

Senior Resources of Guilford	Program Policy	
Topic: Information and Referral Inclusion/Exclusion Policy (Internal IRIS Database)	Approved By: Ellen D. Whitlock Executive Director	Approved on: 12/08/03 Reviewed on: 12/01/10

Any agency or organization serving older adults in Guilford County may be included in Senior Resources of Guilford's IRIS database according to the following criteria:

1. Incorporated 501(c)3 non-profit agencies offering direct health and human services providing:
 - a. The agency has been in business for at least six consecutive months prior to inclusion in database;
 - b. Has an established address, telephone and contact person;
 - c. Has achieved credited licensure when applicable.
2. Non-profits offering indirect services that support health and human services by:
 - a. Planning, improvement, and research;
 - b. Financial support for health and human service organizations;
 - c. Licensing and endorsing health and human service organizations;
 - d. Education and training for social work and related fields.
3. Local, state and federal government agencies.
4. Civic, social and support groups that offer specific health and human service programs for older adults.
5. For-profit agencies that offer one or more:
 - a. Sliding fee scale or accepts Medicare or Medicaid;
 - b. Has been in business for at least six consecutive months and has an established address, telephone and contact person;
 - c. Offers a service for older adults or persons with disabilities that enables them to accomplish Activities of Daily Living, as defined by the North Carolina Medical Assistance Program to include hygiene/bathing/grooming, dressing, ambulation/mobility/transferring, eating and toileting;
 - d. Has credited licensure when applicable.
6. The database is to be updated annually.

Any agency or organization may be excluded from the database if it:

1. Denies service on the basis of color, race, religion, disability, age, gender, sexual orientation, nationality or any basis covered by law; not including a specific target population (i.e., Alzheimer's patients, refugees, etc.);
2. Misrepresents itself;
3. Engages in any illegal activity;
4. Has its certification or license revoked;
5. Fails to respond to requests for update information or exhibits a pattern of failing to respond in a timely and satisfactory manner to client complaints;
6. Requires membership for services.

Disclaimers:

1. This is not an exclusive list.
2. Inclusion in the database is not a recommendation or endorsement of an agency and its programs, but is intended to provide the best possible scope of available information.
3. If a provider is not in the database, it is not an indication that the provider does not meet the criteria.
4. The I&R service is not liable for actions or omissions of providers in the database.

Appeals Process:

An exclusion can be appealed to the MIS/Planning Manager who will present the appeal to the management team of Senior Resources of Guilford for review.

This policy is to be reviewed every three years.

A copy of this policy is available to the public.