1. **Once the Provider is selected, how are referrals sent from DFSS to the provider?**
   DFSS will send the referrals to the Delegate agency via Enterprise Case Management system (ECM) which is the database utilized to track performance.

2. **Can you confirm that DFSS will provide the Well-Being Assessment that delegate agencies will use?**
   Yes, DFSS will be providing the CAS Well-Being Assessment (WBA) to the Delegate agency. This is referenced in Program Requirements – Referral Process section of the RFP.

3. **What do you define as qualified staff? Do agencies need to have staff with certain degrees?**
   Reference the section Staffing Requirements in the CAS RFP which states: “The CAS providers must have staff with robust backgrounds in senior services and previous case management experience addressing issues including, but not limited to: self-neglect, frailty and the physical domains of aging, diminished capacity and mental health, assessment of functional status, and knowledge of aging and aging network programs and services.”

4. **Is the DFSS ECM the same as the Department of Housing’s (DOH) ECM?**
   ECM utilizes the same platform as the DOH, however, the case management tool is a different platform.