



Connecting Older Adults with Community-based Resources and Options

## Long-Term Care Ombudsman Program FY23 RFP FAQ

*Updated 3/17/22*

1. **What is the match requirement?**
  - a. The match requirement for Title III Ombudsman is 15%, which can be a mix of in-kind and cash.
2. **Does the budget get divided by four? Is that what you anticipate for the regions?**
  - a. Funding is not divided by the four regions, rather it is determined by the number of facilities and beds in a given township ([click here](#) to be directed to the suburban Cook County LTC Facility and Bed Listing which includes the funding formula, and to access instructions).
3. **What is the funding range?**
  - a. See answer for question #2
4. **What is the available funding per township?**
  - a. AgeOptions has issued documents to allow for agencies to estimate funding based on their service area ([click here](#) to be directed to the suburban Cook County LTC Facility and Bed Listing, which includes the funding formula, and to access instructions)
5. **Is the RFP divided up or for the entire area of suburban Cook County?**
  - a. In the notice, AgeOptions identified the two areas that programs are currently located, which include suburban Cook County and Evanston, but we have opened it up for applicants to apply for one or more townships.
6. **Is there weight in the application based on where the applicant is located?**
  - a. No, the scoring tool does not give weight based on geographic location.
7. **If an agency hasn't had Ombudsman experience, are they excluded from applying?**
  - a. No.
8. **Can sites apply to serve special ethnic groups or do they have to serve the general population?**
  - a. Applicants must serve the entire township.

**9. What type of facilities does this program serve?**

- a. Skilled nursing; intermediate care; specialized mental health rehabilitation facilities; Illinois Department of Veterans' Affairs facilities; intermediate care facilities for persons with developmental disabilities; sheltered care; assisted living; shared housing; supportive living – a facility established under Section 5-5.01a of the Illinois Public Aid Code and; medically complex for the developmentally disabled.

**10. What is the staff to bed ratio?**

- a. The program has a benchmark requirement of one full-time Ombudsman per 2,000 beds ([click here](#) to access the Benchmark Directives).

**11. If the benchmark is one caseworker for 2,000 beds, what are the specific requirements along visitation to the facilities? How many visits are required to each facility per month and how long does an ombudsman assessment or investigation usually last for?**

- a. A minimum of once per quarter. If complaints are filed, ombudsmen will go to the facilities and do follow up more often. There isn't a time limit on how long cases stay open. An Ombudsman may open and close a case within the same visit open or they may have others that take over a year. The State doesn't know if they have data for the average length of time a case is opened or the average time spent on a case.

**12. Is there any kind of built-in partnerships or resources for Ombudsman currently for difficult cases? How are some of those situations handled currently? Would those relationships remain moving forward?**

- a. Ombudsman are trained to refer to legal services, so if the resident needs legal services then that referral would occur. There's also a law school that has a legal clinic that residents are referred to. In terms of direct partnership, the State doesn't know if there are Memorandum of Understandings (MOUs) between current providers and another entity.

**13. Is training a requirement for each agency? Is there a required number of hours of ongoing training?**

- a. For certification, an Ombudsman must complete 36 hours of training, which includes 16-20 hours of classroom training, 10 hours in the field, and 7 hours of independent study (recorded webinars). Prior to the feds issuing training

standards, Ombudsman had level 1 and level 2 training. Ombudsman will still do level 2, which would be an additional 12 hours of training. Paid staff and volunteers have to complete 18 hours of continuing education, but those 12 hours of training will count towards the annual requirement ([click here](#) to access LTCOP Policies and Procedures).

- b. Next month, the State Office is holding their first session of “Train the Trainer.” Often times, programs will partner and work together to offer trainings.

**14. What does the letter of intent have to include in it?**

- a. It should be on your organization’s letterhead and could state that “[your organization] intends to apply for the designation of Regional Long-Term Care Ombudsman Program for [Township], Illinois for the grant period of October 1, 2022 – September 30, 2023.”

**15. What are the “four regions” that individuals were speaking about on yesterday’s call?**

- a. Northern Townships, Western Townships and Southern Townships

**16. Would it be okay to eventually only ask to provide ombudsman services in Norwood Park, Leyden, Lyons and Riverside townships or would we also have to ask for Proviso Township (since Proviso township is mostly covered by SFC)?**

- a. The applicant would be required to serve the entire township.

**17. Is it a conflict of interest for an agency to provide services through the LTCOP and the Adult Protective Services Program simultaneously?**

- a. Yes, it is considered a conflict of interest. However, applicants who currently provide services through APS who apply for the LTCOP can submit a plan indicating how this conflict of interest would be remedied.