



Connecting Older Adults with Community-based Resources and Options

Adult Protective Services Program FY23 RFP FAQ

Updated: May 5, 2022

- 1. For service area 3, Brookfield and LaGrange Park have been listed separately, but North Park isn't. Will that continue to be the case for this RFP?**
 - a. AgeOptions aligned the service areas for this RFP with the geographic areas noted in the existing IDoA contracts with the current APS provider agencies. AgeOptions recognizes there is ambiguity with service area 3 and 4 and will work with IDoA and the selected agencies to address this after IDoA makes the final award decisions.
- 2. We provide free transportation services and don't know if we're a good fit for this funding...?**
 - a. AgeOptions cannot advise agencies as to whether they would be a good fit. Please refer to the resource information available on the AgeOptions website by [clicking here](#).
- 3. Can we decide which specific groups we'd like to serve, for example, only individuals who speak Chinese or Korean?**
 - a. Our service areas are defined within the RFP notice and the application. Agencies must apply for a full service area and must serve all older adults and adults with disabilities within their designated service area. Therefore, agencies cannot apply to work with specific populations based on language or culture.
- 4. For the question on the application related to intake, can you confirm that this question is asking about normal business hours?**
 - a. Yes, the question on the application, "*Does your Agency have the capacity to receive all intakes without utilizing the Senior Help Line?*" is asking if your agency has the capacity to receive all intakes during business hours without utilizing the helpline.