

Berks Encore Care+

Berks Encore has been advocating and caring for seniors in Berks County for over 50 years. While, not always under the Berks Encore name, the dedication to helping seniors has continued to be our passion from day one. We have always strived to be able to adapt to the needs of the elderly, and find new ways to support a population of people who are, at times, the most at risk. Our newest venture is Berks Encore Care+, a care management program that assesses the personal and unique needs of older adults to determine potential obstacles that might impede their ability to age in place.

Berks Encore Care+ was developed out of research completed in Berks County to fill a need within the community to help the elderly and their caregivers. Our Aging Life Care Managers, Christine Meyers and Katie Rex, are trained social workers, with over 30 years of combined experience working with older adults. Each care manager will meet with the aging adult, family, and caregivers, in their homes, to assess areas of concern. A personalized care plan pinpoints each area of concern and offers an individualized approach for care. Some of the common concerns that are brought to us deal with navigating insurance paperwork, budgeting and bill pay, help maintaining personal hygiene and general housekeeping, ordering of durable medical equipment, food security, transportation, and downsizing of homes. We are able to help people of all financial backgrounds and utilize a sliding scale to make sure that no one is overlooked, regardless of their income.

Each care manager utilizes 5 basic categories when providing support to a family/individual.

Assessment/Monitoring: Our first visit will be to create a comprehensive assessment of the individual's medical history and current diagnoses, assess their activities of daily living (ADL), instrumental activities of daily living (IADL), and a cognitive assessment (SLUMS).

Planning/Problem Solving: A personalized care plan is then created to address any potential concerns noted during the assessment while taking into account the wishes of the older adult. The care manager works with the client, family caregivers and others involved to carry out the care plan.

Education/Advocacy: Our care managers work closely with other agencies and businesses in the community. They are able to make connections and recommend resources in order to assist with planning for the future and helping to implement the care plan that was previously developed.



Family Caregiver Coaching: Each care plan is developed so that family members or the individuals themselves are able to implement it on their own, if they choose to. The care manager will provide guidance so that if there is a caregiver involved, they feel confident in how to proceed to take adequate care of the individual, while also managing their own needs and avoiding caregiver fatigue.

Engaging Local Resources: At the family or individual's request, the care manager is able to make connections, phone calls, and referrals on behalf of the client in order to make sure that all needs are met and each person's wishes are valued.

Since the development of this program, we encourage local businesses to network

with Berks Encore Care+. Our care managers are creating a database, which holds business information and promotional flyers, so that when a consumer is in need of services, we have an extensive list of options for them within the local community. There may be times when a business receives a call regarding a situation that they are not equipped to handle. Berks Encore Care+ is happy to receive referrals from outside agencies, as well as being able to refer to businesses that may be a better fit when Berks Encore Care + is unable to assist. It's our goal to work hand in hand with local businesses to ensure that we are providing a comprehensive care plan and utilizing local resources to meet the specific needs of each individual.

At Berks Encore Care+, we know that aging can be a difficult process, leaving much to the unknown. An Aging Life Care Manager is able to provide expert advice on the unique and personal challenges that can arise as a result of aging. If you or someone you know may be in need of assistance, please feel free to contact us at 484-577-4243 or becareplus@berksencore.org.



Please call 484-577-4243, email becareplus@berksencore.org, or visit berksencore.org for more information.



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