

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor

Greg Olsen, Acting Director

An Equal Opportunity Employer

PROGRAM INSTRUCTION

Number 20-PI-01

Supersedes

Expiration Date

DATE: February 28, 2020

TO: AAA Directors, NY Connects Coordinators, Regional ILC Contractors

SUBJECT: Updated NY Connects Statewide Resource Directory Inclusion/Exclusion Policy

.....
ACTION REQUESTED: Adoption of and compliance with the revised Inclusion/Exclusion policy for the NY Connects Statewide Resource Directory (nyconnects.ny.gov). This Program Instruction (PI) supersedes the Inclusion/Exclusion policy section included in 11-PI-19.

PURPOSE: This PI provides guidance for the selection of entities (i.e., service providers, agencies and programs) to include in the NY Connects Statewide Resource Directory. This comprehensive directory supports the provision of accurate and objective information and assistance (I&A) for the older population and adults and children with disabilities who are in need of long term services and supports. All entities added to this NY Connects Resource Directory must be in compliance with the criteria provided below. The criteria will serve as a basis to include or exclude an entity in the directory.

Please note that in addition to the pdf version of the Inclusion/Exclusion criteria attached to this Program Instruction, an MS Excel version of the file is provided as well.

BACKGROUND: This policy was developed from extensive review and application of the following nationally accepted resources; the Standards for Professional Information and Referral, Alliance of Information and Referral Systems (AIRS) and the Inclusion/Exclusion Policy Development Guide for Aging Information and Referral/Assistance developed by National Aging Information & Referral Support Center. It is also compatible with the NY Connects State Program Standards and vetted by the State level No Wrong Door System workgroup partners (i.e., New York State Dept. of Health, Office for People with Developmental Disabilities, Office of Mental Health).

PROGRAMS AFFECTED:

- Title III-B
- Title III-C-1
- Title III-C-2
- Title III-D
- Title III-E
- CSE
- WIN
- Energy
- EISEP
- NSIP
- Title V
- HIICAP
- LTCOP
- NY Connects
- Other:

CONTACT PERSON: Jessica Rice

TELEPHONE: (518) 474-6096

NY Connects Resource Directory Inclusion Exclusion Policy

INCLUSION CRITERIA

An entity CAN be included in the NY Connects Resource Directory if it meets criteria #1 AND one or more additional criteria (#'s 2-7)

Criteria Description	Explanation/Examples	Use Case 1: Alzheimer's Association* (*specifically)	Use Case 2: Dentist that Accepts Medicaid or Payment Plan	Use Case 3: Grocery Store Delivery
1.) The entity must provide a service to an individual with a long term service and support (LTSS) need.	<i>Explanation: An LTSS helps to promote sustainable independence for older adults and individuals with disabilities by providing assistance with: Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL); cognitive, physical, or chronic health limitations and needs; mental health or social needs. It may include services provided in the home, in the community, at congregate settings, at assisted living facilities, or in nursing homes.</i>	Yes	Yes	Yes
2.) Government (public) and non-profit agencies or organizations that provide LTSS.	<i>Examples: Independent Living Centers, Local Departments of Social Services, Area Agencies on Aging, Regional Resource Development Centers, state psychiatric hospitals.</i>			
3.) For-profit, commercial or private organizations may be considered on an individual basis. Evaluation of inclusion is based on the following: a.) Service that promotes independence that is not otherwise available or accessible within reasonable proximity to or in the county (that is, specially targeted services or services that are otherwise difficult to access); b.) Financial eligibility (agency also offers free service, scholarship, reduced fees, payment plans, or sliding fee scale). c.) Meets all criteria referenced in the Quality Check tab of this policy.	<i>Examples: (a) A verified licensed professional who conducts home visits. (b) A grocery store that offers home delivery.</i>		Yes - per 3.b.	Yes, per 3.a.
4.) The agency or provider is certified to accept Medicaid or Medicaid waiver programs, Medicare, Senior Home Health, PACE, Managed Long Term Care, or other third-party reimbursement that will enable consumers to receive free or lower cost services, including for-profit or private agencies.	<i>Example: A low-income medication assistance program that is offered through a pharmaceutical company.</i>			
5.) Social clubs, volunteer organizations, or self-help support groups that provide services to the community (not just its members) at large on a voluntary basis.	<i>A social club that provides services that are unique to family caregivers, e.g., The Alzheimer's Café.</i>			
6.) Advocacy groups or professional associations that provide a social, health, or community service.	<i>Examples: AARP, The American Geriatrics Society, ILCs, etc.</i>	Yes - provides free services to individuals, families, and caregivers with LTSS and dementia needs		
7.) A specialized, non-commercial service that provides information, support, or crisis intervention relevant to older adults or individuals with disabilities in-person or through the internet, a cell-phone app, or telephone line.	<i>Examples: Mobile Crisis, crisis lines, hotlines, and help lines.</i>			

NY Connects Resource Directory Inclusion Exclusion Policy

EXCLUSION CRITERIA

An entity will NOT be included in the NY Connects Resource Directory if one or more of the following apply:

Criteria Description	Explanation/Examples
1.) Discriminates or denies services based on age, gender, race, color, nationality, religion, disability, sexual orientation, or any other basis prohibited by law.	<i>Example: An organization that refuses to serve individuals based on their sexual orientation.</i>
2.) Provides services only to persons holding membership.	<i>Example: Counseling available to a church's parishoners only.</i>
3.) Has a suspended or revoked license, certification, or registration.	<i>Example: An adult home without an operating certificate from the Department of Health.</i>
4.) Violates municipal, state, or federal laws or regulations.	<i>Example: An agency that violates civil rights laws or provides a service that is characterized as illegal in nature.</i>
5.) Misrepresents pertinent facts regarding its services, organizational structure, or any other pertinent matter.	<i>Example: An organization that advertises for a service that they do not provide or misleads consumers about their ability to assist them.</i>
6.) Private practitioners such as physicians, group practice of providers, osteopaths, podiatrists, dentists, legal/paralegal providers, etc.	<i>Explanation: typically private practitioners or professionals are not included in the Directory unless they provide a unique or specialty service that is not otherwise available in the community, as per inclusion criteria #3.</i>
7.) Unable to meet NY Connects Quality Checks (see Quality Checks Tab) .	<i>Explanation: If the provider is unable to meet the quality checks outlined in this policy, they will be excluded from the Directory.</i>
8.) Is a home-based, unlicensed, unregulated business	<i>Example: An unregulated pharmaceutical business operating out of an individual's home.</i>

**NY Connects Resource Directory Inclusion Exclusion Policy
Quality Checks Criteria**

The following criteria is meant to facilitate the determination for excluding an agency, provider, or organization. If one or more quality checks is not met, an agency, provider, or organization may be excluded from the system.

Quality Checks	Resources
(a) The agency or provider maintains a consistently available contact person	
(b) The agency or provider has a fixed mailing address, or an affiliated state, regional or national organization.	
(c) The agency or provider is certified, licensed, or accredited by the applicable governing body as required.	http://www.op.nysed.gov/
(d) The agency or provider supplies requested database information and updates in a timely manner.	