



MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES
CITY OF CHICAGO

Frequently Asked Questions (FAQ)

1. What if I have a balance?

All balances will be forgiven on January 1, 2021. You will not be asked to make any more payments starting on January 1, 2021.

2. What if I received a bill after January 1

You can disregard any bill received after January 1, 2021. Please feel free to call your case manager to confirm that you will not be charged.

3. Why is this being done?

MOPD wants to make its services more accessible to all Chicagoans with disabilities, and we believe this will help us to serve more people. Many people with disabilities are on a fixed income or are experiencing a financial hardship and we want to remove this barrier going forward.

4. Why did MOPD change the program name?

MOPD believed an update was needed, to accurately represent the relationship between participants and those who provide services. The new name, Personal Assistance, honors the program's goals in being in partnership with you to advocate for and support your independence, with any assistance needed provided by a Personal Assistant.

5. How can I continue to support my Personal Assistance Agency during this transition?

1. Let your case manager (Access Living) know about any changes or updates in your schedule.
2. Let your case manager (Access Living) know if you no longer need services.
3. Make sure to keep your appointments with your personal assistant (ASI/Salvation Army)
4. Make your personal assistant (ASI/Salvation Army) aware of any changes or updates in your schedule.
5. Please feel free to share any feedback, both positive or negative, with us by contacting Frances Learnahan, at frances.learnahan@cityofchicago.org or 312-746-5768.

Have another question? We are here to answer. If you do not see your question here, feel free to contact us at 312-746-5773 or MOPDResources@cityofchicago.org