



## **CDGA 2021 RFP Frequently Asked Questions and Answers about the ICAS Program**

### **1. Once the Provider is selected, how are referrals sent from DFSS to the provider? Or is that sent from the Managed Care Organizations (MCOs)?**

DFSS will send the referrals to the Delegate agencies via the Enterprise Case Management (ECM) system, the DFSS database utilized to track ICAS clients. MCOs can make referrals directly via email or telephone to the Senior Services' Information and Assistance (I & A) Unit. This is referenced in the Contract Management and Data Reporting Requirements section of the RFP.

### **2. Can you confirm that DFSS will provide the Well-Being Assessment that Delegate agencies will use?**

Yes, DFSS will provide the ICAS Well-Being Assessment (WBA) to the Delegate agencies. The same WBA will be used across regions by each regional Delegate agency. This is referenced in the Program Requirements section of the RFP.

### **3. What do you define as qualified staff? Do agencies need to have staff with certain degrees?**

The ICAS RFP states in the Suggested Staffing section of the RFP: It is preferred that the Program Coordinator / Director have a master's degree in a social science field: Social Work, Gerontology, Psychology, Counseling, Psychiatric Nursing, or Rehabilitation Counseling. It also states it is preferred for the Case Manager role that staff have a master's degree in a social science field: Social Work, Gerontology, Psychology, Counseling, or similar.

While the preference is for a master's degree, it is not mandatory. Generally speaking, we look for people who have some combination of education and/or prior experience demonstrating the capacity to serve in the role.

### **4. What's the expected caseload for delegate agencies implementing ICAS?**

The caseload per region will vary. Please find attached heat map demonstrating Chi areas with a high concentration of seniors in poverty. Since need is often connected to ICAS services, we can infer this is where clients in need of intensive services may reside.

**5. How many Delegate agencies will be selected for each region?**

There will be (1) Delegate agency selected per region as identified in the Target Population section of the RFP.

**6. Is the DFSS ECM the same as Department of Housing's (DOH) ECM?**

DFSS utilizes the same ECM platform as the DOH, however, the case management program is a different tool.

**7. Can you explain the map colors? Does the white mean there have been no ICAS requests/needs? Does the 1 color mean highest users?**

Please find 2 maps below: The City of Chicago, Department of Family and Support Services, 2020 ICAS Frequency by Chicago Community Area and The City of Chicago Senior Poor Aged 55 and Above. Both maps have the new ICAS regions superimposed on them.

These maps provide insights into both the incidence of ICAS cases in FY20 and poverty of older adults by community areas. These maps can provide insights into needs of Chicago's older adults.

The key to the left of the ICAS map indicates the frequency by category. As indicated, white is zero cases in a region.

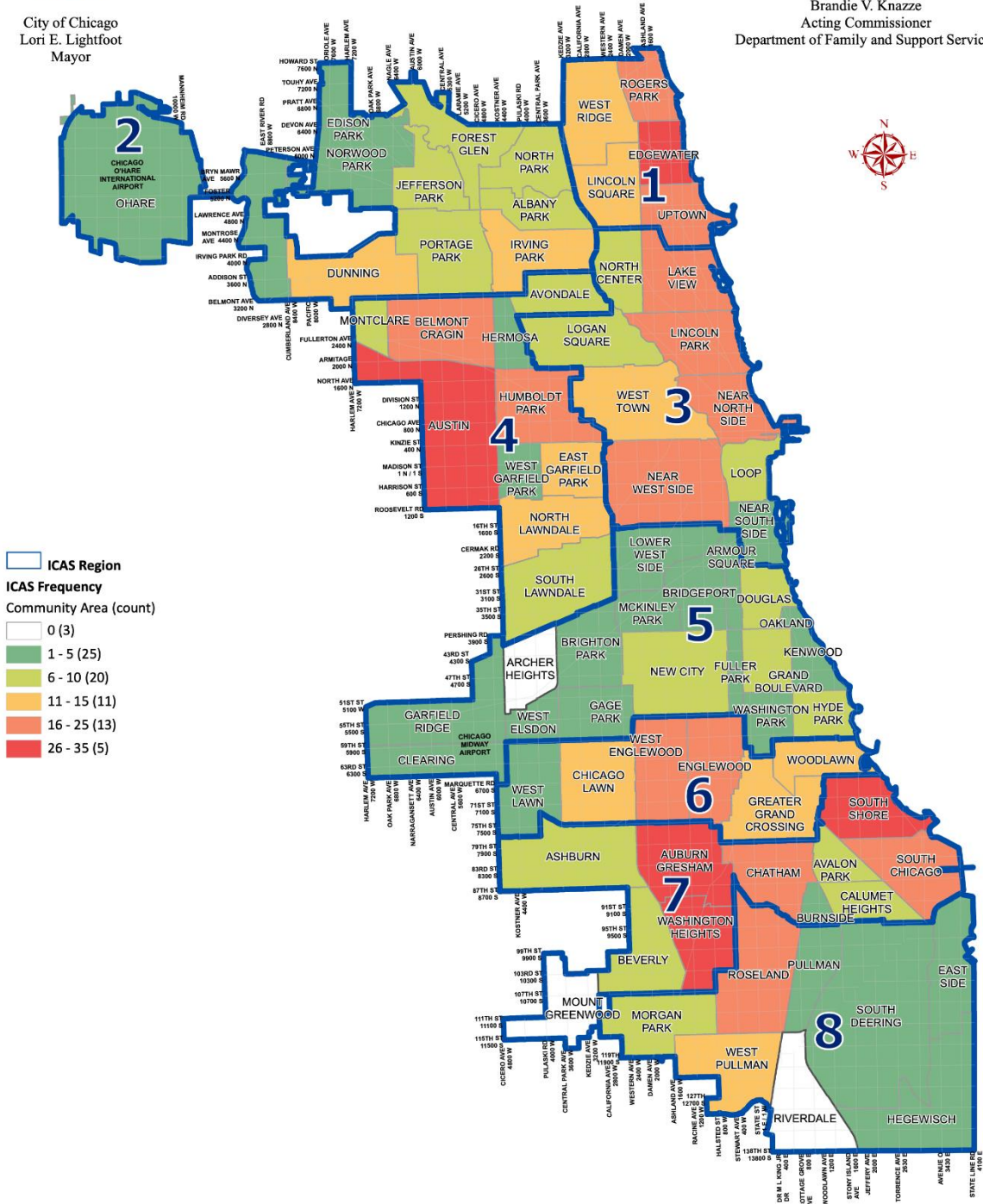


City of Chicago  
 Department of Family Support and Services  
 2020 ICAS Frequency  
 by Chicago Community Area



City of Chicago  
 Lori E. Lightfoot  
 Mayor

Brandie V. Knazke  
 Acting Commissioner  
 Department of Family and Support Services



Map Created: April 2021



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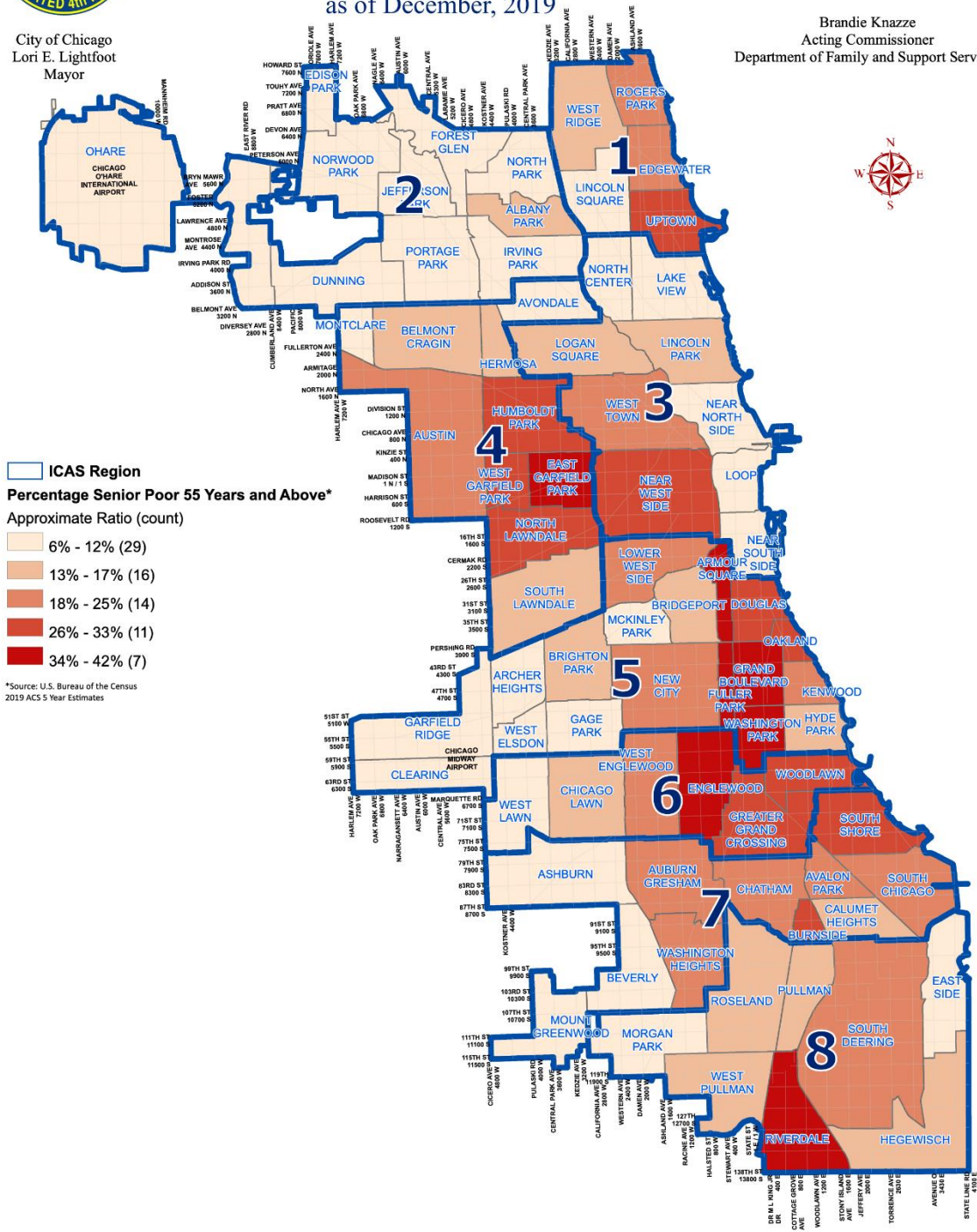


City of Chicago  
 Department of Family Support and Services  
 Percent Senior Poor 55 and Above  
 by Chicago Community Area  
 as of December, 2019



Brandie Knazze  
 Acting Commissioner  
 Department of Family and Support Services

City of Chicago  
 Lori E. Lightfoot  
 Mayor



Map Created: April 2021



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