

## INCLUSION/EXCLUSION POLICY

The following are guidelines for inclusion/exclusion in the Franklin County Office on Aging (FCOA) Information & Referral (I&R) database. The FCOA I&R service is accredited as an aging specialty agency through the Alliance of Information and Referral Systems, and adheres to the following Information and Referral Bill of Rights (The ABC's of I&R, AIRS © 2018):

The Information and Referral Service shall:

- maintain accurate, unbiased information about the health and human services available in their community
- provide confidential and/or anonymous access to information
- provide assessment and assistance based on the inquirer's needs
- provide barrier-free access to information
- recognize the inquirer's right to self determination
- provide an appropriate level of support in obtaining services
- assure that inquirer's are empowered to the extent possible
- assure that inquirer's have the opportunity to access the most appropriate I&R service available in the system.

The guidelines for inclusion/exclusion are reviewed, at a minimum, every three years. This policy is available to the public, service providers, and staff members of the Franklin County Office on Aging at the FCOA and on the FCOA website – [www.officeonaging.org](http://www.officeonaging.org)

### Inclusion Policy

The FCOA, as an aging specialty agency, aims to provide a wide variety of resources for older adults and their caregivers.

Agencies/Organizations presented for inclusion within the FCOA database shall be:

Non-profit and government providers whose services focus on the needs of older adults

Non-profit public and community health clinics

For-profit providers who are not eligible for inclusion in the Hands On Central Ohio 211 database and whose services meet the health and human service needs of older adults.

For-profit providers, licensed to do business in the State of Ohio, offering services that support the ability of older adults to remain living independently in their homes.

Agencies/Organizations who provide social, educational, cultural, health, and human services that focus on the needs of older adults.

Nonprofits must provide verification of tax-exempt status.

Agencies/Organizations that are unable to provide proof of tax-exempt status must fulfill one (1) of the following requirements.

- Offer community service to the general public with a focus on the needs of older adults, not restricted to its own membership, including self-help support groups, grass roots, web-based, collaborative partnerships, appointed foundations, civic groups and neighborhood organizations that have an identified contact point.
- Provide a community or health related service not currently available through other organizations.

For-profit agencies may be charged a fee for inclusion in the I&R database. The fee may be waived if a resource has been determined to fill a gap in services in the FCOA I&R database.

Agencies/Organizations must have provided a service for at least 6 months and be registered as a business with the Ohio Secretary of State, unless otherwise approved by the FCOA director.

Agencies/Organizations must serve the Franklin County community.

The FCOA reserves the right to waive these criteria at any time for organizations that meet specific needs of the Franklin County community.

## Exclusion Policy

Agencies/Organizations that do not meet the above criteria will be excluded or removed from the database for any reason that FCOA deems is inconsistent with its inclusion objectives.

FCOA reserves the right to exclude and/or remove any agency or organization or group from its I&R database if:

- the agency is located outside of Franklin County and duplicates services already provided within Franklin County. This rule may be waived when collecting resources for a special project or contract relationship
- it does not/cannot supply proper documentation of 501 (c)(3) tax-exempt status, e.g., on IRS/Department of Treasury letterhead
- the agency does not provide services to Franklin County residents
- it is not compliant with licensing requirements
- it has been in existence less than six months
- it does not have an established address, phone or consistently available point of contact
- it engages in fraudulent activities, illegal activities, questionable fundraising or administrative practices, or have had serious complaints lodged against them with any regulatory body.
- it denies service based on race, religion, gender, nationality, ancestry, sexual orientation or any other basis not permitted by law, or its services are discriminatory.

Home Health agencies, nursing facilities, assisted living facilities, and local hospitals will not be included in the database, but these resources are available to Senior Options case managers and are made available to inquirers.

Private practitioners who do not offer home based services.

FCOA reserves the right to remove an agency from the database when an organization fails to provide updated information as requested. Such decisions may be appealed to the FCOA Director if there is evidence of misapplication of the inclusion criteria or if there is new information that would satisfy the inclusion criteria.

## Update Policy

Agencies that do not respond to repeated information update attempts (via e-mail and phone) will be made inactive in the database. If two consecutive update cycles pass without a formal update, the agency will then be removed from the database.

## Non-Discrimination Policy

Agencies/Organizations included within the I&R database may be required to provide a written policy that discrimination on the basis of race, religion, gender, sexual orientation, national origin, ancestry, disability or age is prohibited in service, volunteer utilization, and employment.

## Disclaimer

Information in the FCOA I&R database is self-reported. FCOA assumes no responsibility regarding the quality of services of agencies/organizations in the database. Inclusion in the database should not be construed to constitute endorsement of an agency/organization or its services, nor should exclusion be construed to constitute disapproval.

**Reviewed February 14, 2019**

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### **Director**

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