

## Area VI Agency on Aging I&A Inclusion / Exclusion Policy

The Area VI Agency on Aging I&A program helps provide services for independent or dependent adults to achieve maximum self-sufficiency and independence.

I&A brings people and services together. Our goal is to connect clients to health and human service providers that cover a broad range of programs and services, from access to basic necessities to the enhancement of personal and social growth to create opportunities for people to reach their highest level of self-sufficiency and independence. These services may be provided by governmental agencies, health services, non-profit organizations, or an organization that provides a unique, specifically targeted or difficult to access service.

In collecting and maintaining information about programs, services, or providers listed in our data base, publications, and web site, we give first priority to information about services that are free, low cost or subsidized, and meet basic subsistence and survival related services. This may include other information and referral organizations. This does not imply endorsement or lack of endorsement for any included or excluded organization.

Providers will be listed in the Area VI I&A resource directory if they:

- Provide services to the community in at least one of the categories defined in the AIRS/INFOLINE taxonomy of Human Services.
- Are certified or licensed by the appropriate levels of government where such provisions for such certification and licensing exist.
- Are in compliance with any established, applicable local, state, or federal laws and regulations.
- Provide service without regard to race, color, religion, or national origin.

Providers will be excluded from the Area VI I&A resource directory if they:

- Have their certification or license revoked by a level of government.
- Have their certification and/ or organizational membership revoked by a recognized group of peers who set professional standards.
- Exhibit a pattern of failing to respond in a timely and satisfactory manner to client complaints reported to and identified by Aging Information Specialists.
- Any organization / provider that deny services based on color, race, religion, gender, sexual orientation, ancestry, nationality or any other basis not permitted by law whose services are divisive or discriminatory.

### Disclaimer

- 1.) Non-responsibility for the quality of services contained in the resource database.
- 2.) Non-endorsement of the services contained in the database.
- 3.) Area VI Agency on Agency I&A services do not guarantee and/or recommend resources contained In the I&A resource directory.

### **ADULT DAY CARE – (in facility)**

Programs providing supervised care for dependent adults. Services may include activities, social interaction, exercise, as well as supervision of meals and medications.

- 1.) Inclusion – All Adult Day Care centers within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **ADVOCACY**

Programs that seek to intercede on behalf of the elderly and disabled to ensure they receive the benefits and services to which they are entitled.

- 1.) Inclusion – Groups related to protecting the rights of senior and disabled together with our targeted populations.
- 2.) Exclusion – 0

### **EDUCATION**

Programs providing formal and informal education for seniors and the disabled.

- 1.) Inclusion – Providers who disseminate information to seniors, disabled persons and caregivers.
- 2.) Exclusion - 0

### **EMPLOYMENT/TRAINING**

Programs providing senior employment services.

- 1.) Inclusion – Employment/training providers within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **FOOD SOURCES**

Programs that seek to meet the basic nutritional needs of the community by providing access to food products.

- 1.) Inclusion – All not-for profit resources within the AAA Area VI nine county service area.
- 2.) Exclusion – General area restaurants and grocery stores that do not deliver.

### **GROUP HOMES**

Programs providing an alternative living environment for individuals who are unable to live on their own.

- 1.) Inclusion – Medicaid approved within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **HEALTH EDUCATION INFORMATION**

Programs designed to inform the public of existing or potential health issues.

- 1.) Inclusion – Programs that disseminate information specific to health issues.
- 2.) Exclusion – 0

### **HOME DELIVERY SERVICES**

Specific services delivered to the homes of elderly or disabled individuals.

- 1.) Inclusion – Grocery stores, pharmacies and other business providing delivery service within the AAA Area VI nine county service area.
- 2.) Exclusion – 0.

### **HOME HEALTH AGENCIES**

Programs providing medical and personal care to the elderly, disabled, ill or recuperating individuals in their home.

- 1.) Inclusion – Agencies that are within the AAA Area VI nine county service area.
- 2.) Exclusion – Those who do not serve AAA Area VI.

### **HOMELESS SHELTERS**

Programs providing a temporary place to stay for people who have no permanent housing.

- 1.) Inclusion – Homeless shelters within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

## **HOSPICE**

Programs providing a full range of supportive services for terminally ill individuals and their families while they are at the latter stages of a terminal illness.

- 1.) Inclusion – Hospice providers within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

## **HOSPITALS/MEDICAL CENTERS**

Medical institutions providing diagnostic and treatment services to individuals.

- 1.) Inclusion – General hospitals and health clinics within the AAA Area VI nine county service area.
- 2.) Exclusion – Specialty Clinics and doctors' offices.

## **IN-FACILITY RESPITE**

Respite care within a facility providing an overnight break for the caregivers for a certain amount of time based on the need.

- 1.) Inclusion – Licensed facilities that provide service within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

## **IN-HOME ASSISTANCE**

Programs providing assistance in performing routine household and non-medical personal care activities for elderly individuals and couples to help them sustain independent living.

- 1.) Inclusion – Providers within the AAA Area VI nine county service area.
- 2.) Exclusion – Providers that are not bonded and insured.

## **IN-HOME RESPITE**

Programs providing a full-time caregiver time away to relieve the stress of caring for a homebound person.

- 1.) Inclusion – Providers within the AAA Area VI nine county service area.
- 2.) Exclusion – Providers that are not bonded and insured.

## **INSURANCE ASSISTANCE/INFORMATION**

Programs providing a variety of supportive service for the elderly, disabled and caregivers who need assistance in completing, filing and/or appealing decisions with regards to insurance claims.

- 1.) Inclusion – Non-profit assistance providers.
- 2.) Exclusion – Insurance companies and agents / private for profit.

## **LEGAL SERVICES**

Programs that offer advice and guidance regarding legal matters.

- 1.) Inclusion – Non-profit legal referral services.
- 2.) Exclusion – Private for profit

## **MENTAL/EMOTIONAL HEALTH**

Programs assisting those individuals who exhibit clinically significant behavioral or psychological problems or patterns that are typically associated with emotional distress.

- 1.) Inclusion – \*see below
- 2.) Exclusion – \*see below

*\*Note: Within the Area VI Agency on Aging service area there are providers for mental and emotional health. For a complete and recently updated list that includes providers who accept Medicare and Medicaid, contact the Department of Health and Welfare at 528-5791.*

## **RECREATION**

Programs providing recreational activities, games or sports for the elderly and disabled.

- 1.) Inclusion – On going recreation and activities within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **RESIDENTIAL/ASSISTED LIVING**

Residential facilities, apartments, and/or planned communities designed to enable elderly individuals or couples to live independently with a variety of supportive services.

- 1.) Inclusion – Licensed Assisted Living facilities within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **SENIOR HOUSING**

Facilities that provide housing to the aging and disabled.

- 1.) Inclusion – Senior/disabled housing facilities within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **SKILLED NURSING FACILITIES**

Inpatient health care facilities that provide 24 hour skilled nursing care.

- 1.) Inclusion – Licensed 24/7 care facilities within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **SUBSIDIZED HOUSING**

Programs that make rental housing more available to low-income individuals through state and federal programs.

- 1.) Inclusion – Subsidized housing facilities within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **SUPPORT GROUPS**

Groups of individuals who share a common problem and who meet on a voluntary basis for mutual support.

- 1.) Inclusion – Support Groups for the aging, disabled and for those who are grandparents raising grandchildren and other relative caregivers within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **TAX ASSISTANCE**

Programs assisting individuals with tax benefits.

- 1.) Inclusion – Non-profit tax assistance programs within the AAA Area VI nine county service area.
- 2.) Exclusion – For profit

### **TRANSPORTATION**

Programs providing basic transportation and special arrangements for the elderly.

- 1.) Inclusion – Local and regional transportation providers that serve the aging and disabled populations within the AAA Area VI nine county service area.
- 2.) Exclusion – Municipal airlines

### **URGENT CARE CENTERS**

Programs which are available seven days a week that provide walk-in treatment services for people who have minor illnesses or injuries.

- 1.) Inclusion – Urgent care centers within the AAA Area VI nine county service area.
- 2.) Exclusion – 0

### **VETERAN SERVICES**

- 1.) Inclusion – All Veterans Service providers.
- 2.) Exclusion – 0

### **VOLUNTEER OPPORTUNITIES**

Community Agencies that have positions within their organizations for people who are willing to offer their services.

- 1.) Inclusion – Not-for profit
- 2.) Exclusion – 0