



Empowering Lives, Enriching Neighborhoods

FREE

Intensive Case Advocacy and Support Program

The Intensive Case Advocacy and Support for Vulnerable Older Adults (ICAS) program helps highly vulnerable older adults to live independently in their own communities and homes for as long as possible by addressing issues of safety and neglect. In partnership with the City of Chicago Department of Family & Support Services (DFSS), Northside Community Resources works to identify vulnerable older adults, assess their safety and risk issues, create a plan of action to eliminate those safety and neglect issues, and coordinates the services necessary for them to continue living independently—or in an environment that significantly improves their quality of life.

- Crisis intervention
- Home visits, safety & well-being checks
- Assistance applying for benefits
- Comprehensive case management
- General practical assistance
- Resource referrals

ICAS serves seniors 60 and older who:

- Are frail, vulnerable, and isolated
- Live independently, without assistance
- Live in a state of self-neglect
- Pose a risk to themselves or others
- Lack capacity to manage their own care and safety
- Need intensive case coordination and support with issues such as hoarding, uninhabitable living conditions, undiagnosed and untreated mental health concerns, limited cognitive abilities.

For more information, please contact:

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NCR is a delegate agency for the City of Chicago DFSS. We receive referrals when neighbors, friends, or family members call 311 or 911 to alert the city of an at-risk senior. We respond to referrals within two days—At which time, we conduct an at-risk assessment, tailor a plan to get them back on their feet, and connect them to additional resources.