



Connecting Older Adults with Community-based Resources and Options

Adult Protective Services Program FY23 RFP FAQ

Updated: 6-3-22

- 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.
- 5. Would you want the policies it is inquiring about included in the submission of the RFP for the APS program?**

- a. AgeOptions does not require proof of the policies and, therefore, they do not have to be submitted with the application. If funded, agencies will be monitored for having these policies in place.

6. Can you provide some more info on the agreements with LE and Fire as requested in the RFP? I looked in S&P and I cannot find anything in the latest version.

- a. Section 3 of the APS RFP application, Community Collaborative Experience, consists of questions regarding the “applicant agencies” existing collaborative agreements with local, civil, and service groups. This question pertains to the “organization’s memorandum of understandings” as a whole and is not specific to the Adult Protective Services program.

7. We were going through the APS RFP and noticed a significant difference from the application a few years ago. I just wanted to confirm there is no narrative portion for needs statement or program plan and design.

- a. There are no additional narrative requests beyond what is requested within the application. The scoring tool was provided with the application as additional guidance for applicants.