



Integrated Statewide Information & Referral Database Inclusion/Exclusion Criteria

Florida's eleven Aging Resource Centers are committed to helping persons age 60 and above, and those who care about them, understand and navigate the complex web of available services, agencies, and other options. The Aging Resource Centers help persons find information, resources, and services that can provide assistance on a variety of issues – from housing and home care to meals, transportation, and other vital areas of concern, which allows the person and their caregiver to make informed decisions. To support this goal, Florida's Aging Resource Centers have set forth the following inclusion and exclusion guidelines for the Integrated Statewide Information and Referral Resource Database.

The database shall include entities that serve both Florida's elders and their families. In specific counties, resources are included for other populations:

- Adults age 18+ suffering from Severe and Persistent Mental Illness.
 - Area served: Brevard, Broward, Orange, Osceola, Pasco, Pinellas, and Seminole Counties
- Adults age 50+ with Developmental Disabilities and their caregivers.
 - Area served: Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Pasco, Pinellas, and Sarasota Counties
- Comprehensive Information & Referral for all age groups.
 - Area served: Marion, Orange, Osceola, and Seminole Counties

These guidelines are uniformly applied so staff and the public are aware of the scope and limitations of the database.

- I. The following are minimum requirements for inclusion:
 - a. Entity must have been conducting business for at least one (1) year.
 - b. Entities, both private and public, must provide or coordinate health and human services for elders and their caregivers OR must address the needs of other populations as specified above.
 - c. If required by the State of Florida or the federal government, the entity must maintain a license, certification, or registration.
 - d. Organizations located outside individual Aging Resource Center service areas will be considered for inclusion if they serve elders, their caregivers, or adults with Severe and Persistent Mental Illness in that service area or offer unique services that are not available in the service area.
 - e. Additional resources and criteria may be included in individual Aging Resource Center databases at the discretion of that agency, as long as the minimal statewide criteria are met.
- II. The following are examples of types of entities that may be included, but inclusion is up to the discretion of each individual Aging Resource Center:
 1. Government agencies.
 2. For-profit and not-for-profit businesses and organizations.

3. Entities contracting with the Florida Department of Elder Affairs, an Area Agency on Aging/Aging Resource Center, Lead Agency, or the Florida Department of Children and Families to provide services.
4. Medicare and/or Medicaid certified provider agencies or professional practitioners.
5. Licensed health care facilities and providers (e.g., hospitals, nursing homes, assisted living facilities, adult day care centers, home health agencies, etc.).
6. Insurance companies authorized by the Department of Financial Services to transact business in Florida.
7. Faith-based organizations, social clubs, professional organizations, volunteer organizations, advocacy groups, or support groups.
8. Entities providing services, support, or information accessible via the Internet or by telephone.
9. Age-restricted communities registered with the Florida Commission on Human Relations.
10. Websites that provide services or information relevant to seniors.

III. The following criteria warrant exclusion/removal of otherwise eligible entities:

- a. Entities that do not obtain or maintain required governmental licensing, certification, or registration.
- b. Entities whose license, certification, or registration is suspended or revoked.
- c. Entities that refuse services on the basis of age, color, race, religion, gender, nationality, disability, marital status, or any other basis prohibited by law.
- d. Entities that make material misrepresentation or omissions regarding services provided, licensing status, or any other pertinent matter.
- e. Entities who fail to respond to a request for updated information within the specified time.

Disclaimer: Inclusion in the statewide resource database does not constitute an endorsement of an organization, agency, or service by Florida's Aging Resource Centers. Exclusion does not constitute lack of endorsement. The information contained in the database was provided by the organizations and agencies. To ensure accuracy of resource information, Florida's Aging Resource Centers conduct annual updates of information based on feedback from the organizations and agencies listed in the resource database. Florida's Aging Resource Centers cannot guarantee the accuracy or completeness of the information. Florida's Aging Resource Centers reserve the right to edit information to meet format and space requirements. Only providers who meet the statewide inclusion/exclusion guidelines above will be included in the statewide database. Final decision for inclusion/exclusion will be at the sole discretion of individual Aging Resource Centers. Appeals to these decisions must be forwarded, in writing, to the individual Aging Resource Center. A response will be provided within thirty (30) days of receipt of appeal.

Adopted 04/08/10