



Caregiver Promising Practice Spotlight

Empowering Caregivers

About This Series: The National Caregiver Support Collaborative's (NCSC) Caregiver Promising Practice Spotlights highlight a series of innovative, evidence-informed, and evidence-based practices to effectively support older adult family, kin, and tribal caregivers. The Spotlights provide an overview of the promising practice and suggested actionable steps for organizations to implement the practice.



Featured Promising Practice: Offer a workplace caregiver support program to employers to provide education, resources, and training to working caregivers

Promising Practice Overview

The Pima Council on Aging's (PCOA) community collaborative, Dementia Capable Southern Arizona (DCSA), created the Empowering Caregivers program in partnership with United Way of Tucson and Southern Arizona to support working caregivers. PCOA modeled the program after the framework of United Way of Southwestern Pennsylvania's United for Caregivers@Work program, adapting it to address the unique needs of employers and working caregivers in Southern Arizona. Given DCSA's focus on supporting caregivers of individuals living with Alzheimer's disease and related dementias (ADRD), the program emphasizes strategies to navigate the complexities of dementia care, including managing evolving symptoms, reducing feelings of isolation, and accessing community resources.

Empowering Caregivers identifies working caregivers, engages employer leadership, orients staff, and provides educational modules and ongoing support to equip employees with the tools to succeed both professionally and in their caregiving role. Without intervention and support, employees balancing caregiving responsibilities often experience higher rates of absenteeism, turnover, and decreased productivity in the workplace.¹ By building resilience, reducing stress, and supporting a healthy work-life balance, Empowering Caregivers aims to support working caregivers in managing their dual responsibilities effectively.

PCOA offers Empowering Caregivers twice a year, featuring eight weekly 90-minute classes which include the evidence-based [Powerful Tools for Caregivers](#) (PTC) curriculum that teaches essential skills such as self-care, emotion management, and self-confidence. Trained PCOA instructors deliver the program virtually or onsite, including two sessions at the hands-on PCOA's Caregiver Skills Lab. Flexible delivery modes and additional modules are available upon request.

Eligibility and Processes

Empowering Caregivers is available to employers in Southern Arizona who are interested in offering the program to their staff. The program is well-suited for companies with salaried employees, as PCOA typically facilitates classes during work hours. When an employer decides to implement the program, their leadership receives the [Empowering Caregivers Guide for Companies](#) to assist in seamlessly integrating the series into their workplace. PCOA collaborates with employers to determine the

"It's always good to be with others who are willing to share about their experiences, you realize you are not alone."

— **Empowering Caregivers Participant**

¹ Family Caregiver Alliance. (2016). [Caregiver Statistics: Work and Caregiving](#).

best timing and format for delivering the program. To ensure successful implementation, PCOA encourages employers to identify a designated workplace point person to coordinate programming.

Why It Works

- Reaches family caregivers who may not otherwise have access to caregiver support by bringing caregiver education and resources into the workplace, meeting working caregivers where they are
- Equips employees with practical caregiving and time management strategies to navigate the complexities of caregiving and supporting individuals living with ADRD, helping them feel more confident in managing both work and caregiving responsibilities
- Delivers a return on investment for employers by promoting employee productivity, employee satisfaction, and retention among employees balancing professional and caregiving responsibilities

“Excellent experience! It was valuable to meet once a week with a sympathetic group and talk about subjects I wouldn’t ponder on my own. Lots of great information.”

— Empowering Caregivers Participant

Implementation Tips

- Develop a business case to promote the program (e.g., identify the return on investment for participating employers), explore strategies to identify funding sources (e.g., grants, an employer-paid model), and distribute a flyer to local employers to advertise program offerings and benefits
- Supply interested employers with a survey template to identify caregivers within the company’s work force and gauge interest in the program, and offer a supplementary Frequently Asked Questions resource, including a comprehensive description of a “caregiver” to promote caregiver self-identification
- Share a template for participating employers to introduce the program via a company-wide email and encourage them to infuse program offerings into the new employee onboarding process
- Provide ongoing support to program participants, including offering supplementary trainings and resources
- Disseminate a follow-up survey to gather employer and employee feedback and promote continuous improvement

Learn More

Recommended Resources:

- [Empowering Caregivers Program Guide for Companies](#)

Contact:

For more information on supporting older adult family, kin, and tribal caregivers, please contact the NCSC by e-mail (caregivercollaborative@acl.hhs.gov).

Access other Promising Practice Spotlights in this series on the [NCSC website](#).