

Certified Case Managers Can Help!

Certified Case Managers (CCMs) are specialists who assist seniors, persons with special needs and their families in planning for and implementing ways to allow for the greatest degree of independence, safety and quality of life.

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 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 desired goals.



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

- Information & Education
- Family Discussions
- Needs Assessment
- Caregiver Support & Guidance
- Case Management
- Counseling
- Referrals to Providers
- Crisis Management
- Advocacy
- Corporate Programs & Services

The Caregiver Resource Center



Care Solutions for Individuals, Families and Businesses

"Serving the Community since 1990"

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➤ The Caregiver Resource Center's mission is to assist seniors, persons 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

- Information & Education
- Family Discussions
- Needs Assessments
- Caregiver Support & Guidance
- Case Management
- Counseling
- Referrals to Providers
- Crisis Management
- Advocacy
- Corporate Programs & Services



➤ The Benefits of Our Services

- Reduced Stress and Worry
- Support
- Professional Guidance
- Research on Topics and Providers
- Peace of Mind
- Services Provided On-Site

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 to adults 50+ years
- 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:

- Healthcare
- Activities of Daily Living
- 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. Assessment
2. Development of a Care Plan
3. Implementation & Monitoring of the Plan
4. Ongoing Evaluation of the Plan's Effectiveness and Benefits

For more information, contact:

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