



# DFSS Senior Services Division Information for Caregiver Counseling and Support Services RFP

*February 15, 2019*





**Agenda:**  
**Introductions**  
**Caregiver Counseling and Support RFP Review**  
**Questions**



# Chicago Department of Family and Support Services: Program Divisions

Children  
Services



Homeless  
Services

Youth  
Services

Veterans  
Services

Senior  
Services

Domestic  
Violence  
Services

Workforce  
Services

Human  
Services  
Delivery

# DFSS launched the Strategic Framework in 2016 with a refreshed mission and department-wide priorities



## OUR MISSION

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive

## OUR PRIORITIES

**Deliver** and support high quality, innovative, and comprehensive services that empower clients to thrive

**Collaborate** with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans' lives and advance systemic change

**Inform** the public of resources available to them through DFSS and its community partners

**Steward** DFSS' resources responsibly and effectively

# Senior Services Division

- The DFSS Senior Services Division is designated as the Area Agency on Aging for the City of Chicago.
- In that role, the Senior Services Division advocates, plans, coordinates, and funds services for older adults, especially those in greatest social and economic need, living alone, and those ages 85 and above.
- Together with our service providers, we provide vital services such as congregate dining programs, home-delivered meals, and access to benefits.

# Senior Services Division RFP

RFP	Overview	Changes to keep in mind
Caregiver Counseling and Support Services for Seniors	<p>The goal of the Title III E Caregiver Counseling and Support Program is to assist family caregivers, with services, support, and practical assistance in managing and navigating the challenges of caregiving through information and resources that include: <i>Individual and Family counseling sessions; Group Therapy and Support group and; Gap filling.</i></p>	<ul style="list-style-type: none"><li>• Performance evaluated based on percentage of clients receiving adequate counseling and support services</li><li>• Agencies are required to report demographics and invoices monthly</li></ul>

# Counseling and Support Services

## Program Description

- To assist family caregivers, with services, support, and practical assistance in managing and navigating the challenges of caregiving through information and resources that include:
- *Individual and family counseling* sessions with licensed therapists that provide mental health counseling on a wide range of issues such as grief, transitions, and depression
- *Group Therapy and Support groups* facilitated by experienced staff where group members provide emotional support for each other and share resources and;
- *Gap filling* which cover the cost of items such as handicapped rails or medical supplies not covered by Medicare that help support the needs of the older adult.

# Counseling and Support Services

## Counseling Referral Process:

- The primary source of referrals for services is through the Department of Family and Support Services (DFSS), Senior Services Information and Assistance Unit (I&A) by contacting 312-744-4016 or emailing services requests to [aging@cityofchicago.org](mailto:aging@cityofchicago.org). The selected respondent may take direct referrals or walk-ins on-site; however, the referrals must first be forwarded to DFSS Senior Services I&A Unit before any services can commence. This allows DFSS to monitor the number of referrals requested and the follow up services provided to the client. Walk-in participants for Caregiver Support Groups/Group Therapy participants do not need pre-referral from DFSS.
- The selected Respondent must conduct ongoing outreach activities to ensure participation of eligible individuals in the program. Such efforts may include, but are not limited to, public presentations, brochures, flyers, or other method to reach a broad cross section of family/informal caregivers throughout the city.
- Once referrals are made to the selected Respondent by DFSS, the Selected respondent is responsible for contacting the client and determining the level of services needed to include the following:
  - A. Determine if caregiver counseling and support services are appropriate for the client according to the guidelines set for in this RFP.
  - B. Educate the caregiver on public/private program and services available to both the senior and informal caregiver.
  - C. Make referrals when appropriate for other programs and services such as Care Coordination including community care program, HDM, Legal Assistance, as well as services needed beyond DFSS to meet the biopsychological needs of the client.



# Counseling and Support Services

## Counseling and Support Services Key Components:

### Individual and Family Counseling Services

- Counseling is defined as short-term, direct interaction between a trained counselor or intern, mentor or peer closely supervised by a licensed counselor, and an individual, family or group to provide purposeful therapeutic engagement to assist the family/informal caregiver(s) in making decisions and solving problems relating to their roles as such.
- Therapeutic issues can include, but are not limited to:
  - Life/role transitions
  - Interpersonal relationships around the caregiving role
  - Dealing with anxiety and /or depressions due to or exacerbated by the caregiving role
  - Education and acceptance of resources to assist the family/informal caregiver and care recipient
- DFSS approved Modalities include:
  - Individual Therapy
  - Family Mediation
  - Support Groups
  - Other methods such as Caregiver Mentors, Peer Counseling and Psycho Educational or Skill Building Groups.
- Individual/family sessions can take place at the selected Respondent's office(s), in the family/informal caregiver's home or other place convenient to caregiver, or over the phone. The decision should be made by caregiver(s) and counselor, based on the needs and circumstances of the family/informal caregiver's situation.

# Counseling and Support Services

## Counseling and Support Services Key Components (continued):

### **Group Therapy and Support Groups:**

- Provide a minimum of three in-person support group sessions each month throughout the city at either a DFSS regional or satellite center (see Exhibit A for locations of DFSS Senior Centers). The purpose of the Support Groups is to provide a safe environment where caregivers can mutually support one another by sharing their thoughts, ideas, concerns, questions, and coping strategies in a non-judgmental and caring atmosphere. The locations of where the support groups will be held may be determined in collaboration with the DFSS Program Manager. Topics may include, but are not limited to family communication issues, financial issues, fitness and nutrition, home care, illnesses and conditions, end of life planning, senior safety and social life and activities. In person support groups must be led in the language that will meet the cultural needs of the community.
- Responsible for coordinating, scheduling, and facilitating the support group discussions including conducting outreach to recruit participation, scheduling of guest speakers (where appropriate), and distributing information or handouts.

# Counseling and Support Services

## Counseling and Support Services Key Components (continued):

### Gap- Filing Services

Gap Filling Service funds may be provided to purchase a limited supply of goods/services which complement the care provided by the family/informal caregiver(s) when all other resources for such goods/services have been exhausted.

Gap Filling Funds can be utilized for, but are not limited to:

- Purchase of medical supplies, supplements and equipment not covered by Medicare, Medicaid or other insurance. Requests for prescription medication or durable medical equipment must receive physician verification. Requests for consumable medical supplies should receive physician verification wherever possible.
- Purchase of specialized clothing, furniture, glasses, aids, etc.
- Purchase of safety devices such as emergency response systems, home modifications, assistive technologies, etc.
- Emergency transportation, medication or other immediate needs not covered by Medicare, Medicaid or other insurance.

### **Gap filling funds cannot be used for:**

- Cash assistance
- Travel expenses (including vacation or other leisure related activities)
- Mortgage, rental assistance and/or automobile payments
- Sporting/recreational events and activities
- Co-payments or deductibles toward items or items and services covered under other programs or public benefits
- Legal assistance, Respite, Chore and/or Grandparent Raising Grandchildren services

# Performance Measures

- 80% of clients responding to the survey indicate that the Caregiver Counseling and Support Services helped to improve the situation for which the client sought services.
- 80% of the clients responding to the survey indicate that they feel less overwhelmed as a caregiver.
- 80% of the clients surveyed indicated overall satisfaction with the services provided.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- 100% of the clients determined to be eligible will receive counseling and support services.

# Selection Criteria

## Strength of proposed program:

- This process is open to all entities: non-profit, for-profit, faith-based, private and public, licensed agencies that:
  - Demonstrate experience serving older adults and specifically within the area of providing counseling and support services;
  - Able to provide services citywide;
  - The Applicant demonstrates a clear understanding of the target population and their needs and challenges;
  - The Applicant clearly defines services to be provided (directly or through partnerships with other agencies) that are appropriate to addressing needs of and achieving desired outcomes for the target population;
  - The Applicant’s proposed program is supported by a strong national or local evidence base and/or aligns with best practices for the relevant field;
  - The Applicant has an effective approach to identifying and retaining program participants (incl. rules/regulations that reduce barriers to participation).

# Selection Criteria

## **Program performance, outcomes, and quality:**

- The Applicant demonstrates evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the target population;
- If no prior experience, the Applicant provides a clear rationale for its ability to execute against this program and achieve desired outcomes;
- The Applicant has the relevant staff, systems, and processes needed to collect key participant and performance data and evaluate and manage performance;
- The Applicant has experience using data to inform/improve its services or practices.

# Selection Criteria

## **Reasonable costs, budget justification, and leverage of funds:**

- The Applicant demonstrates reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan;
- Overall, the Applicant is fiscally sound, as evidenced by the financial history and record of the organization, as well as audited financial statements (or the equivalent) from the current fiscal year;
- The Applicant proposes a reasonable cost per person or per unit given the nature of the services provided and provides justification for the level of funding requested;
- The Applicant leverages other non-City funds to support total program and administrative cost (e.g., state, federal, foundation, corporate, individual donations).

# Deadlines



- **Applications are due on March 5, 2019 at 12 Noon**



# Links to Senior Respite RFP, Registration and Technical Assistance

On the DFSS web page is a link to the Chore RFP, training documents and FAQs. See “Alerts” Section on our website.

For Questions on Registration –  
[eProcurementSupport@cityofchicago.org](mailto:eProcurementSupport@cityofchicago.org)

eProcurement Technical Assistance for Delegate Agencies –  
[OBMGMU@cityofchicago.org](mailto:OBMGMU@cityofchicago.org) OR call 312-744-0358

Training Materials (Documents and Videos) –  
<https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>

# Application Tips

Start Early!!

- Register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely - they'll look different this year and we want you to be well prepared to respond.
- Carefully review the selection criteria.
- Use spellcheck!

# Tips for Working in eProcurement

- There is a 4,000 character limit which includes punctuation and spaces.
- You can “submit” your application and later amend it up until the due date, March 5 at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-0358.

# Addendums and Notifications

Addendum - Solicitation Number will be amended with a (zzzz,**1**)

Oracle Applications Home Page > Worklist >

## Information

This notification has been closed and did not require a response.

**Acknowledgement Required: Amendment 1 to RFQ 58 (SMOKING CESSATION SERVICES FOR ADULTS)**

From **McGaughy, Ryan**

To **JANE DOE**

Sent **25-Jul-2017 13:42:15**

Closed **25-Jul-2017 13:43:06**

ID **97018347**

Responder

Company **The City of Chicago**

Title **SMOKING CESSATION SERVICES FOR ADULTS**

Number **58,1**

Negotiation Open **July 25, 2017 12:44 pm Central Time**

Negotiation Close **October 31, 2017 10:00 am Central Time**

Supplier **CITY OF CHICAGO TEST SUPPLIER**

Supplier Site

This Negotiation has been amended. To be considered for award you must acknowledge each amendment and resubmit your response.

Please go to [Review Changes](#) page to review the changes for this amendment.

[Return to Worklist](#)

Display next notification after my response

# Program Questions?

Ed Junkins

[Ed.Junkins@cityofchicago.org](mailto:Ed.Junkins@cityofchicago.org)

(312)-746-6867

***For non-programmatic questions contact:***

*Julia Talbot*

*(312)-743-1679*

[Julia.Talbot@cityofchicago.org](mailto:Julia.Talbot@cityofchicago.org)



# Questions?

