

WORKSHOP QUESTIONS & ANSWERS

The below listed questions were asked prior to and during the VCAA New Grants Workshop (Bidders' Conference) for FY 2016-2017, held on April 5, 2016 at the VCAA office.

Title III B – Supportive Services Program: Case Management-Social Model

Q Is telephone contact allowed for Case Management?

A Telephone contact is allowed when feasible; however, assessing clients in their home and developing care plans face-to-face are often required for older persons experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers.

Q The RFP identifies the minimum number of unduplicated clients to be served as 180 and the minimum number of case management service hours to be provided as 1,600. This allows for about 8.9 hours of Case Management service per client. May the number of clients be negotiated to fewer clients served in exchange for providing more extensive/more in-depth case management? This might involve adding to the identified 1,600 minimum number of case management service hours to be provided. For example, REACH (Resources Enhancing Alzheimer's Caregiver Health) case management involves 30 hours allotted to each client, yet it provides more extensive case management services.

A Based on VCAA's needs assessment findings, our Area Plan, Goal 1.5, designates the benchmarks for FY1617 Case Management as follows: "For persons aged 60 and older VCAA will contract to provide 1,587 hours of community-based social-model case management for 180 people." Thus, the intentions of this program is to provide case management services as defined in NAPI 6 and as outlined in the RFP to at least 180 clients.

Q The RFP states, "Case management services must be provided by a person with the credentials of a LCSW, MSW, BSW or must be an accredited social work program." Does this mean that an intern can provide case management services so long as the program is accredited?

A For programs that do not have staff holding these credentials, those case management programs must be accredited. There is no exception to this. It is also permissible for programs (accredited or unaccredited) with staff working in the program that hold the credentials to use interns. In keeping with established social work practices, all work performed by an intern must be overseen and signed off/on by a social worker.
