



# AgeGuide

NORTHEASTERN ILLINOIS

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**3/2/2023**

OMBUDSMAN RFP - INFORMATIONAL SESSION

[WWW.AGEGUIDE.ORG](http://WWW.AGEGUIDE.ORG)





# AGENDA

- I. Program Overview
- II. Request for Proposal Overview
- III. Grant Requirements
- IV. Questions

# Introductions

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- Leslie Edstrom, Director of Planning, Advocacy and Grants
- Lucinda Hurt, Manager of Access Services and Community Programs
- Brianne Moser, Manager of Grants Administration
- Glenda Love, Aging & Disability Rights Supervisor
- Jessica Belsly, Illinois Department on Aging, Ombudsman Specialist



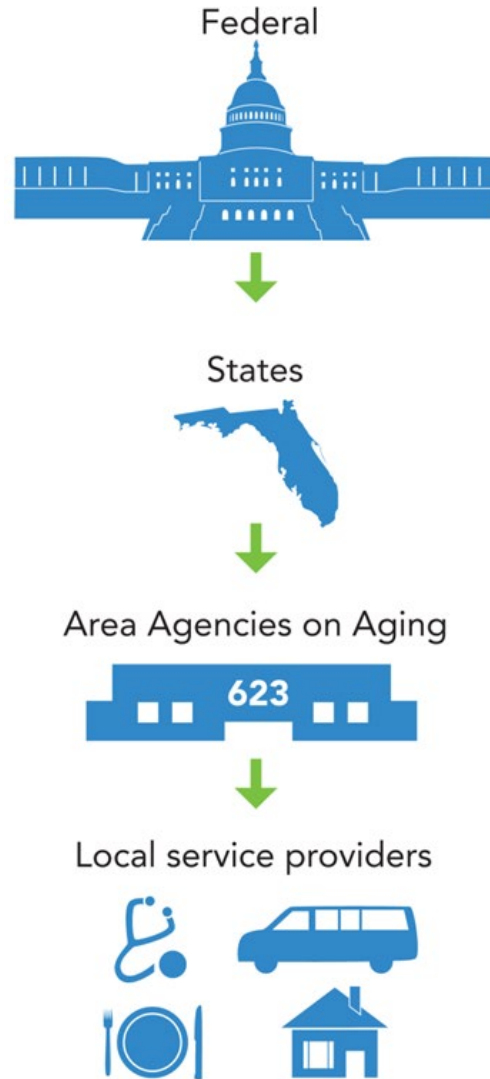
# AgeGuide's Mission and Vision

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**Mission:** AgeGuide is a vital resource and advocate for people as they age by providing thoughtful guidance, supportive services, and meaningful connections.

**Vision:** Enhance the quality of life for people on their aging journey.

# Ombudsman Program Roles



Older Americans Act

Department of Health & Human Services

Administration on Community Living

State Units on Aging

Illinois Department on Aging

Regional Planning & Service Areas

Northeastern Illinois

Area Agency on Aging (AgeGuide)

Local Service Providers



# Program Overview



# Ombudsman Program

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- Provider Agency Responsibilities
- Service components of Program
  - Investigative Services
  - Regular Presence Visits
  - Issue Advocacy
  - Information and Assistance
  - Resident and Family Councils
  - Volunteer Management
  - Community Education
  - Education of long term care facility staff



# Service Components

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## **Investigative Services**

Every Regional Program will receive and should investigate and resolve complaints made by or on behalf of residents relating to actions, inactions, or decisions of providers, or their representatives, of long-term care services, of public agencies, or of social service agencies, which may adversely affect the health, safety, welfare or rights of residents.

## **Regular Presence Visits**

At a minimum, the Regional Program should conduct a routine visit at each facility at least once per quarter. Ombudsmen should keep a record of dates, times and actions taken during visits to facilities and document observations after each facility visit. Except for planned training for facility staff or scheduled meetings, visits to facilities should be unannounced and staggered so that facilities have no basis to predict the timing of the visit.





# Service Components

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**Issue Advocacy:** assure that the interests of residents and participants are represented to governmental agencies and policymakers and be consistent with the positions of the State Office

**Information and Assistance:** provide information and assistance regarding long-term care issues and the needs and rights of residents

**Resident and Family Councils:** provide technical support to resident and family councils

**Volunteer Management:** use volunteers to maximize its resources to benefit residents

**Community & LTC Staff Education:** provide general presentations to community members, stakeholders, universities, state agencies, places of worship, or advocacy groups, facility staff etc.



# Program Requirements

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- Must complete an Annual Service plan including a plan for advancing the Statewide initiative and determining a Local initiative
- Meet or Exceed Benchmarks
  - A brief breakdown of the current program:
    - Total number of facilities: 76
    - Total number of beds: 7671
      - FTE: 4.05
      - Regular presence visits: 76
      - Consultations: 1036
      - Closed cases: 330
      - Resident council meetings: 23
      - Community Education: 16
      - Facility staff in-service: 4
- Monitoring and Evaluation of the Program



# Requests of Proposals Overview



# Request for Proposals Overview

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1. Competitive Request for Proposals
  - All agencies who meet the eligibility requirements may apply
2. Proposed projects must align with the LTC Ombudsman Policies and Procedures
3. Agencies are responsible to review all material on our RFP website:  
[www.ageguide.org/RFP](http://www.ageguide.org/RFP)
4. All questions about this RFP must be directed to: [rfps@ageguide.org](mailto:rfps@ageguide.org)
5. Agencies must notify AgeGuide of intent to apply to receive an application. Formal letters are not required.
6. Late applications will not be considered. Applications are due by 4:00PM on April 6, 2023



# Key Dates

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Activity	Date
Notice of Funding Opportunity Released	2/9
Technical Assistance Session	3/2
Notification of Intent to Apply Due	3/8
RFP Application Released	3/9
RFP Applications Due	4/6
Recommendations to IDOA	June
Grant Begins	10/1



# Ombudsman Services 6-Year Cycle

\*\*\*FY2024 is YEAR TWO of the 6-year cycle

FY2024	Competitive Request for Proposals
FY2025	Option to Renew
FY2026	Option to Renew
FY2027	Option to Renew
FY2028	Option to Renew
FY2029	Competitive Request for Proposals



# Application Components

## Section I – Application for LTCOP Designation

- Program Plan

## Section II – Comprehensive Financial Plan

- Budget



# Section I: Program Plan

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Program Description	Organizational Structure	Older Americans Act Experience	Long Term Care Beds and Facilities
Investigative Services	Regular Presence Visits	Issue Advocacy	Information and Assistance
Resident and Family Councils	Volunteer Management	Community Education	Education to Long Term Care Facility Staff





## Section II: Comprehensive Financial Plan

### Budget Components

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Budget Summary

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Personnel Detail

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Fringe Benefits

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Travel Analysis

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Equipment and Supplies

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Contractual, Indirect and Other Expenses

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Local Non-Federal Share and Other Sources



# Section II: Comprehensive Financial Plan

FY23  
Projected  
Funding  
Allocations

Funding Source	Lake
Title IIIB Ombudsman	\$30,535
Title VII Ombudsman	\$28,586
State Ombudsman	\$106,683
Long Term Care Ombudsman	\$115,784
<b>TOTAL</b>	<b>\$281,588</b>



## Section II: Comprehensive Financial Plan

1. 15% matching contribution required for Title IIIB Ombudsman and State Ombudsman funds
  - Local Cash
  - In-Kind
2. Resubmission of Ombudsman budget will be required (expected: fall)
  - Comprehensive Plan (Budget) will be required every year



# Website Resources

[Ageguide.org/rfp](https://Ageguide.org/rfp)

- Ombudsman Services RFP Timeline
- Ombudsman Program Description
- Ombudsman Service Standards
- LTCOP Guidelines for Designation FY24
- LTCOP Instructions for Completing Application for Designation FY24
- LTC Ombudsman Policies and Procedures Manual
- FY2023 Ombudsman Bed count – *watch for updates*
- LTC Ombudsman Benchmark Directive – *watch for updates*



# Grant Requirements



# Fiscal Requirements

Partial List

- Must be in compliance with 2CFR 200 Uniform Administrative Requirements
- Financial capacity to deliver services for the duration of the agreement and between the time when service is provided and the time when reimbursement is received.
- Must maintain a cost allocation plan
- Must meet matching requirement
- Must have adequate systems to be able to track and report for the award:
  - Program Income
  - In-Kind and Non Federal Cash Match (if budgeted)
  - Expenses
- Must identify all Federal awards received and expended and the Federal programs under which they were received.



# Reporting Requirements

## **1. Program Performance Reporting**

- Report benchmarks via peer place

## **2. Fiscal Reporting: Quarterly Program Report**

- Expenses
- In-kind
- Non-federal cash



# Quarterly Performance Report

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FINANCIAL REPORT BY QUARTER						<i>YTD</i>
	1st QTR	2nd QTR	3rd QTR	4th QTR	CLOSE OUT	TOTALS
NON-FEDERAL CASH RECEIVED (MATCHING FUNDS)						0
PROGRAM INCOME RECEIVED						0
IN-KIND RECEIVED						0
GRANT EXPENDITURES by QUARTER (NO INKIND)						0





# Monitoring



Site Visits / Desk Reviews (every 3 years)



Reviewing fiscal reports



Reviewing program reports (benchmark reports)



Meeting attendance



Timeliness of submissions



Audit reviews



Reviewing progress through the year

# Question & Answer Session

Additional Questions? Email:

[rfps@ageguide.org](mailto:rfps@ageguide.org)

Remember to check our website for updates  
and FAQs:

[www.ageguide.org/rfp](http://www.ageguide.org/rfp)