

Policy and Procedure Manual	
Policy Name:	Inclusion and Exclusion

The ServiceLink Resource Center (SLRC) envisions communities that empower and support citizens to make the personal decisions, plans, and social connections that allow them to live as independently and fully as possible.

New Hampshire (NH) SLRC program is a network of community-based sites with the common purpose of providing information, referrals, and assistance to connect older adults, adults living with disabilities, their families and caregivers with resources in their communities. The purpose of the Resource Database maintain one information system that includes non-partisan, non-ideological information about the range of long term supports and resources in the State of NH.

The intent of this policy is to standardize the criteria that SLRC staff will uniformly apply in order to qualify or disqualify an agency, organization, or program from inclusion on the Resource Database. The policy will ensure database consistency, streamline the decision-making process as it relates to inclusion or exclusion on the database; and provide objective evidence to support decisions that may be protested, either by agencies that object that they have been excluded or by individuals or organizations that object to a particular organization being included on the Resource Database.

The following criteria will be applied to determine which agency services may be included or excluded in the Resource Database. The criteria are based on the *AIRS Standards for Professional Information & Referral and Quality Indicators*, Version 6.0, revised January 2009 and published by the Alliance of Information and Referral Systems.

Inclusion Criteria:

To be included on the Resource Database the following criteria will be met:

- 1) The agency will offer one of the following services: health, social service, consumer focus, educational, and/or environmental;
- 2) The agency will have existed for at least three months; and

- 3) The agency will have proof of licensure as required by regulating agencies.

The agency will also fall into one of the following categories:

- 1) Non Profit
 - a) Private, non profit 501 (c)(3) organizations that offer free low cost services to the community at large (not just to members)
- 2) Government
 - a) Government (local, state, federal) and quasi-public agencies
 - b) Note: No attempt will be made to list all government agencies and departments
- 3) Non Profit or Government
 - a) Crisis lines, hotlines, help lines, information lines, and information and referral lines administered by non-profit organizations or government entities
 - b) Local, statewide, and nationwide toll-free phone services that can be accessed by callers in New Hampshire; that provide a socially beneficial service (health, social, consumer focus, educational, and/or environmental services); and that are administered by government or nonprofit organizations
- 4) Community/Support Groups
 - a) Self-help support groups that do not charge a fee or charge a nominal fee (include state, regional, or national headquarters to enable tracking of local support groups that may frequently change contacts or sites)
 - b) Advocacy groups and community coalitions/clubs, on a limited basis, concerned with health and human care issues
- 5) For Profit/Proprietary
 - a) For profits providing affordable health and social services not adequately met by other resource listings; or offering free service(s), scholarships, reduced fees, a sliding fee scale, or that accept Medicaid
 - b) For profits that accept court diversion requirements
 - c) For profits that provide unique, specifically targeted services, or services that are otherwise difficult to access, e.g., serve an area where resources are scarce
- 6) Non Profit, Government, Community Based Organization, For Profit/Proprietary
 - a) Acute care hospitals
 - b) Community clinics

- c) Organizations that are designated, funded, or contracted by the government to provide specific social services (a Medicaid contract does not meet this qualification)
- d) Professional associations providing a public service, e.g., information and referral
- e) Organizations located in states adjacent to New Hampshire that meet all inclusion criteria

Exclusion Criteria

Agencies that meet the following criteria will be excluded from the Resource Database:

- 1) Non Profit
 - b) Churches that offer no special services to the community at large
- 2) Government
 - c) Candidates for public office and elected government officials
- 3) Community/Support Groups
 - d) Local service groups (Rotary, Jaycees, etc.) that offer no special services to the community at large
- 4) For Profit/Proprietary
 - a) Private practitioners such as: group practices of mental health providers, medical doctors, osteopaths, podiatrists, dentists, legal/paralegal providers, etc., unless the practitioner is affiliated with a large, well-known national company or organization, or the private practitioners are providing a unique, much needed service is provided in the community; for example, the practitioner is the only dentist in town whose location is wheelchair accessible
 - b) "Support groups" offered by private therapists or social workers for which there is a fee to pay the leader for his/her time
 - c) Organizations that provide free services when their primary purpose is to market the organization's main business. For example, a condo company providing free airfare to Florida, as long as one attends a seminar to purchase condo housing
 - d) Providers that are not established or temporary in nature may be declined for acceptance
 - e) Other for profit organizations that do not meet the inclusion criteria
- 5) Non Profit, Government, Community Based Organization, Corporation (or any agency/organization) that;

- a) Denies service on the basis of race, sexual orientation, religious beliefs, or national origin; or that violate local, state, or federal laws or regulations
- b) Upon request, does not supply proper documentation, e.g., proof of 501 (c) 3 tax-exempt status on IRS/Department of Treasury letterhead, etc.
- c) Refuses to agree to the terms and conditions statement as part of the SLRC Agency Information Form
- d) Has been in existence for less than 3 months unless the agency is affiliated with a large, well-known national company or organization; or a unique, much needed service is provided in the community, for example: emergency services during a time of disaster, flood, etc.
- e) Does not have an established address, phone, and a consistently available contact person. In addition, it is strongly recommended that an email address be established for quick streamlined and paperless update processing
- f) Serves members only, or a very narrow population
- g) Has a documented history of fraudulent or illegal activities
- h) Misrepresents services offered in any way
- i) Is not licensed (in areas where licensing laws, regulations, and/or standards exist)
- j) Does not respond when asked to update information

Process Steps for Applying the Inclusion/Exclusion Criteria

- 1) Agencies applying for inclusion on the Resource Database will be required to complete a SLRC Agency Information Form, a SLRC Service Information Form, and, if necessary, a SLRC Site Information Form.
- 2) Agencies may obtain the required forms by contacting a trained SLRC resource specialist, the BEAS SLRC Program Manager, or by downloading the forms from the SLRC website. Completed forms will be submitted to a SLRC or the BEAS State Office. Upon receipt of the submitted forms, the receiving office will forward the packet to the SLRC that serves the area that the agency's physical address resides within (as reported on the SLRC Agency Information Form).
- 3) The forms will be processed and an inclusion/exclusion decision will be made within three weeks from the date of submission.
- 4) If an agency does not meet the criteria for inclusion in the Resource Database, the agency will be informed of the denial decision, and the reason why, by telephone, fax or email.

- 5) If there is a challenge to the denial, a meeting between the trained resource specialist who made the decision and the agency will be scheduled to explain the reason(s) for denied inclusion, and to hear any new information that the agency wishes to present.
- 6) If the agency is still not satisfied, a meeting with the BEAS SLRC program manger and the agency will be scheduled to discuss the reason(s) for the denied inclusion. The BEAS SLRC program manager's explanation and decision is final.

Disclaimer

- 1) The inclusion/exclusion criteria listed in this policy should not be considered a complete list. Final decision for inclusion is the responsibility of the BEAS SLRC program manager.
- 2) BEAS, in partnership with the SLRC network, may exclude or remove organizations from its resource database for any reason. Inclusion in the database does not imply endorsement, and omission does not indicate disapproval. The SLRC network neither guarantee nor make representation as to the accuracy or completeness of the information contained in its database. The SLRC network disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the database. The SLRC network does not guarantee the programs included in the database will accept referrals. The database is for informational purposes only and not for advertising/sales. The SLRC network reserves the right to edit information to meet format, guideline, and /or space requirements. Every attempt will be made to list appropriate agencies, organizations, and community groups that meet the criteria contained in this policy.