Senior Living Advisors of Austin

Client Process

Initial Phone Consultation	During our initial phone conversation, scheduled at your convenience here, we focus on your specific family needs; care type, ideal community location and amenities, and costs. We also explain our service, how we get paid, and how we can best assist you in your search.
Face-to-Face Introduction	We value our integrity and ethics (see them here) and we encourage every client to review them before we begin working together. We also want to ensure that you understand that our service is at no cost to you. We will also review your needs to ensure that we have a complete understanding of your family goals.
Analysis and Research	We do not believe that there is a "one-size-fits-all" solution so we will research the local Austin area to identify several (typically 3-6) ideal communities that we believe will best serve your family needs. After we confirm our analysis and research with you then we will arrange for you to tour the recommended communities at your convenience.
Tour(s) & Community Assessment	We will meet you at the communities you choose to tour and introduce you to the community leadership team. After the tour is complete we feel it is important to get your impressions of the community, both positive and negative, and answer any additional questions that you may have, and to determine next steps, if any.
Community Selection	Select your new home!
Move-in & Transitional Support	We work with providers that specialize in move management, geriatric care, financial planning, Medicare and Medicaid planning, VA Aid and Attendance benefits, and legal services such as estate planning and durable powers of attorney. We want to make your move as easy and successful as possible!
Family Survey	We believe that we can always improve our service to our clients so we like to ask for their feedback so that we know where we can improve upon what we do. We also value our client's comments, and if we have provided them with a great customer experience we like to receive their comments on our Facebook page (click here).