

POLICY 205 - INCLUSION AND EXCLUSION POLICY

Programs may be considered for inclusion in the resource database/Older Adult Resource Guide (OARG) based on the following guidelines. Inclusion or exclusion does not constitute endorsement, disapproval or liability on the part of the Area Office on Aging of Northwestern Ohio, Inc. (AOoA) or its governing body. A program being included in the resource database/OARG does not guarantee consumer referrals to any program.

General Information

Programs (organizations or individuals) providing health and human services that have been operational for a minimum of six months, employ at least one staff person, and have a published address and phone number will be considered for inclusion in the resource database/OARG. Special consideration may be given to private non-profit entities designed to administer federal or state grants.

The AOoA reserves the right to edit information to meet format, guideline, and space requirements.

The AOoA neither evaluates nor assumes responsibility for the quality of services provided by agencies and organizations that have been included in the resource database/OARG.

The AOoA reserves the right to refuse or discontinue listings for agencies and organizations that have had any serious complaints lodged against them with any regulatory body or with the AOoA. In addition, listings for agencies and programs that are already included in the resource database/OARG may be discontinued if the agency or organization fails to provide the AOoA with verified or updated information on an annual basis. The AOoA's policies do not prohibit the inclusion of programs and services that target services based on age, gender, health, disability, or other characteristic designed to meet special needs of specifically targeted populations.

The AOoA reserves the right to include or exclude any organization in the resource database/OARG at its discretion and will be responsible for the distribution of the OARG.

Service Area Information

- The resource database/OARG is a specialized database, containing both non-profit and certain for-profit agencies and organizations, located in Defiance, Erie, Fulton, Henry, Lucas, Ottawa, Paulding, Sandusky, Williams and Wood counties that provide health and human services to senior citizens, caregivers and persons with disabilities residing in those counties.
- For Profit or Non-profit agencies and organizations located outside this service area may be included in the resource database/OARG if they offer a service not otherwise offered within the 10 county region, if it is located close to the border of our region, and would geographically serve an individual's needs better or cheaper than an

agency or organization located within the region, or if it is a service provider for the entire State of Ohio or the entire United States of America.

Agencies and Organizations Eligible for Inclusion in the resource database/OARG

- Non-profit programs that provide health and human services that are considered to be charitable and/or educational and meet IRS criteria for being a tax exempt, tax deductible organizations. (501 (c) (3). Programs providing health or personal care services must have pertinent licenses applicable to service delivery.
- Area colleges and universities.
- Educational facilities and/or school districts providing special human care, public services (e.g. diagnosis and evaluation).
- City and county libraries.
- Non-profit services for animals.
- Governmental agencies providing health and human services.
- Professional organizations providing health and human services.
- Faith based organizations, including churches and social clubs that provide social services at no fee, at low cost, or on a sliding fee scale which do not require membership or attendance as a condition, but are available to the community at large.
- Ongoing support groups for health and human needs.
- Non-profit agencies providing indirect services in the health and human service area, such as management assistance, public policy planning, research, gifts in kind and volunteer recruitment and placement.
- Non-profit organizations providing health and human care services that are affiliated with a for-profit organization.
- Hospitals, health clinics, or medical services offered for a special population if the service is not offered by a non-profit program for the same population on a predominantly sliding fee scale basis.
- Licensed home health care agencies that accept Medicare or Medicaid assignments or charge on a sliding fee scale.
- Medical equipment suppliers accepting Medicare or Medicaid assignments, charge on a sliding fee scale or reduced cost, or offer a service not provided by a nonprofit agency.

- Licensed long term care facilities.
- Licensed assisted living facilities and licensed personal/private care homes.
- Licensed day care services for adults and children.
- Licensed substance abuse/treatment programs.

Programs Excluded From the Resource Database/OARG

- Individual doctors, nurses, or other private practitioners, who receive any state funding (for example, through treating Medicaid patients). However, sole providers of particular services in rural and or underserved areas, may be included at the discretion of the AOoA.
- Local service groups, unless direct services are offered to the community.
- Churches, synagogues, mosques, or other religious organizations, unless they offer a service which is open to the community and helps meet the needs of the community at large.
- Professional programs that do not provide health or human services.
- Agencies that give information or provide public awareness that is specifically for political or business purposes.
 - Media organizations.

The above listings may be modified at any time by the Area Office on Aging.

Circumstances that May Prompt a Program's Removal from the Resource Database/OARG

- Failure to follow ARC guidelines
- Documented history of poor consumer service
- Failure to update records upon ARC request
- No longer providing services in the community, and
- Request by agency or organization director to be removed.