



## Resource Directory Inclusion Exclusion Policy for NY Connects: *Choices for Long Term Care*

**Purpose of the Policy:** To provide guidance for the selection of entities, including service providers, agencies and programs, to include in the resource directory/listing for **NY Connects: Choices for Long Term Care**. This comprehensive directory will support the provision of accurate and objective information and assistance for the older population and adults and children with disabilities who need long term care. All entities added to the information and assistance (I&A) system must be in compliance with the criteria provided below. The criteria will serve as a basis to include or deny applicants and eliminate bias for selection.

**Background:** This policy was developed from extensive review and application of the following nationally accepted resources; the *Standards for Professional Information and Referral, 5<sup>th</sup> Edition*, Alliance of Information and Referral Systems (AIRS), and the *Inclusion/Exclusion Policy Development Guide for Aging Information and Referral/Assistance*, National Aging Information & Referral Support Center, National Association of State Units on Aging, December 2005. It is also compatible with the New York State Point of Entry Standards and reflective of the goals of **NY Connects**.

**Disclaimer:** The inclusion or exclusion of an entity does not constitute an endorsement nor signify disapproval by **NY Connects**. **NY Connects** does not assume responsibility for the quality of services provided by any entity deemed eligible for inclusion. NYSOFA and the local **NY Connects** staff shall review the inclusion/exclusion policy on a regular basis to ensure the policy meets the needs of the **NY Connects** I&A system. The local **NY Connects** and NYSOFA reserve the right to exclude and/or remove any entity from the **NY Connects** I&A system, provided that any determination made by NYSOFA with respect to inclusion, exclusion and/or removal of an entity from the **NY Connects** I&A system shall be binding on the local **NY Connects**.

**Scope:** The **NY Connects** I&A system shall include entities that offer medical or non-medical support services to the community (older adults and people with disabilities), including but not limited to categories in the **NY Connects** Quantitative Report (adapted from the Alliance of Information and Referral Systems (AIRS) Taxonomy of Human Services). Examples of types of services that would be eligible for inclusion are consumer and caregiver supports, community based services, home based services, facility based services, and insurance and benefits information.

### Criteria for Inclusion

An entity may be included if it meets **one or more** of the following criteria (i.e. an entity does not have to meet ALL criteria to be included):

1. The entity is a government, non-profit, or sub-contractor thereof (e.g. Early Intervention programs, Area Agency on Aging contract providers, Medicaid service contractors, etc.).
2. The entity is a for-profit entity that offers a long term service for older adults and/or people with disabilities **OR** a service that promotes independence that is not otherwise available or accessible within reasonable proximity to or in the county. For example, not all grocery stores or pharmacies in the community would be included; however, all grocery stores and pharmacies that offer home delivery may be included because they provide a service that promotes independence and contributes to the

3. ability of people to remain in their homes. Taxi companies that provide transportation to rural areas would be another example of such entity.
4. The entity provides services to the community at large on a voluntary basis, such as faith-based organizations, social clubs, or self- help support groups, advocacy or community consumer coalition, e.g.: Parent to Parent of NYS, American Cancer Society, Community Coalitions for Diabetes, Epilepsy Associations, Multiple Sclerosis Chapters, etc.
5. The entity is a professional association that provides a social, health, or community service, e.g.: Bar Association, Gerontology Society of America, NYS Nurses Association, National Association of Social Workers, NYS Occupational Therapy Association, etc.
6. The entity is an Information and Referral provider such as, crisis lines, hotlines, and help lines.

### **Criteria for Exclusion**

An entity may be deemed ineligible for inclusion if **one or more** of the following criteria apply:

1. The entity knowingly or unknowingly discriminates or denies services based on age, gender, race, color, nationality, religion, disability, sexual orientation, or any other basis prohibited by law.
2. The entity has a suspended or revoked license or certification.
3. The entity violates municipal, state, or federal laws or regulations.
4. The entity misrepresents, by omission or commission, pertinent facts regarding its services, organizational structure, or any other pertinent matter.
5. The entity does not have an established address, phone, or consistently available contact person.
6. The entity is a **private** practitioner such as a physician, group practice of providers, osteopath, podiatrist, dentist, legal/paralegal provider, etc., except in the case that the practitioner provides a long term care service that is not otherwise available or accessible within reasonable proximity to or in the county.