

**INSTRUCTIONS
FOR
AAA COMPLETION**

**AREA AGENCY ON AGING
ILLINOIS DEPARTMENT ON AGING**

FY 2023

**SOLICITATION SPECIFICATIONS
FOR**

**REGIONAL LONG-TERM CARE
OMBUDSMAN PROGRAM
DESIGNATION**

SOLICITATION SPECIFICATIONS FOR
REGIONAL LONG-TERM CARE OMBUDSMAN PROGRAM DESIGNATION PROPOSAL

AAA NAME, ADDRESS AND PHONE NUMBER	PSA: 13
<p>NAME: AgeOptions</p> <p>ADDRESS: 1048 Lake St. Suite 300</p> <p>CITY: Oak Park ZIP: Illinois</p> <p>PHONE: (708) 383-0258</p> <p>FAX: (708) 524-0870</p> <p>E-MAIL: jamie.farrell@ageoptions.org</p>	
<p>SOLICITED AREA(S)</p> <p>Identify each geographic area which is being opened for Long-Term Care Ombudsman designation by the Area Agency:</p> <p>All of suburuban Cook County is open for designation.</p> <p>The current service areas are:</p> <ol style="list-style-type: none">1. City of Evanston2. Suburban Cook County except the Township of Evanston. <p>Applicants may apply for the existing service areas or at least one of the thirty different townships in suburban Cook County.</p> <p>Northern Townships: Barrington, Elk Grove, Evanston, Hanover, Maine, New Trier, Niles, Northfield, Palatine, Schaumburg and Wheeling</p> <p>Southern Townships: Berwyn, Cicero, Leyden, Lyons, Norwood Park, Oak Park, North Proviso, South Proviso, River Forest, and Riverside</p> <p>Western Townships: Bloom, Bremen, Calumet, Lemont, Orland, Palos, Rich, Stickney, Thornton and Worth</p>	

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BIDDER'S CONFERENCE

If the Area Agency will conduct a bidder's conference or informational meeting on this procurement indicate the following:

DATE: March 15, 2022

LOCATION: via Zoom

Register in advance for this meeting:

<https://us06web.zoom.us/join/zoom/register/tZwkf-irqzMsHd1SPTdx2r94GVHMikpu5ouV>

TIME OF MEETING: 3:00 pm CT

DEPARTMENT ON AGING AND AREA AGENCY CONTACT PERSONS

Indicate the name and telephone number of the person at the Area Agency who should be contacted if the applicant agency has any questions about this procurement or the LTCOP program or grant/contract.

The applicant agency should contact the Area Agency on Aging if there are any questions about the procurement process, proposal documents or LTCOP. The applicant agency may contact the Office of the State Ombudsman if there are any further questions about the LTCOP.

AREA AGENCY ON AGING:

Jamie Farrell, Aging and Disability Rights Coordinator
AgeOptions
(708) 383-0258
jamie.farrell@ageoptions.org

DEPARTMENT ON AGING:

Kelly Richards, State Ombudsman
Office of the State Long Term Care Ombudsman
(312) 814-1203
Kelly.Richards@illinois.gov

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SUBMISSION INFORMATION FOR APPLICATIONS

Indicate the following information for submission of LTCOP designation proposals:

DATE DUE: April 29, 2022

TIME DUE: 5:00 pm

SUBMISSION ADDRESS: via email at jamie.farrell@ageoptions.org

CITY: N/A STATE: N/A ZIP: N/A

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TIME PERIOD OF SOLICITATION

SOLICITATION TIME PERIOD:

MONTH-DAY-YEAR: October 1, 2022 TO MONTH-DAY-YEAR: September 30, 2023

SERVICES BEING SOLICITED IN RLTCOP DESIGNATION PROPOSAL

The following ombudsman services are being solicited in this proposal for RLTCOP designation:

1. INVESTIGATIVE SERVICES
2. REGULAR PRESENCE IN LONG TERM CARE FACILITIES
3. ISSUE ADVOCACY
4. INFORMATION AND ASSISTANCE
5. RESIDENT AND FAMILY COUNCIL SUPPORT
6. VOLUNTEER MANAGEMENT
7. COMMUNITY EDUCATION
8. EDUCATION FOR LONG-TERM CARE FACILITY STAFF