

# **Resource Database Inclusion and Exclusion Guidelines**

Aging and Disability Resource Centers and Aging Units throughout the State of Wisconsin provide information and assistance services. These services are designed to assist older adults, people with disabilities, their caregivers and the general public in accessing up-to-date information about services that are available in the Resource Center's area. The resource database is a tool that supports the provision of information and assistance as well as options counseling services.

The purpose of this policy is to provide a framework for Aging and Disability Resource Centers and Aging Units to develop and maintain resource databases in support of the provision of information and assistance services. This policy also applies to decisions addressing what printed information (e.g., brochures, guidebooks, and promotional material) is exhibited in the lobby or waiting room of the Aging and Disability Resource Centers and Aging Units.

Professional Standards for information and assistance services published by the Alliance of Information and Referral System (available online at [www.airs.org](http://www.airs.org)) call for inclusion/exclusion policies to be reviewed at least every three years. Professional standards also promote the uniform application of the criteria and publishing the inclusion/exclusion policy as a way to inform the public of the scope and limitations of the database.

## **Resource Information Included:**

In order to provide objective data to consumers to aid in making informed choices, the database will include agencies that provide assistance for the general public.

- A. Information on programs that are provided by, funded by or licensed by a federal, state or local government agency.
- B. Non-profit agencies providing a community service.
- C. Organizations (such as churches, social clubs and professional organizations) which offer a service to the community at large.
- D. Proprietary organizations which offer services in the area of health, mental health, recreation, education, home maintenance, arts and culture, to the general public, and who have been in business for at least 1 year.
- E. Housing establishments, for-profit, commercial, private, governmental, or not-for-profit.
- F. Self-help/support groups.
- G. Hospitals, health clinics, specialized care centers.
- H. Professional organizations (especially those organizations in the social service field). These may include: counseling/psychiatry; medical; dental; legal; advocacy groups.

## **Resource Information Excluded:**

- A. Agencies which deny services based on age, gender, race, religion, national origin, disability, sexual orientation in violation of any federal or state law.
- B. In-home care agencies, not licensed or regulated by the State of Wisconsin, with an owner, administrator, or direct care employee who has been convicted of any offenses listed in the Wisconsin Administrative Code, Chapter DHS 12, Caregiver Background Checks, Table 12.115.

C. Agencies that have been found to be in violation of municipal, state or federal laws or regulations and have been excluded from providing service under required licensure or certification.

**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 a decision to deny inclusion in a database. The request for reconsideration shall be submitted to the Aging & Disability Resource Center or Aging Unit in the geographic area of the respective database.