

**ELIZABETH  
DOLE  
FOUNDATION**

# EDF's Mission, Vision, and Values

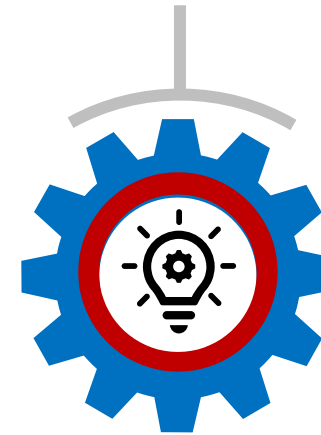
## Mission

Strengthen, empower,  
and support America's military  
and veteran caregivers and  
their families.



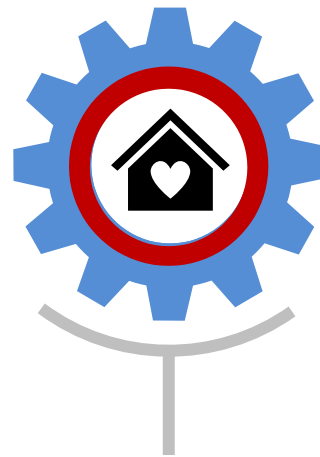
## Vision

We envision a nation that honors the  
service of military and veteran  
caregivers and their families by  
recognizing, supporting, and  
investing in them.

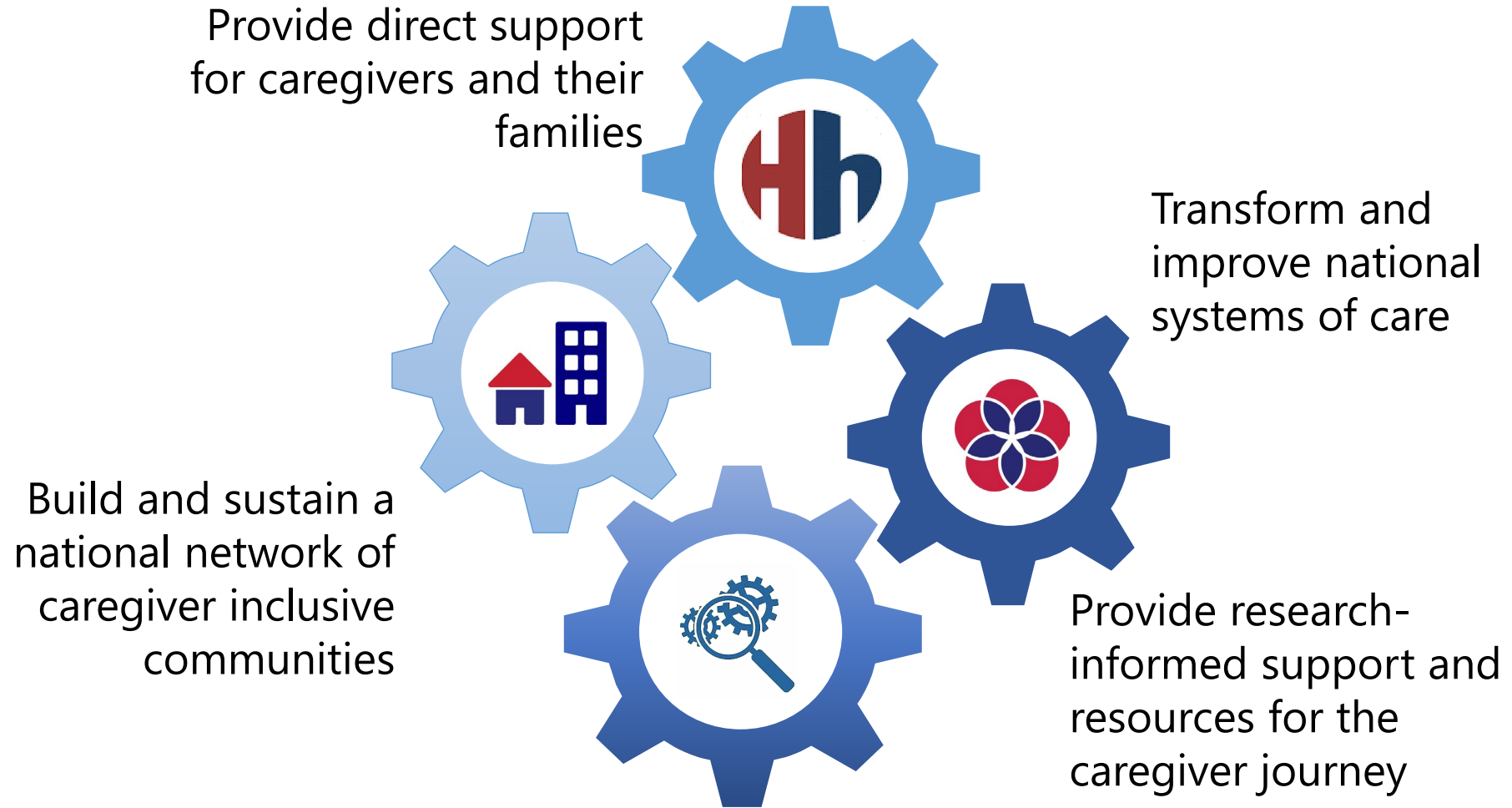


## Values

We welcome new ideas  
We embrace inclusivity  
We drive innovation and collaboration  
We go the extra mile



# How we work

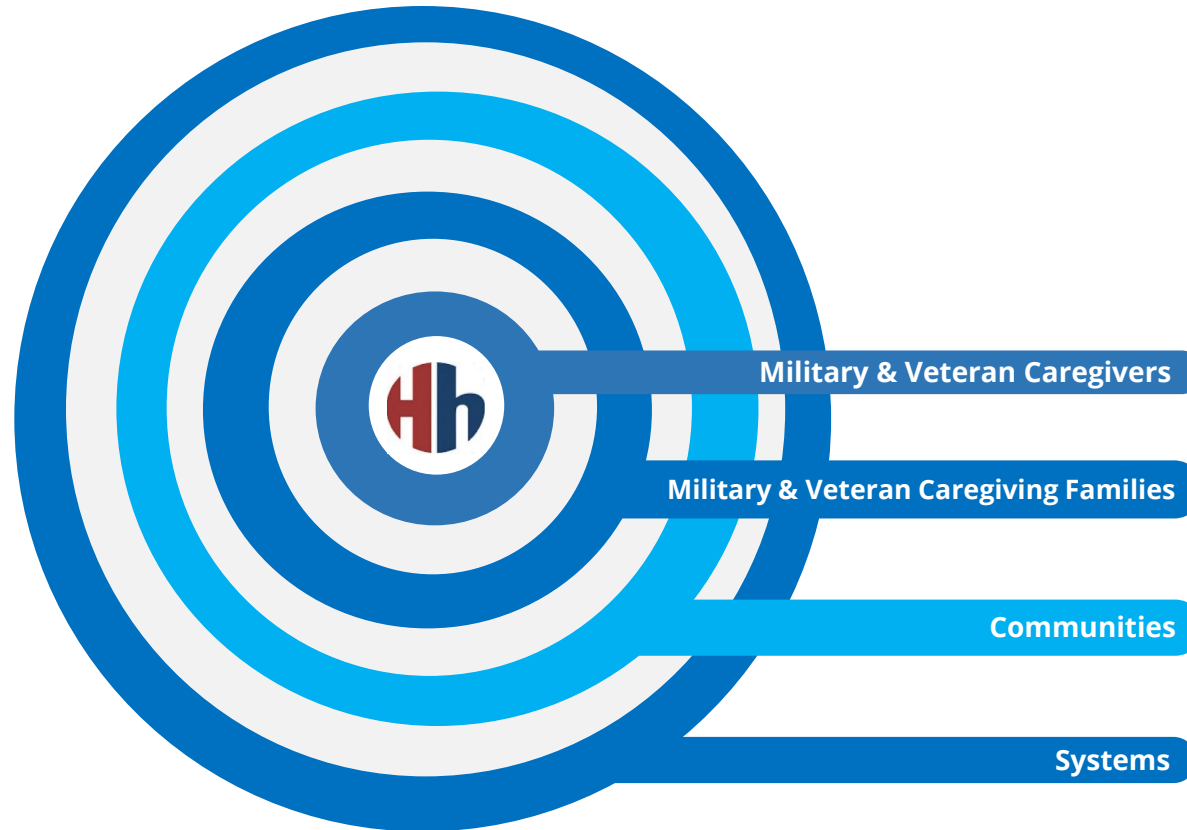


**Best-in-Class Governance, Operational Excellence, Smart Growth and Financial Sustainability**

# Theory of Change

Who we Work with	What we Do	Immediate Impacts	Long-Term Goals
<p data-bbox="206 476 703 733">More than 5.5 million military and veteran caregivers and the more than 2.3 million children and youth living in households with a wounded, ill, or injured veteran.</p> <p data-bbox="206 786 685 1086">These hidden populations are isolated and provide essential care without support. Investing in caregivers is essential to the health of all members of the family</p>	<p data-bbox="746 358 1225 439">Provide direct support to caregivers and their families</p> <p data-bbox="746 576 1154 658">Transform and improve national systems of care</p> <p data-bbox="746 819 1245 943">Strengthen and sustain a national network of caregiver inclusive communities</p> <p data-bbox="746 1039 1256 1253">Provide research-informed innovations that will positively impact caregivers, the veteran, and their family throughout their journey</p>	<p data-bbox="1291 337 1768 461">Caregiving families are provided the direct support, stabilizing families in need</p> <p data-bbox="1291 558 1724 682">Systems of care acknowledge, recognize, and engage caregivers</p> <p data-bbox="1291 796 1781 968">Communities, including private enterprise invest in systems of care and mobilize support for caregivers</p> <p data-bbox="1291 1039 1760 1253">Investments in research and innovation spur the development of tailored caregiver support and programming</p>	<p data-bbox="1832 315 2293 482">Military and veteran caregiving families access programming and support that help families thrive</p> <p data-bbox="1832 511 2339 725">Systems of care recognize the value of caregivers in ensuring the health and well-being of the wounded, ill, or injured veterans</p> <p data-bbox="1832 753 2328 1011">Communities across America recognize and invest in supporting military and veteran caregivers, their children and wounded, ill, or injured veterans</p> <p data-bbox="1832 1039 2313 1253">Research identifies gaps, emerging needs, innovation spurs new products and services for military and veteran caregiving families</p>

# Why we keep caregivers at the center of our work



## WHO & WHERE WE ENGAGE

**Veteran Caregivers:** The unpaid, untrained workforce of 5.5 million family members and friends who devote substantial time to caring for a wounded, injured, or ill service member or veteran at home.

**Veteran Families:** Improving the well-being of the more than 2.3 million children and their families requires action and support at all levels of society.

**Communities:** Caring for a wounded, ill, or injured veteran can be an isolating experience. Healthy communities of peers and individuals who understand the challenges can enable a supportive environment for the entire family.

**Systems:** Systems of care need to invest in veteran caregivers and recognize, affirm, understand, and acknowledge the unique value and skills of caregivers.

## Providing Direct Support 2022

Program	Description	Reach to Date	Lives Improved
<p style="text-align: center;">Respite Relief Established 2020</p>	<p>In-home helpers to help with caregiving responsibilities; caregiver can select a professional caregiver that fits their needs and family</p>	<p>2,304 caregivers have been awarded respite support</p>	<ul style="list-style-type: none"> <li>• 6,912 lives impacted (entire family benefits)</li> <li>• Caregivers often use time to focus on long overdue doctors' appointments or medical procedures and express relief knowing they now have someone to call for help</li> </ul>
<p style="text-align: center;">Mental &amp; Emotional Health Programs Established 2020</p>	<p>Small group trainings to develop new and health emotional coping tools</p>	<p>10 caregivers have participated in pilot training sessions</p>	<ul style="list-style-type: none"> <li>• Caregivers express feeling more able to cope with stress in their own lives.</li> <li>• Exponential impact planned due to train the trainer model</li> </ul>
<p style="text-align: center;">Critical Financial Assistance Established 2022</p>	<p>Emergency grants for caregiving families in crisis, coupled with financial, budgeting and employment support</p>	<p>70 caregivers have received financial support.</p>	<ul style="list-style-type: none"> <li>• Needs have ranged from unexpected medical costs, housing and transportation, repairs, food, college registration</li> <li>• 210 lives impacted (entire family benefits)</li> </ul>
<p style="text-align: center;">Family Resource Hub (2023)</p>	<p>Web-based collection of resources designed for parents and older youth</p>	<p>Program to be launched in 2023</p>	<ul style="list-style-type: none"> <li>• EDF will track website usage and resource access, collect end user feedback</li> </ul>

# Building a National Network 2022

Program	Description	Reach	Lives Improved
<p>Dole Caregiver Fellows and Alumni Programs Established 2015</p>	<p>Dole Caregiver Fellows are selected through a rigorous application process annually to represent their fellow military caregivers in their home states and across the nation. Fellows advise EDF, its coalition partners, and community leaders on the most pressing issues facing military caregivers and assist in the development of new programs.</p>	<p>218 Fellows and Alumni in every state</p>	<ul style="list-style-type: none"> <li>• Total number of Community Navigator Engagements led by Fellows : 24</li> <li>• Total number of caregivers served through Community Navigator engagements :744</li> </ul>
<p>Hidden Heroes Communities Established 2016</p>	<p>The Hidden Heroes Communities Program is a growing network of cities, counties, and states working to find local solutions to better serve military and veteran caregivers.</p>	<p>216 Cities, Counties, and States have joined the Program</p>	<p>Hidden Heroes Communities engages local government, nonprofits and caregivers to ensure local communities recognize and support caregivers.</p>
<p>Hidden Heroes Online Peer Community Established 2014</p>	<p>An online, moderated community for caregivers. On any given day, Foundation staff are providing a combination of direct assistance and intervention, education, and training, and facilitating peer support..</p>	<p>3,000 caregivers engaged</p>	<p>On average, 95% engagement rate among caregivers on the platform.</p>
<p>Education and Awareness / Policy</p>	<p>EDF works in partnerships with Veteran Service Organizations and federal and state legislators and governmental agencies to provide critical education on issues effecting caregiving families</p>	<p>Ongoing engagement with key stakeholders</p>	<p>Working with VA to improve Caregiver Support Program</p>

# Improving Systems of Care 2022

Program	Description	Reach	Lives Improved
<p>Campaign for Inclusive Care Established 2018</p>	<p>The Campaign for Inclusive Care is a groundbreaking partnership with the Veterans Administration to educate and train VA clinicians to engage caregivers from day one as partners in the health, wellness, and recovery of our nation's veterans.</p>	<p>More than more than 6,200 individuals have enrolled in the Academy for Inclusive Care from all fifty states (plus DC and PR), including more than 5,400 VA clinicians and staff representing all 18 Veteran Integrated Service Networks (VISNs).</p>	<p>Caregivers experiencing Inclusive Care the VA "I am finally not only recognized as my husband's caregiver but also seen as an ally and part of his care team. This is called Inclusive Care."</p>
<p>Improving the Clinical Experience for Hidden Helpers Established 2022</p>	<p>Improving the clinical experience for Hidden Helpers entails a systems-wide, coalition approach to ensure that the healthcare system understands, recognizes, and supports the unique needs of children and adolescents living in a household with a wounded, ill, or injured veteran.</p>	<p>This initiative was organized in 2022 and is led by a coalition of healthcare partners (Nemours, Magellan, Humana) and VSOs (Wounded Warrior Project)</p>	<p>Underway</p>
<p>Hidden Helpers Coalition Established 2021</p>	<p>EDF initiated coalition, co-led by Wounded Warrior Project working with more than 60 corporate and nonprofit partners to ensure Hidden Helpers receive the support and care they need.</p>	<p>60+ partners working together to help Hidden Helpers</p>	<p>Underway</p>

## Investing in Research and Innovation 2022

Program	Description	Reach	Lives Improved
<p>Quality Research Established 2014</p>	<p>EDF's investments in research set us apart from our peers in the sector. Not only do these investments raise the issues facing caregivers and their families to a larger audience, but it also ensures that EDF's own programming (and countless partners) is based on the gaps as identified by research and designed based on evidence.</p>	<p>Thousands</p>	<p>Published Research, supported by EDF includes: 2014, 2017 RAND reports 2016 UT Health San Antonio report on Hidden Helpers 2021 Mathematica report on Hidden Helpers 2022 – Begin work with RAND on second national caregiver survey</p>
<p>Center for Innovation (2023)</p>	<p>Currently in planning stage in partnership with professional volunteers from Prudential. The Center will increase EDF's ability to test new services or programs that support caregivers and their families.</p>	<p>Planning</p>	<p>Planning</p>
<p>Direct Caregiver Experience / Journey Mapping Established 2016</p>	<p>Working with Philips Design Team, EDF engages Fellows in iterative group work to design solutions that best represent their journey(s) through different systems.</p>	<p>200 Fellows</p>	<p>Caregiver Journey Map and the Mental Wellbeing Journey Map developed through this effort</p>