

ADRC of Marquette County Inclusion/Exclusion

PURPOSE: Provide clear guidelines as to inclusion/exclusion of resource information

POLICY:

Aging and Disability Resource Center (ADRC) maintains a specialized resource database designed to support older adults, people with disabilities, caregivers and the general public to access information about services available in their area. The resource database is a tool that supports the provision of information and assistance. ADRC reserves the right to make all decisions regarding the inclusion, exclusion and use of information relative to individuals and/or organizations. The Inclusion/Exclusion policy of the Marquette County ADRC will be made available for public viewing on the Marquette County ADRC website. A form will be available on the website for use by any vendor who wishes to be considered for inclusion to the community resource directory maintained by the ADRC. Although inclusion/exclusion decisions will, for the most part, be made based upon the perceived needs of the client/users of ADRC, the final determination as to inclusion or exclusion shall be in the sole discretion of ADRC.

PROCEDURE:

I. Service Area

- A. ADRC has a specialized resource database of both nonprofit and specific for-profit agencies and organizations that provide services directed to the agency targeted population (Seniors and persons with disabilities), in Marquette County. Information obtained from vendors may be used as a resource to the consumers of the ADRC. The ADRC has the sole discretion on what information and how to present the information provided by the vendors. The ADRC, when possible, will reduce duplication and increase uniformity of the information provided in order to best facilitate choice.
- B. Agencies and organizations located outside this service area may be considered on an individual basis.
 - 1. Emphasis will be made to include services not otherwise available in Marquette County.
 - 2. Inclusion of services available in surrounding counties that, due to location, is easier for resident access.

II. Criteria for inclusion and exclusion

Inclusion Criteria

- A. Nonprofit agencies providing a community service.
- B. Agency/organization will have been in business for a minimum of one year and remain in good standing as evidenced by the licensing bureau and/or BBB.
- C. Government agencies which provide social, educational and health services.
- D. Organizations (such as churches, social clubs) which offer a service to the community at large, not just their own members.
- E. For profit organizations that provide a service to ADRC's targeted population, provides a specialized service other than its core function that is not offered by non-profits in our community; is licensed /accredited or a Medicare/Medicaid approved provider, where applicable, has been providing services for one year within Marquette County, with local office in either Marquette or a bordering county.
The ADRC holds full discretion in deciding which for-profit organizations will be listed in the database and resources, based on the community needs identified by the ADRC.
- F. Self-help support groups
- G. Elected members of government
- H. Hospitals, health clinics, personal and intermediate care homes, nursing homes. Medical facilities will be included only if they provide a target group specific, specialized function or program. Must provide some specific program/service that is specialized for ADRC's target populations.
- I. Professional organizations (especially those organizations in the social services field).
- J. Advocacy groups.

- K. Community Service Advocacy Organizations.
- L. Home health/supportive home care providers/hospice agencies, with a local office within Marquette, or bordering Counties, in business no less than 12 months.
- M. Apartments for elderly and persons with disabilities.
- N. Community Libraries.

Exclusion Criteria

- A. Services available only to members of a certain group or club (i.e. Church parishioners).
- B. Unlicensed, unregistered, or uninsured service providers.
- C. Illegal services and/or questionable practices; this could also include agencies which deny service on the basis of color, race, sexual orientation, and so forth.
- D. Chore providers that are not bonded and/or do not hold a valid Wisconsin Seller's Permit if providing a service for which sales tax is collected.

III Removal of individual/organization from resource database:

ADRC will make final determination as to action of removal of any resource from the database. Service providers will be removed due to any knowledge of discrimination, illegal services, illegal actions by administrators and/or their staff or any questionable practices. Agency and Program records will be removed if attempts to contact vendor for annual updates, results in no response. Agency and Program records will be removed if any of the Inclusion Criteria is no longer met, or any of the Exclusion Criteria is now applicable. Removal decision will be made/reversed after review by Resource Specialist and ADRC Director or Human Services Director.

- A. Removal decision may be reversed by review of reconsideration request.
- B. Verify that the agency/program meets the above Removal criteria or complaints/concerns or changes in the Inclusion and Exclusion policy.
- C. Provide in writing the information and changes that need to be updated.
- D. Remove the information from the various resources; directory, handouts and any brochures associated with the agency/program.
- E. Send out email notification to all relevant ADRC staff.
- F. If an entire agency and attached programs are being removed, delete attached programs, delete agency record. Add it to the Removal list by date.

IV Disclaimer:

Inclusion does not imply endorsement and omission does not indicate disapproval. Inclusion in the database is a privilege, not a right and an organization may be denied inclusion. An excluded organization may request reconsideration of the decision to deny inclusion. A reconsideration request must include new or additional information.