

## Concierge Case Management and Advocacy

Certified case managers 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.

### Our Concierge Services

- Available 24/7 for emergencies and 7 days a week by appointment
- Customized to meet your unique needs
- Provided at your place of residence
- Focused on Assessment, Care Plan Development and Care Coordination
- Advocacy services offered in the ER, Hospital, short term rehab, assisted living, long term care facility, and hospice
- Diverse menu of services to choose

Seniors and people with special needs often face multiple challenges, and require a team approach.

If you think of this team as an orchestra, the team consists of multiple members; doctors, physical therapist, occupational therapist, counselor, or agencies providing services such as caregivers, transportation, etc.)

## “Helping Seniors, Persons with Special Needs & Their Families”

### Typical Calls We Receive

- Son questions whether mom is safe to live at home alone
- Senior wants to remain in her home. but is struggling
- Woman wants help to move from FL to a CT assisted living facility
- Husband seeks help for his wife who had a recent stroke
- Parents are struggling with a child’s healthcare needs
- Family seeks mental health services for a family member
- Couple looking for an advocate to help develop a workable care plan

### Serving the Community since 1990

The Caregiver Resource Center



Linda Ziac, LPC, LADC, CEAP, CCM, CDP  
The Caregiver Resource Center  
Greenwich, CT

(203) 861-9833

LindaZiac@CaregiverResourceCenter.com

© 1990 – 2023 The Caregiver Resource Center

# Concierge Case Management & Advocacy

Services for Seniors,  
People with Special Needs  
& Their Families



Serving the Community since 1990

The Caregiver Resource Center



## The Caregiver Resource Center

Each person is unique, and as a result, each person has unique needs. Some people may experience mental and physical limitations that limit their level of functioning, while others will remain relatively high functioning.

The Caregiver Resource Center's role is to work with the client, their family and healthcare professionals to help assess, plan for and implement ways to allow for their greatest degree of health, safety, independence, and quality of life.

This process involves identifying a client's abilities and needs, and helping to design a care plan (road map) that is composed of a spectrum of services, that best meets the unique needs of that particular client.

A client and their family select the services that they want, and they only pay for those services.

### Clients Whom We Serve

Individuals and families dealing with:

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

## Some Benefits of Our Services

- Well respected company serving the community since 1990
- All services are individually designed to meet the unique needs of the client
- We are available 7 days a week by appointment, and 24/7 for emergencies
- Professional support & guidance
- Our services may be provided on-site in the home, doctor's office, ER, hospital, assisted living facility, or nursing home

### Our Menu of Services \*

- Advocacy
- Screening, arranging for and monitoring Care Services
- Home Safety Audit
- Emergency Medical Advocacy while in the ER or hospital
- Transitioning to an alternative living option (e.g. home to assisted living)
- Referrals to Specialists (e.g. medical, legal, or financial professionals)
- Family Support & Guidance
- Insurance Claims Research & Assistance
- Research of Community Resources
- Family Discussions and Issue Mediation
- Crisis Management

\* Fee for service

© 1990-2023 The Caregiver Resource Center

## The Value of Case Management

Care for seniors and people with special needs often requires a multi-disciplinary team 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 client needs change

For more information, contact:

Linda Ziac, LPC, LADC, CEAP, CCM, CDP.  
The Caregiver Resource Center  
Greenwich, CT

(203) 861-9833

LindaZiac@CaregiverResourceCenter.com