

## **HAWAII ADRC WEBSITE DISABILITY RESOURCES INCLUSION AND EXCLUSION POLICIES**

**PURPOSE:** The purpose of this policy is to establish a set of standards for including agencies in the Hawaii Aging & Disability Resource Center (“ADRC”) database on its website or in other publications, for use by the public, including those who need financial assistance as well as those who have personal resources to pay for services.

**POLICY:** Qualified service providers that empower older adults, disabled adults, and/or family caregivers to make personal decisions, plans, and connections that allow them to live as independently and fully as possible shall be included in the ADRC resource database. Each Area Agency on Aging (“AAA”) shall establish and maintain the resource database for services in its planning and service area, according to the criteria and procedures on the following pages.

**BACKGROUND:** The ADRC is a one-stop source for long term care information and services for older adults, people with disabilities and caregivers who need help in caring for a family member or loved ones. The ADRC is a collaborative project funded in part by the U.S. Administration on Aging, Centers of Medicare and Medicaid Services, State of Hawai'i and the Counties of Kaua'i, Maui, Hawai'i, and the City and County of Honolulu. The sponsoring agency for each county's ADRC is its respective Area Agency on Aging:

The database will assist staff, consumers, caregivers, providers and others in the community in finding local long term care programs and services. The information in the database will be accessible on Hawaii's new Aging & Disability Resource Center website ([www.HawaiiADRC.org](http://www.HawaiiADRC.org)) and may be used to create printed material, including the Information & Assistance Handbook and other resource guides.

### **ADRC RESOURCE DATABASE INCLUSION/EXCLUSION CRITERIA DISCLAIMER:**

- **Although this policy indicates what agencies and services are eligible for inclusion in the database, the AAA/ADRC reserve the right to prioritize and limit entry;**
  
- **A listing in either the Handbook or online directory does not constitute an endorsement of or liability for any agency, program or service and omission does not indicate disapproval;**
  
- **An organization will be on probationary exclusion (inactive status) if they have not provided service for at least 6 months;**
  
- **Non-compliance with the inclusion process is grounds for exclusion;**
  
- **AAA/ADRCs reserve the right to edit information to meet format, guideline, space and taxonomy requirements;**
  
- **AAA/ADRC will make every effort to provide complete and accurate information, but it neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database. The user takes full responsibility to further research the services and information listed in the resource directory and on the website.**

**INCLUSION:** The resource database will include services and programs that adequately address the needs of those 60 and older, 18 and older with a physical disability and/or their caregivers. Overtime, the goal is to expand content to include relevant long term care programs and services regardless age, income or disability requirements. Inclusion criteria are as follows:

1. Government and non-profit agencies and programs that provide assistance for the targeted populations (e.g., federal, state, city/county government, 501c3 designated non-profits, crisis lines, help lines, etc). No attempt will be made to list all government agencies and departments.
2. Agencies that are certified, licensed, or accredited by the appropriate levels of government, as applicable (e.g., adult day care, nursing homes, assisted living facilities, home health services, hospitals, etc);
3. Agencies and programs that are tax-exempt or do not charge fees.
4. Self-help support groups that do not charge a fee or charge a nominal fee.
5. Senior and disability advocacy groups and community coalitions.
6. Agencies, including for-profit, proprietary and non-profit, that provide State, City or County contracted services.
7. For-profit, commercial or private organizations may be considered on an individual basis. Evaluation of inclusion is based on the following:
  - o Uniqueness of service (e.g., specially targeted services or services that are otherwise difficult to access);
  - o Financial eligibility (agency also offers free service, scholarship, reduced fees, sliding fee scale or accepts Medicaid);
  - o Lack of comparable services in the public, non-profit sector;
  - o Demonstrated community need for services.

**EXCLUSION:** The AAA/ADRC reserves the right to make the final determination to include or exclude any agency from the resource database. Exclusion criteria are as follows:

1. In general, private practitioners or group practices in the following areas are excluded, except as may be necessary under inclusion criteria: i.e. medical doctors, legal/paralegal providers, mental health practitioners, insurance agents, investment or banking lenders, nutritionists, physical therapists, chiropractors, dentists.
2. Any agency that knowingly or unknowingly discriminates or violates local, state or federal discrimination laws and regulations.
3. Any agency or person that misrepresents their services in any way or provides misleading or fraudulent information to the public.
4. Have been in existence less than one year, except for government agencies.
5. Do not respond in a timely manner when asked to update agency/program information.
6. Programs where standards of service quality are regulated and for which there exists an entity that adequately maintains current data (e.g., Department of Health, Office of Health Care Assurance, maintains vacancy list for adult residential care homes).
7. Elected government officials.
8. Churches, service groups (e.g., Rotary) and other organizations that offer no special service to the target populations.

#### **Regarding Exclusion or Elimination from the Database**

- o If an organization/agency submits an application and is determined to be ineligible to be listed within the database, the AAA/ADRC will respond with a letter of explanation.

- AAA/ADRC has the right to refuse or discontinue listing organizations that have had complaints filed with AAA/ADRC, other aging and disability network programs, the Better Business Bureau or a regulatory entity.
- AAA/ADRC has the right to eliminate a program/organization for failing to update their record annually.
- AAA/ADRC has the right to eliminate a program/organization when it is determined that the program is not in compliance with federal, state, or local laws.
- Organizations wanting to be removed from the database or resource directory should contact their local AAA/ADRC by phone or email. See contact information on pages 3-4.
- If the organization has been denied database inclusion for the following reasons, please do not reapply for admittance as we will not be able to include your program:
  - If your organization is denied database entry based on a severe complaint file with AAA/ADRC, a regulatory board, or the Better Business Bureau;  
If your organization is involved in illegal practices;
  - Agencies that misrepresent their services in any way;
  - If your agency has been removed from the database for any of the “Not Eligible to be Included” reasons listed above.

**QUALITY CONTROL:** In order to provide the community with accurate and useful information, the AAA/ADRC will follow a systematic and timely process for maintaining and updating the resource listings and will review the Inclusion/Exclusion Policy on an annual basis. AAA/ADRC staff will collect, verify and update information about providers through a variety of methods, including existing resource guides, handbooks and databases as well as surveys, phone calls, email and other communication. Survey updates will be performed annually, at a minimum, and may be performed in increments on a revolving basis.

**UPDATING AGENCY/PROGRAM INFORMATION:**

Each AAA/ADRC will update their respective database information on an on-going basis. Agencies will be asked to respond to a formal agency update survey at least once a year. Unresponsive service providers risk being excluded or dropped from the database. Agencies are relied upon to keep each AAA/ADRC site informed of any new programs or if they are getting inappropriate referrals. Please use the contact information on pages 3 to notify the appropriate AAA/ADRC of any changes, updates or inappropriate referrals. Eventually agencies will be able to update their information online. A description of this process will be included in this document once the feature is made available.