

Certified Relocation and Transition Specialist (CRTS)™ Training Staff



Nan Hayes is founder of MoveSeniors.com, the resource website for seniors in transition and home of the Certified Relocation and Transition Specialists™ (CRTS) registry. Hayes established the website and CRTS training to provide qualified resources to senior adults as they face late life home transitions.

Since 2002 Hayes has been performing senior relocation and transition services through her company Right-Sized Living®. To provide standards of service and improve client protections for the fledgling senior relocation industry, her company created the foundation for the CRTS Training program in 2004. In 2006 the training and designation were launched on a national scale with the support of aging services organizations and the Senior Transition Society Council. Prior to full time relocation services, Hayes held executive positions with corporations such as Dayton-Hudson, American Stores and L'oreal and devoted her volunteerism to seniors. Hayes is also an author, Realtor®, Home Stager and Organizer. She provides training, workshops, small business development and education to senior living communities, realtors, moving companies and aging services providers nationwide. She is a regular contributor to Caring.com online magazine and was recently featured on the Emmy winning TV show "What's Next?".

Hayes lives in Illinois with her husband and two children.

Mary Jo Zeller received her Masters Degree in Gerontology in 1978, the first recipient of this degree from the University of Illinois, Springfield. In 1988 the Greater Woodfield Business Association and the Village of Arlington Heights named her Woman of the Year for her design of programs for older adults. Her service record with seniors spans 28 years having worked in community based services, retirement communities, assisted living and long term care facilities.



In 1999, she and Gloria Bersani founded Gero Solutions™, a senior move management company serving the Chicago Metro area. In 2004 a second office in St. Charles IL was established. Gero Solutions has assisted thousands of families of older adults with the process of downsizing and relocation. They have trained over 40 employees in senior move management services and have hosted two graduate level internships.

As pioneers in this new industry, Gero Solutions participated in the development of the National Association of Senior Move Managers (NASMM) and are Founding Members. Mary Jo served on the NASMM Board from 2003 to 2007 and held offices of Secretary and Vice-President.

Mary Jo is a seasoned presenter who has given over a hundred presentations throughout her career at National, State and local Aging conferences. In 2007 she served as a trainer for the University Of Illinois College Of Medicine Multi-disciplinary Certificate Program in Case Management and has provided training on Senior Transition and Move Management topics for regional marketing directors of a national assisted living organization.

Mary Jo resides in Mt. Prospect Illinois with her husband Bill who brings fun to her life for over 22 years.

Gloria Bersani received her undergraduate degree in Gerontology and Social Work in 1981 at Mundelein College in Chicago, and in 2000 her Masters in Healthcare Administration at Roosevelt University, Chicago. She spent over 15 years providing social service support in long term and hospital based settings, responsible for admission and discharge planning, healthcare marketing, resident and family counseling and staff education.



In 1992, Gloria received her Illinois State Long Term Care Administrators License. She enjoyed the next 10 years in management developing and overseeing specialized programs for individuals with Alzheimer's disease.

Working together with Mary Jo Zeller, they created Gero Solutions™, a Senior Move Management Company since 1999. As founding members of NASMM and members and instructors for CRTS, Gloria and Mary Jo have assisted countless seniors, families and professionals with transition needs. Gloria has presented for and participated in local and national speaker's bureaus, local Board positions for senior provider organizations and volunteering with senior related programs.

Residing in the Chicago area since birth, Gloria enjoys spending her leisure time with extended family and friends, and especially enjoys travelling and improving on the challenges of golf!

Beth Warren has been the owner and founder of Welcome Home Relocation, Inc. since its inception in 1997. Welcome Home's fourteen staff members have performed thousands of moves. Beth provides regular instruction and staff training on client communications and move management techniques. Welcome Home focuses on how to make clients feel emotionally comfortable during their transition period.



Beth has served on the NASMM Executive Board for the past three years and has been instrumental in the development of the industry. She applied her project management experience to manage the national 2005 and 2006 NASMM

Conferences, held in Safety Harbor, Florida. Beth is dedicated to increasing public and professional awareness of the senior relocation field. To that end, she has conducted numerous seminars for local residents and housing administrators. Public speaking topics range from "Moving a Lifetime" to "Organizational Techniques".

Beth's approach to move management is simple: "Show integrity, respect, compassion and commitment to quality to those around you." Beth resides in Clearwater, FL with her husband and two daughters.

