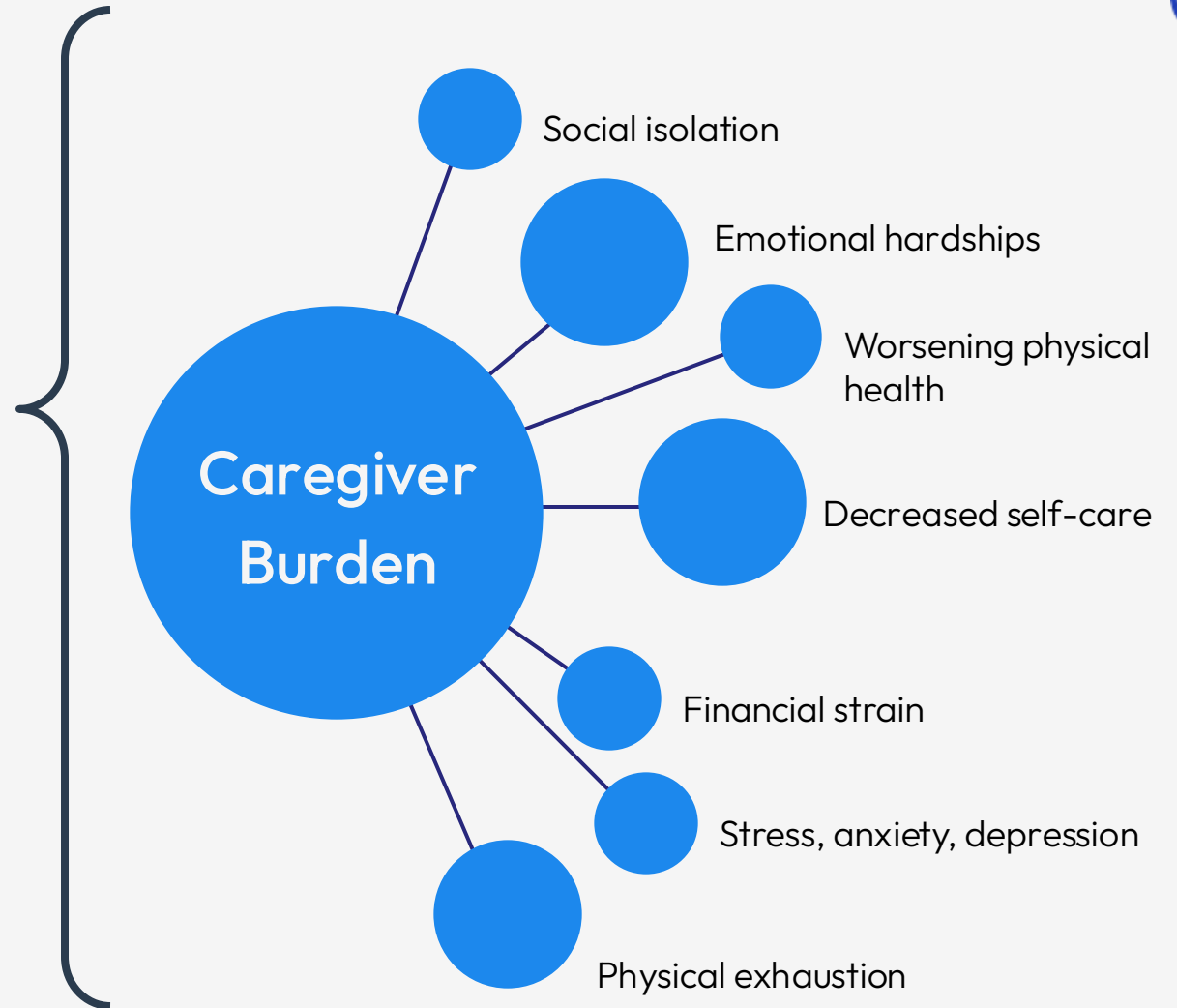
Role **ambiguity**

Increasing care demands



Caregiving Burden

- While caregiving for a family member or friend can be a rewarding experience, it is also one that can take a financial, emotional, and physical toll.

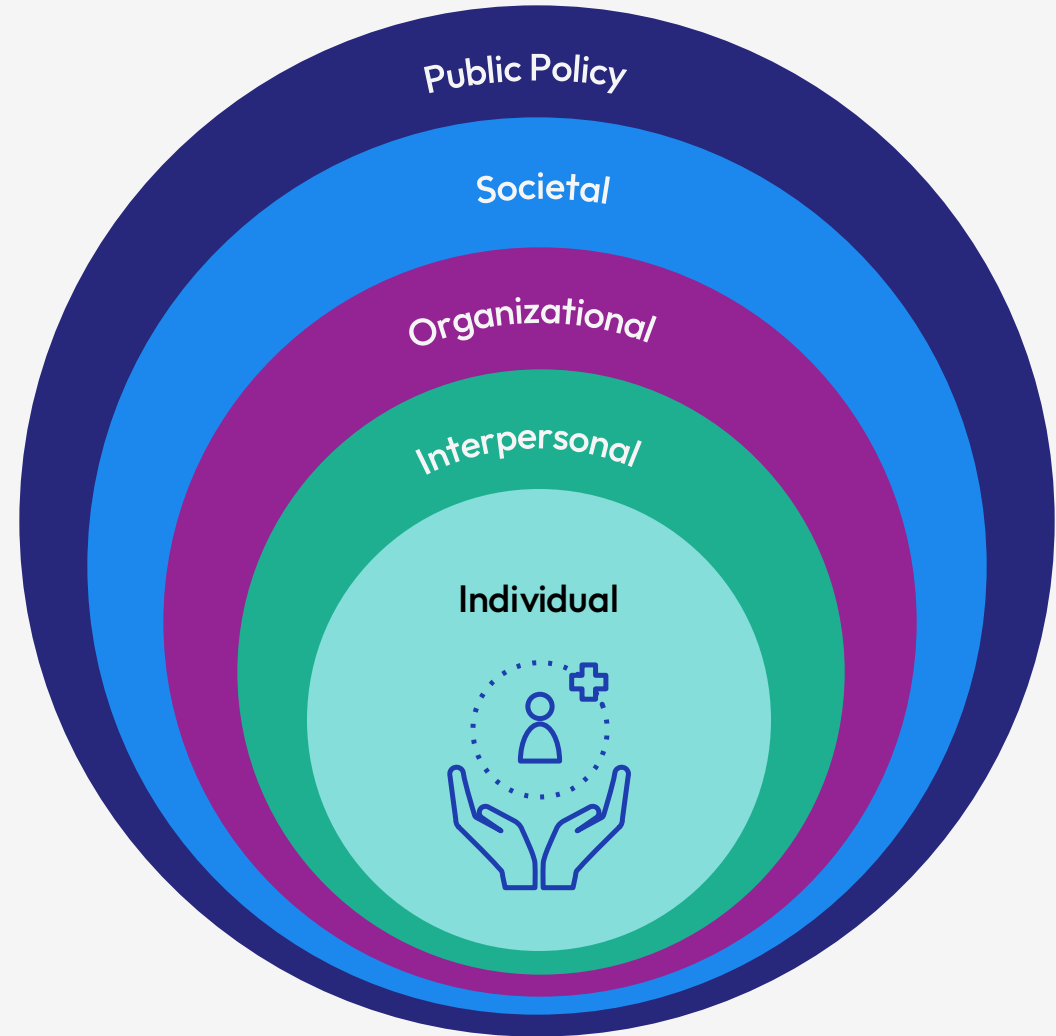




The Person-Centered, Trauma Informed (PCTI) Approach



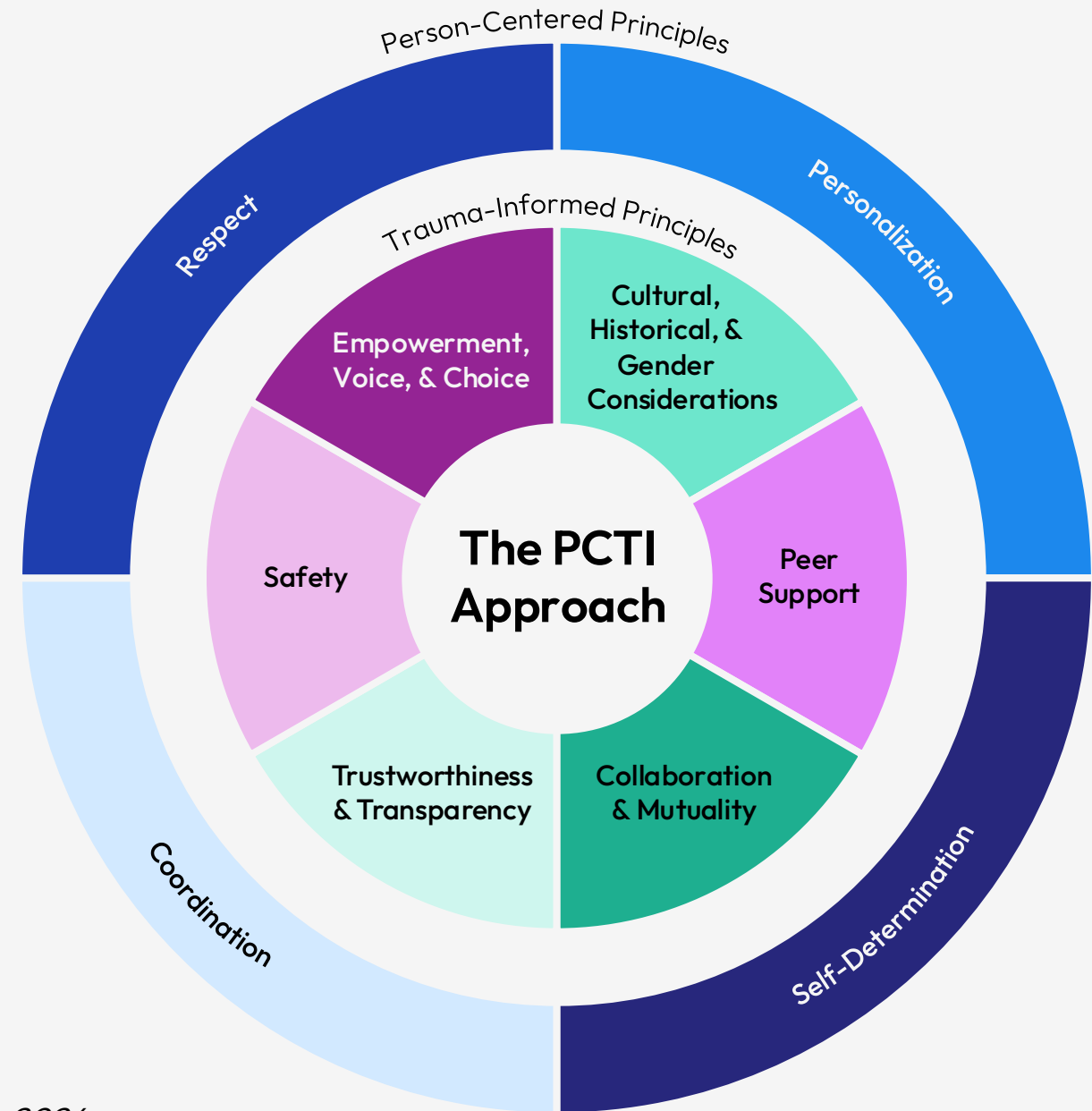
The Universal Approach





PCTI Principles

The PCTI approach implements SAMHSA's principles of trauma-informed care through the lens of the person-centered principles.





Action Guide



A background image showing a pair of hands gently holding a small green seedling with soil. The image is semi-transparent and overlaid on a solid blue background. The text is centered over this image.

The Power & Purpose of Trauma Informed Peer Support

The Power of PEER SUPPORT

WITH GIVE AN HOUR



WHAT IS TIPS?

TIPS or Trauma Informed Peer Support is Give an Hour's evidence-informed customizable peer support training and program.

Peer support **BUILDS** resilience and **RECOVERY** through shared **LIVED** experiences.

Peer supporters:

- Provide Emotional Support and Encouragement
- Share Knowledge and Experiences
- Teach Skills and Set Goals
- Provide Practical Assistance
- Connect each other with resources

These sessions are led by trained facilitators from diverse backgrounds who truly **UNDERSTAND** your experiences because they've lived them.

Peer support can complement or even replace clinical services. Peer support encourages those in recovery to tap into their inner strength, motivation, and desire to progress, even in the face of challenges.

PEER SUPPORT IS:

- ✓ OPEN TO ALL
- ✓ JUDGEMENT FREE
- ✓ COMMUNITY BUILDING
- ✓ LONG-TERM SUPPORT
- ✓ OTHERS LIKE YOU WHO JUST GET
- ✓ ^{IT} ACCESSIBLE/ VIRTUAL

The Pillars of Peer Support

Your personal connection to these approaches to peer support



1 Mutuality/ Reciprocity

2 Empathy

3 Empowerment

4 Hope

How Peer Support is

Unique

PEER SUPPORTERS ARE THE EXPERTS OF THEIR OWN LIFE

Unlike therapy, peer support focuses on mutual understanding and growth. There's no 'expert' and there's no 'patient'; instead, it's about equals supporting each other. No-one will ever know your experience better than you do.

SHARED EXPERIENCE BUT NOT SAME EXPERIENCE

Everyone's journey is different. Peer support is about connecting with someone who has walked a similar path. Sharing empathy and friendship. It's not about diagnoses, but about real-life understanding, person-to-person.

PEER SUPPORT PUTS YOU IN CONTROL OF YOUR RECOVERY AT YOUR OWN PACE

Peer support shifts the focus from struggles to strengths. In peer support, you're not being "treated" or "analyzed." You're given the space to share, grow, and make decisions for yourself, alongside others who get it.

NO JUDGEMENT - JUST UNDERSTANDING

Peer supporters are individuals who know firsthand how it feels to be judged or misunderstood. They aren't showing up to judge or give advice—they'll listen, encourage, relate and share tools and resources that have helped them in their own journeys.

Key Roles in Peer Support

Facilitators, Peers, and Oversight

Facilitator

Leads and manages group support by guiding discussions, ensuring everyone has a chance to participate; maintaining a safe, respectful environment. The facilitator helps to keep the group focused on the topics at hand and may introduce activities or themes for each session.

Peer

A person who shares their lived experiences and supports others. Peers offer mutual encouragement and understanding by providing a non-judgmental space for sharing. Their role is not to provide therapy but to listen, share, and help create a sense of community.

Clinical Oversight

A licensed mental health professional who provides guidance and ensures groups operate safely and ethically. They typically do not participate in the group discussions but offer support to the facilitator and monitor for any potential risks, ensuring that members' mental health needs are addressed appropriately if issues arise.

"Research indicates that peer support ***significantly reduces symptoms of depression, has been shown to reduce hospital admissions by 47%***, improves quality of life, and increases individuals' ability to manage their mental health." (Mental Health America, 2020)

HIGH-NEED, HIGH-IMPACT TRAUMA POPULATIONS

WHO WE SERVE



**Military,
Veterans,
Caregivers
and Loved
Ones**



**Rare Disease
Community -
Patients &
Caregivers**



**Financial Fraud
Survivors and
Loved Ones**

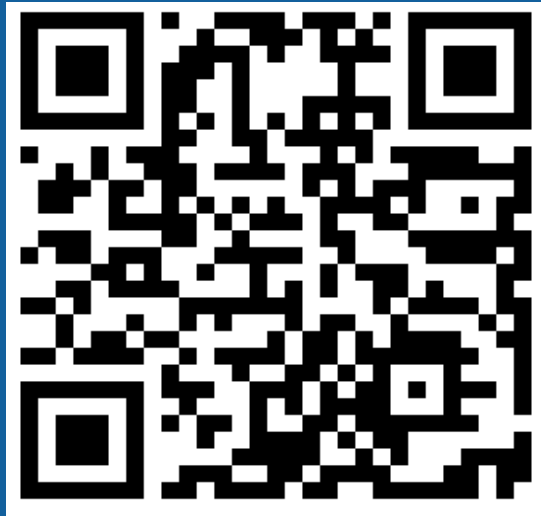


**Survivors and
Victims of
Violence and
Crime**



**Returning
Citizens and
Justice Involved**

Connect with us



www.giveanhour.org



Jessica Grove, COO
jgrove@giveanhour.org

Follow us on Socials





Yaran: Iranian Peer Counseling Help-Line

A Program of Cross Cultural Expressions

Mastaneh Moghadam, LCSW
Executive Director
(818) 860-1223
connectwithcce@gmail.com
crossculturalexpressions.org



CCE-Community Counseling Center is designed to treat the varied needs of the underserved, culturally and linguistically diverse communities of Los Angeles County.

We provide culturally and linguistically proficient therapy, and supportive services in a variety of languages, including: **Persian (Farsi), Russian, Spanish, Hebrew and English.**

We provide individual, couples and family therapy, and specialize in work with immigrants, refugees, older adults, survivors of domestic violence and the LGBTQ+ community

We offer low sliding scale rates (for qualifying individuals) and accept a variety of insurance plans including:

LA Care Carelon Medi-cal and Blue Shield Promise Medi-cal

We are currently offering Telehealth as well as in-person sessions

Contact us via email or telephone at:

818-860-1CCE (818-860-1223)

CONNECTWITHCCE@GMAIL.COM

Offices located at: 15315 Magnolia Blvd, #400 Sherman Oaks, CA

(by appointment only, no walk-ins)

Visit us online: cceccc.org

Who Are We?

- Non-profit Mental Health organization
- Based in Sherman Oaks, CA
- Our mission: We see a world in which diversity is celebrated as a means to unite people. We work hard to uplift individuals and communities through therapy, education and the arts.
- Our Community Counseling Center
- Our Youtube Channel: CCE Productions
- Our Outreach and Engagement Programs



YARAN
Iranian Peer Counseling Helpline
A program of Cross Cultural Expressions

یاران

Our trained volunteer peer counselors provide FREE and confidential supportive and referral services for the Persian (Farsi) speaking community.

You can reach out to us if you are in need of:

Information/Referral Services
Support with Family Issues
Support with Mental and Emotional Health

We provide specialized mental health and emotional support services for older adults and caregivers of older adults.

You can speak with a peer counselor via our telephone helpline at:

(818) 332-7999

If a peer counselor does not pick up, you will be prompted to leave a message and your call will be returned within 24-hours, Monday through Friday. Please note, this is not a crisis line. If you are experiencing a life threatening emergency you should dial 911.

Funding for this program has been provided through a grant from the Critical Supports Program of JFNA.

Program Overview
Launched in 2020

20-hour Peer Counseling
Training for Volunteers

Farsi-Speaking Volunteers
answer help-line calls in 4 to
8-hour shifts

We Currently have 6
volunteers

We respond to calls from
7am to 5pm, Mon - Fri

We provide
Information/Referral, Case
Management and Support
Services

We Serve Iranian/Farsi-
speaking older adults and
caregivers

Current call volume: 100+
calls annually and growing

THE NEED

Many Iranian older adults face:

- **Language barriers**
- Cultural stigma around mental health
- Social isolation after immigration
- Stress related to events in their homeland
- Caregiving stress within multigenerational families

Many Iranian caregivers face:

- Caregiver burnout
- Dementia Care challenges
- Balancing work, family and caregiving
- Limited culturally responsive services
- Dealing with guilt and cultural obligation

Person-Centered Trauma Informed Approach:

- Active listening
- Cultural humility
- Emotional validation
- Respect for autonomy
- Trauma awareness
- Meet People where they are

Impact of PCTI on Clients:

- Reduced loneliness
- Increased help-seeking
- Greater awareness of services
- Emotional validation in native language

Many callers carry trauma related to:

- Immigration and displacement
- Political upheaval
- War or instability in their homeland
- Intergenerational trauma
- Grief and Loss

Role within the Aging Network

- Identify isolated older adults
- Provide Culturally responsive support
- Connect callers to services
- Bridge immigrant communities with AAAs

The Yaran Help-Line demonstrates how Community-based peer support can:

- reduce isolation
- increase access to services
- support caregivers
- strengthen culturally responsive aging services

the most powerful intervention we can offer is simply a compassionate voice that understands both the language and the lived experience of



- Integrated aging services model
- Serving Holocaust Survivors and older adults
- Community-based and in-home care

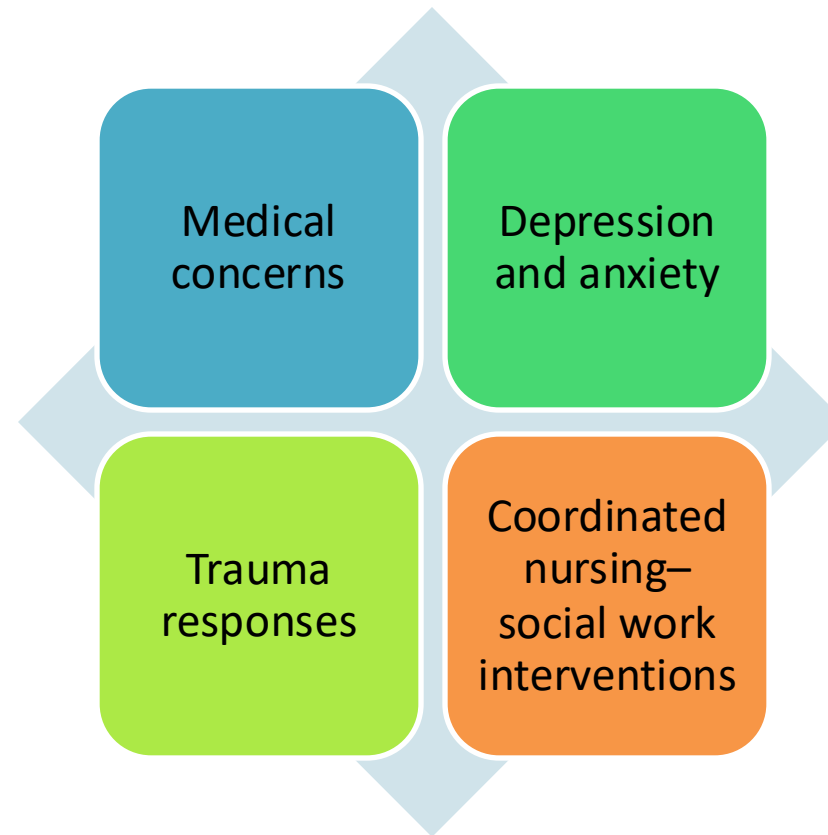
What Makes Our Model Unique

Integrated social
work, nursing,
and home care

Consistent nurse
contact builds
trust

Real-time
interdisciplinary
collaboration

Trauma-Informed Care in Practice



Commitment to Family Caregivers

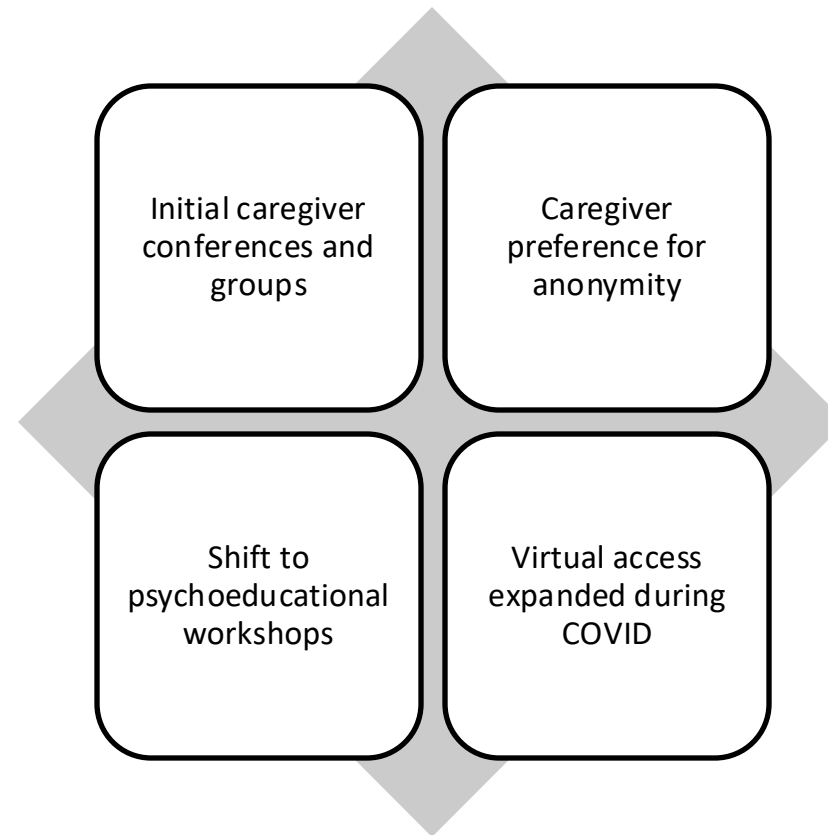
Caregivers as partners
in care

Secondary survivors of
trauma

Central to planning
and support



Program Evolution & Learning



Caregiver Advisory Board

Caregivers,
clinicians,
professionals

Regular
meetings and
accountability

Direct influence
on programs
and grants

Collaboration & Community Integration



Current Work with Caregivers

- Through USAging Grant support caregivers who have experienced:
 - War Trauma
 - Domestic Trauma
 - Chronic and Debilitating Illness
 - Other Forms of Adversity

Caregiver Programs

Monthly Experiential Workshops



Reduce Stress



Improve
coping



Mindfulness



Decorating
Frames



Guided Visual
Imagery



Dance



Mastering Your
Smartphone

Quarterly Educational Forums

- Skill building and insight based to promote knowledge and confidence
- Finding New Meaning in Holidays
- Hidden Weight of Caregiving

Application of PCTI

- Flexibility of Format
 - Virtual and In person
- Environmental Sensitivity
 - Light dinner
 - Soothing music
- Co-creation of content
 - Invite ideas from caregivers
- Inter-Departmental Collaboration
 - Volunteer Dept



Key Takeaways

Listening drives
design

Anonymity can
be trauma-
informed

Integration
strengthens
caregiver trust

Collaboration
expands impact
and access

PCTI Approaches to Service Delivery for Family Caregivers:

Boro Park Y's 2G and Caregiver Programs,
Presented by Malky Hertz, MSW



FUNDED BY:



What is Club 2G?

- Club 2G is a recreational day program for the sons and daughters of Jewish Holocaust Survivors
- It is located in Boro Park, home to the densest Holocaust survivor population in the U.S.
- 2G offers access to meaningful activities, peer socialization, and emotional support.
- 2G creates a space that acknowledges the specific challenges of growing up in a Holocaust Survivor household while creating culturally sensitive programs



Unique Characteristics of 2G as Caregivers

- 2G members often play a dual role of raising families while caring for survivor parents, making the need for support even more vital.
- In the Hasidic and Orthodox community, large family structures and the fundamental commandment of Honoring Thy Father and Mother create a reality where 2G, the ultimate sandwich generation, is carrying a 24/7 caregiver responsibility.
- Many 2G do not have a model for caring for their aging parents since often the Survivors' parents perished in the Holocaust.



Unique Characteristics of 2G as Caregivers

- 2G shares a complex relationship with their parents. On the one hand, they love and revere them, but on the other, many had difficult childhoods as they were often parentified, overly protected, or given no boundaries.
- In the Hasidic and Orthodox Communities that we serve, saying something negative about one's parents, particularly parents who are Survivors is not acceptable.
- To address the specific needs of our community, Club 2G's program is designed with a PCTI (Person-Centered, Trauma-Informed) lens, prioritizing trust, safety, and sensitivity.
- Program highlights include creative activities, discussion groups, lecture series, exercise classes, and excursions.

Program Spotlight: A Retreat - Caring for the Caregivers!

STAMFORD OVERNIGHT SCHEDULE

★ MARCH 10-11 2026



TUESDAY - MARCH 10

8:30	Gather in the Y Lobby - have your cell phone ready for check-in!
9:30	Departure from the Y
11:00	Arrival at Armon Hotel; regrouping <i>Place your luggage in designated area</i>
11:45	Buses depart for activities, as per the choices you made at the time of registration
12:00-2:00	1. Tour of Lockwood-Mathews Mansion 2. Tour of Stamford Planetarium 3. Shopping at Stamford Town Center Mall
	4. Staying at the Hotel: relaxing with friends, swimming or working out in the gym (gender separation not guaranteed!), explore the neighborhood on foot with a buddy - we will provide a list of places to go! (If you choose swimming, make sure to have all your swimming gear available in a separate tote bag!)
2:00	Tea Room opens
3:00	Check-in to your rooms
3:30-4:30	Women's Hour in the Pool
4:00-5:00	"The Secret of a Woman's Strength" Speech by Rebbetzin Leah Shemtov
5:00-6:00	Drumming-Palooza with Ruchie Oberlander

5:00-6:00	Introduction to Mah Jongg with Sarah Field
5:00-6:00	Men's Hour in the Pool
6:00-6:30	"Cocktail Hour" by the Piano
6:30-8:00	Festive Dinner
8:30-10:00	Slumber Party
10:00-11:45	Movie for the Night Owls: "I Am Sam"
WEDNESDAY - MARCH 11	
7:00-8:00	Early morning swim - Women's Hour in the Pool
7:30-10:00	Breakfast buffet
8:30-9:30	"Wakeup Yoga" with Aimee Elsner
10:00-11:00	Makeup Demonstration by Miri Kaplan
11:00-12:00	Tzipisa l'Yeshuah Tambourine Workshop with Leah Halperin- Hobby House
11:00-12:00	"Breath of Life" with Aimee Elsner
11:00-12:00	Play Chess with Your Grandsons - Learn the Basics with Sarah Field
Before Lunch!	Pack and check out of your rooms! <i>Place your luggage in designated area</i>
12:30-2:00	Lunch Buffet
2:30-3:30	Dessert Demonstration by Sara Atia-Sugar Lilies Bakery
2:30-3:30	Men's Hour in the Pool
3:30	Boarding of the buses
4:00	Departure from the Hotel
6:00	Arrival at the Boro Park Y (No drop-offs along the way!!!)
	Optional both days: Self-Guided Exploration of the Neighborhood - see attached suggestions!

Where: Armon Hotel,
Stamford, CT

When: March 11 & 12

Goal: Provide an opportunity for rejuvenation, connection, and plain, old-fashioned fun for 100 2G members!

How PCTI Principles Inform Planning:



- We collected feedback after the last trip to see what members enjoyed and how to improve (Collaboration)
- We provided very clear registration guidelines and rules so people can apply calmly, and we kept to those guidelines throughout (Trustworthiness and Transparency).
- We chose a location that has a Jewish community and ensured there was proper Kosher certification, separate swimming, and synagogues nearby (Awareness of Cultural Issues).
- Provided a schedule with clear departure times and choices of activity well in advance to ensure everyone has enough time to decide on their activities and feel confident with the schedule (Safety, Transparency, Peer Support, and Choice).



PCTI Principles Showcase: Peer Support, Choice, Empowerment



PCTI Principles Showcase: Safety, Awareness of Cultural, Historical, and Gender Issues



“I didn’t realize how much I needed to not be able to be helpful.”



“Can we do a weekend next?!”

“I got up from the table and just left! No dishes, no clearing- it’s been so long since I did that.”



“There’s always someone to take care of. But when do I take care of myself?”

Project KIP- Knowledge Is Power:

- Serves family caregivers within the Boro Park community,
- Provides education, resources, and support to assist those navigating the complexities of caregiving.
- Programs are mainly delivered in person at the center to build community trust. However, a Zoom option is available to provide necessary flexibility for busy caregivers.





Our heartfelt thanks to JFNA! Your belief in us powers Club 2G and sparks creativity, builds community, and brings the joy you see here today to seniors every single day. None of this would be possible without you!

Thank You!



Available Resources

Person-Centered, Trauma-Informed Essentials for Aging Services Online Course



National Study on the Person-Centered, Trauma-Informed Approach



Person-Centered, Trauma-Informed Approach Backgrounder





Q&A



National Caregiver Support Collaborative

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

Thank you for joining today's webinar!



Innovations in Caregiver Services & Supports
caregiving@usaging.org



National Caregiver
Support Collaborative

"This project is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$4,230,380 with 75 percentage funded by ACL/HHS and \$1,410,127 and 25 percentage funded by non-government source(s). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, ACL/HHS, or the U.S. Government.