



Concierge Care Advisors Adds Certification Program To Deliver Uniform, Trustworthy Recommendations for Senior Care

Seven Concierge Care Advisors complete rigorous training and receive company credentials to offer services throughout Washington State

SEATTLE, WA – May 23, 2011 – [Concierge Care Advisors](#), a pioneering Seattle-based senior care and housing referral agency, has expanded its service to Washington State with seven advisors completing the company's rigorous certification process and receiving regional assignments. Concierge Care Advisors is the only referral agency specializing in the needs of the aging population to develop a proprietary, intensive certification program. In addition to passing background checks, its senior care specialists are required to complete training modules in areas such as [HIPAA](#) regulations, the types of assisted living (AL) facilities available and the differences between them, and the range of payment options for aging services.

The Concierge Care Advisors certification program graduates and their territorial service areas are as follows:

- Mary Cordova, co-founder and vice president of business development for Concierge Care Advisors, assigned to serve Eastside/Seattle
- Lynn Chittenden, assigned to serve Eastside/Seattle
- Jim Gatlan, assigned to serve Pierce County
- Wendy Krause, assigned to serve Skagit County and North Snohomish County
- Denise Martin, assigned to serve South King County
- Juli Simons, assigned to serve South Snohomish County
- Suzanne Youngs, assigned to serve West Seattle

"Service, knowledge and professionalism are the keystones of Concierge Care Advisors," noted Kecia Lilly, senior vice president and compliance officer. "Because we are a trusted partner to our clients through the process of selecting life's transition options, every company representative needs to be completely knowledgeable in senior care issues. As a result of our comprehensive training, Concierge Care Advisors have specialized expertise ranging from the observation skills required to evaluate changing lifestyle patterns to the myriad of assistance programs available to seniors. In addition, our advisors follow well defined and rigid internal procedures that ensure an end-to-end process and follow-up for every client and those who refer vulnerable adults to us."

Lilly added that the training program is not static; Concierge Care Advisors are required to continuously update their knowledge. "We will be rolling out additional training modules every quarter to ensure our advisors are up-to-date on this ever changing industry," she said.

"The Washington State Residential Care Council of Adult Family Homes ([WSRCC](#)) is pleased with the work of Concierge Care Advisors to develop and promote the highest standards in the placement and referral agencies here in the state of Washington," said Cindi Laws, executive director. "The new certification program expands the work that was accomplished this year with the passage of [HB 1494](#), which the company helped pass. Congratulations to Concierge Care."

Concierge Care Advisors continues to expand its reach as new professionals graduate from its certification program.

About Concierge Care Advisors

Concierge Care Advisors strives to elevate the senior care and housing referral services industry through personalized attention and self-regulation. Headquartered in Seattle, the agency helps individuals and families identify the best senior housing, assisted living, in-home care and other senior living solutions, based on each individual's unique circumstance. Each Concierge Care Advisor is HIPAA and CCA certified and is among the Northwest's best-trained senior care and housing professionals. Unlike many referral services, the company's advisors personally know, visit and prequalify every recommended community. To learn more about Concierge Care Advisors' services, and how the company is helping establish industry regulations from the ground up, visit www.conciergecareadvisors.com, follow the company on Twitter [@CareAdvisors](https://twitter.com/CareAdvisors) or learn more on our [Facebook](#) page.

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