

2019 WISCONSIN  
ASSISTED LIVING ASSOCIATION  
SPRING  
CONFERENCE



WHAT SENIOR MOVE  
MANAGERS CAN DO FOR  
SENIOR COMMUNITIES - A  
LOOK INTO THE INDUSTRY

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3:15 P.M.



# Senior Move Management: A Moving Experience

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## What is a Senior Move Manager?



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## About NASMM



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**FIND A SENIOR MOVE MANAGER**

The term Senior Move Manager® is a service mark owned by NASMM. Only NASMM members are Senior Move Manager®. All NASMM General Members have completed required courses in safety and ethics, and are covered by insurance and experience. Please confirm the Senior Move Manager® you hire holds the proper insurance.

Please also note some states offer multiple pages of Senior Move Manager® companies, and you will want to review them all. Please click "Next" when indicated. We encourage you to review the "Service Area" in each Senior Move Manager® description for optimal search results.

To refine your search, use the zip code search below. We encourage you to review the "Service Area" in each Senior Move Manager® description for optimal search results.

Click on a specific state to view a complete listing of Senior Move Manager® in that state.

**Within United States:**

Zip:  Radius:

**AUSTRALIA - INTERNATIONAL**




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## About NASMM



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**THE  
BEST  
OF THE  
BEST**  
NASMM *A+*  
Accredited

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## About NASMM



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## Why SMM now & not before?



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- Families are geographically dispersed
- Adult children are often unable to help due to distance, career and family obligations.
- Many seniors have no surviving children, or . . .
- Their own children are older adults themselves.



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SMMs are contacted by various sources:

- Older adults themselves
- Family members
- Professionals



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 **Focus on Older Adults**

- Extended family
- Client advocate
- Family support
- Trouble-shooter/Problem Solver



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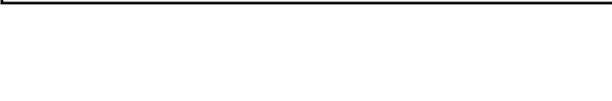
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 **Full Service Solutions**

- Developing an overall move or "age in place" plan
- Organizing, sorting and downsizing
- Customized floor plans
- Arranging for the profitable disposal of unwanted items through auction, estate sale, buy-out, consignment, donation, or a combination.
- Interviewing, scheduling & overseeing movers.
- Arranging shipments (often to multiple locations) & storage.



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### How Communities Benefit By Partnering With Senior Move Managers



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- ❑ Senior Move Managers can convert potential clients into residents!
- ❑ Families who use Senior Move Managers overwhelmingly say their move was easier and stress free because of the services their Senior Move Manager provided.
- ❑ A neutral 3<sup>rd</sup> party SMM will bring a stress domineer to the downsizing process.
- ❑ Senior Move Manager will often be able to prepare the house for sale in days or weeks instead of months.
- ❑ Some Senior Move Managers can offer to hold some of the fees until closing.

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### Survey Results From NASMM



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- ❑ 96% of respondents indicated they were able to make their move sooner, because they used a Senior Move Manager
- ❑ 100% of respondents indicated their stress was reduced due to the support they received from their Senior Move Manager
- ❑ 98% of respondents felt in control of their move because of the guidance provided by the Senior Move Manager
- ❑ 98% of respondents felt The Senior Move Management services received provide good value for the price.
- ❑ 100% of respondents indicated they would recommend Senior Move Management Services to others.

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### What makes a Senior Move Manager different from a moving company?



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The "Let It Go" way.

- ❑ It is mine
- ❑ It was my mother's
- ❑ My children may want it someday
- ❑ I am still looking through this pile
- ❑ I may need it in the future
- ❑ I have no idea where to start

Don't let your stuff keep you from moving forward.

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- ❑ Ed F. 72 year male
  - Referred by a Geriatric Case Manage
  - ❑ No spouse or children
  - ❑ Living alone in the family home
  - ❑ POA a niece living 6 hours away
  - ❑ Extreme hoarder
  - ❑ Initially hired to make the home safe – Ed did not want to move.... But plan changed almost overnight
  - ❑ Ed fell and moved to assisted living and never returned home

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□ Recap of the experience stated by Ed's niece

*An organization like no other! When my uncle needed to go into assisted living I was completely overwhelmed with cleaning out the house and putting it on the market. My uncle was a "collector" of everything and the house had been in our family for several generations, so you could imagine how much stuff there was. In addition there was only me to deal with it all and I live out of state. The SMM's came along side of me and walked me through the entire process. My uncle was released into rehab they had his new apartment all set up for him- The bed was made and special items were placed to make it look like home. Then the work began on the house. The SMM worked tirelessly and they know what things were worth so they helped me in determining what to toss and what to sell. They have connections to vetted buyers who give a fair price.*

*The endeavor was a success and the house sold for more than we were asking. The SMM finished by cleaning the house from top to bottom.*

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