

Ohio District 5 Area Agency on Aging  
Designated Aging and Disability Resource Network  
Website Service Database Inclusion/Exclusion Criteria

**Purpose:** The Ohio District 5 Area Agency on Aging (AAA) is committed to helping older persons, persons with disabilities, and those who care about them understand and navigate the complex web of available services, agencies, and other options.

The AAA assists people in finding information about 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. To support this goal, the AAA has set forth the following inclusion and exclusion guidelines for the service database on the AAA website.

**Procedure:** The following are minimum requirements for inclusion.

1. Entities, both public and private, must provide or coordinate health and /or social services for older person, person with disabilities, and/or their caregivers.
2. If required by the State of Ohio or the federal government, entities must maintain a license, certification, or registration.
3. Organizations located outside the State of Ohio will be considered for inclusion only if they serve older persons, persons with disabilities, and/or their caregivers in Ohio.

The following are examples of types of entities that may be included in the AAA website service database. (Inclusion is at the discretion of the AAA)

1. Government agencies.
2. Not-for-profits organizations which serve older person and person with disabilities.

3. Businesses or for-profit entities whose products or services are consistent with the mission of the AAA.
4. Licensed health care facilities. (e.g., hospitals, nursing homes, assisted living facilities, etc.)
5. Faith-based organizations, social clubs, professional organizations, volunteer organizations, advocacy groups, or support groups.
6. Housing facilities or services for older persons and persons with disabilities.
7. Transportation services for older persons and persons with disabilities.
8. Professional licensure Boards.

The following entities are excluded from the AAA website service database.  
(Unless they hold a contract with the AAA.)

1. Individual private practitioners licensed through professional boards. (e.g., social workers, counselors, psychologists, psychiatrists, medical doctors, and lawyers)
2. Individual vendors or private service contractors.
3. Insurance companies.
4. Political and issue-oriented groups; unless the alternate viewpoint is also represented.

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

1. Entities that refuse services on the basis of age, color, race, religion, gender, nationality, disability, marital status, or any other basis prohibited by law.
2. Entities that do not obtain or maintain required governmental licensing, certification, or registration.
3. Entities that make material misrepresentation or omissions regarding services provided, licensing status, or any other pertinent matter.
4. Entities that fail to respond to a request for updated information within the specified time frame.

Disclaimer: Inclusion in the AAA website service database does not constitute an endorsement of an organization, agency or service by the AAA. Exclusion does

not constitute lack of endorsement. The information contained in the service database was provided by the organizations and agencies. To ensure accuracy of resource information, the AAA will conduct annual audits and request organizations and agencies to update the database. AAA cannot guarantee the accuracy of completeness of the information. The AAA reserves the right to edit information to meet format and space requirements. Providers who meet the AAA's inclusion/exclusion will be at the sole discretion of the AAA. Appeals to these decisions must be forwarded, in writing, to the AAA. A response will be provided within 30 days of receipt of appeal.

In the event that an agency/service provider does not meet the guidelines for inclusion as set forth in the Inclusion/Exclusion criteria per the reasonable conclusion of the AAA representative, the agency/service provider will be notified and has the right to file an appeal. Inclusion/Exclusion appeals must be submitted in writing to:

Ohio District 5 Area Agency on Aging, Inc.

Attention: Diane Ramey, Chief of Long-Term Care

2131 Park Ave. West.

Ontario, Oh 44906