



EMPOWERS.  
GUIDES.  
PROVIDES.

Services and  
Support for Seniors



## case management



CVAA is a nonprofit organization that empowers seniors to live well. We work with seniors and caregivers, offering guidance and providing the support and services they need, when they need them. With the help of our community partners and volunteers, we serve over 10,000 seniors. Established in 1974, we are known as *the* resource for seniors in the Champlain Valley (Addison, Chittenden, Franklin, and Grand Isle counties).



Case Management offers professional assistance to help older adults access the services that they need in order to remain as independent as possible, in accordance with their own life choices. CVAA Case Managers are knowledgeable about all of the programs, services, and benefits available to seniors in Vermont.



802 865 0360

senior helpline

1 800 642 5119

[www.cvaa.org](http://www.cvaa.org)

C A R E S

R E S P O N D S

C O N N E C T S



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Case Managers encourage independence by helping individuals access services and benefits that will enhance their quality of life. Case Managers empower their clients to make important decisions in their lives and support them in taking decisive action.

#### Seniors can:

- get help applying for assistance programs such as 3SquaresVT, Medicaid, Fuel Assistance, pharmacy programs, SSI, Medicare, supplemental insurance, and housing options
- be assessed for assistance with in-home care services, durable medical equipment, home modifications, adaptive equipment, and Meals on Wheels
- receive referrals for nutritional assessments, depression or grief counseling, and volunteers and Senior Companions for friendly visiting
- explore options for long term care services in their homes and elsewhere
- receive assistance completing healthcare and financial powers of attorney, applications for senior housing and benefit programs

Case Management services provide seniors, family members, and caregivers with information about programs and services they need to make informed decisions about care and service options.

#### Family caregivers can:

- obtain information about support groups, caregiver training programs, and respite services available in the community
- meet with an Options Counselor to explore alternatives for care available in the community and eligibility criteria for long term care services
- receive assistance with applications for care services and benefit programs and referrals for mediation and legal advice
- receive support in making decisions about the care needed to support family members in home and residential settings

Case Managers maintain regular contact with individuals as necessary to monitor services and assess for additional needs. CVAA Case Managers have established effective, collaborative relationships with community organizations, service providers, and state agencies to better serve the needs of seniors.

CVAA Case Managers are caring and supportive advocates who believe that seniors deserve the best quality of life possible and the right to control their own lives and direct their own care to the best of their abilities.

**“It’s people like [our case manager] that help us, as a family, cope with the changes and decisions that have to be made for our loved ones. She’s like a dear friend coming to sit at the table and help us through the steps. I wouldn’t have known where to turn without her.” – Brenda**