

The Role of a Board Certified Case Manager (CCM)

CCMs are specialists who assist seniors, people with special needs and their families in planning for and implementing ways to allow for the greatest degree of health, safety, independence, and quality of life.

CCMs provide a consistent contact for clients and their families, and offer everything from creating an overall care plan to intervening in case of a crisis or emergency.

CCMs meet with the client and/or family members to assess their needs, develop a care team, and work with members of the team to formulate a comprehensive care plan (a road map).

Once a plan is in place, CCMs are available to serve as the point person to monitor and coordinate services, and revise the plan as needed. The CCMs' role is similar to the conductor of an orchestra; ensuring that there is good communication, teamwork, and that everyone remains focused on the client and family's goals.



"Helping Seniors, Persons with Special Needs & Their Families"

Typical Calls We Receive

- Daughter needs advocacy services for dad who's in the hospital
- Son questions whether mom is safe to live at home alone
- Man seeks help to coordinate his partner's multiple care providers
- Family needs help to find services for a teen with schizophrenia
- Senior wants to remain in her home, but is struggling
- Couple want help to move from FL to a CT assisted living facility
- Husband seeks help for his wife who had a recent stroke

Serving the Community since 1990

The Caregiver Resource Center



Concierge Case Management & Advocacy

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Care Solutions for Seniors, People with Special Needs, and Their Families



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➤ The Caregiver Resource Center's mission is to assist seniors, people with special needs, and their families in understanding care issues, facilitating open communication; and providing information, support and guidance through the caregiving process.

➤ Our Services

- Advocacy
- Coordinating Care Services
- Home Safety Audit
- Emergency Medical Advocacy
- Transitioning to a New Environment
- Referrals to Specialists
- Family Support & Counseling
- Family Discussions and Issue Mediation
- Crisis Management



➤ The Benefits of Our Services

- Reduced Stress and Worry
- Support
- Professional Guidance
- Research on Topics and Providers
- Peace of Mind

Are You a Caregiver?

According to MetLife, if you provide assistance to someone who is disabled or who needs help with day-to-day activities because of a chronic condition, cognitive limitations, or aging, you are a caregiver.

The term "person with special needs" includes:

- Developmental Disabilities
- Mental Health Issues
- Physical Disabilities
- Chronic Conditions
- Seniors and the Elderly
- Speech Impairments
- Cognitive Limitations
- Spinal Cord Injury

Statistics show:

- 65 million+ people (31% of U.S. households), provide care for a person with special needs
- 29.2 million people provide assistance to adults (aged 18+) with a disability or chronic illness
- 34 million adults (16% of population) provide care for an adult age 50+
- 20 hours per week is the average number of hours family caregivers spend caring for their loved ones

National Alliance for Caregiving in collaboration with AARP; November 2009

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The Value of Case Management

Care for seniors and people with special needs often requires a multi-disciplinary approach that encompasses many aspects of life such as:

- Health and Mental Health
- Activities of Daily Living (ADLs)
- Transportation
- Finances
- Social Opportunities
- Emotional Well Being

This process needs to focus on a person's:

- Hopes and Desires
- Short and Long Term Goals
- Abilities and Needs
- Spectrum of Resources to address current and evolving needs

Case management is a collaborative process that consists of four steps:

1. Needs Assessments
2. Development of a customized Care Plan (road map)
3. Implementation & Monitoring of the Plan
4. Ongoing Review and Modification of Care Plans as a client's needs change

For more information, contact:

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