

LifeSpan Resources' Inclusion & Exclusion Criteria Expectations:

Agencies and Programs are included in Lifespan Resources' database and other information resources when the following expectations are met:

1. Service provided by the organization must be **“Legal”** in terms of organizational structure and purpose. Programs or services of incorporated legal organizations will be included under the same agency heading.
2. In order for an organization and their services to be included in LifeSpan Resources' database, they **must provide a phone number**.
3. In order for an organization and their services to be included in LifeSpan Resources' database, there **must be a location for that organization within our four county service area (Clark, Floyd, Harrison, Scott)** or deliver one or more services to persons within the service area.
4. In order for an organization and their services to be included in LifeSpan Resources' database, the organization **must provide updated, accurate, and current identifying information in terms of organizational identification and applicable programs at least annually** and more often when updates occur.
5. In order for an organization and their services to be included in LifeSpan Resources' database, the organization **must have a human service interest. This includes local, state and federal governmental agencies**.
6. In order for an organization and their services to be included in LifeSpan Resources' database, the organization **must have a contact person**.
7. In order for an organization and their services to be included in LifeSpan Resources' database, the organization **must be a non-profit** unless the agency is for-profit and serves our market.
8. In certain instances, and **at the discretion of ADRC staff**, agencies and programs that fall out of the definition of 1-7 above, but that would benefit the ability of Lifespan Resources clients to be independent, may still be included in Lifespan Resources' database.

LIFESPAN RESOURCES' INCLUSION/EXCLUSION CRITERIA CONTINUED

Agencies and Programs are excluded from LifeSpan Resources' database and other resources when the following is evident:

1. An organization and their services will be excluded from LifeSpan Resources' database when **private practitioners comprise the majority of a staffing or service.**
2. An organization and their services will be excluded form LifeSpan Resources' database when **private chore service is the main or only service provided.**
3. An organization and their services will be excluded form LifeSpan Resources' database when **there is evidence that they have their own referral list or service.**
4. An organization and their services will be excluded from LifeSpan Resources' database when they **will not provide a phone number.**
5. An organization and their services will be excluded from LifeSpan Resources' database when they **will not provide annual updates of information**
6. An organization and their services will be excluded from LifeSpan Resources' database when the services that they provide are of a **non-human service** nature.
7. An organization and their services will be excluded from LifeSpan Resources' database when they are **for-profit** and the service they provide is not of a human interest.
8. In certain instances, and **at the discretion of ADRC staff**, agencies and programs that fall out of the definition of 1-7 above may still be excluded from LifeSpan Resources' database. In the event a resource is excluded, the caller will be referred to 2-1-1 or another appropriate referral point for services.

Disclaimer:

LifeSpan Resources does not guarantee client referrals to anyone in the database and provides only limited screening of clients for eligibility of services or programs.

No endorsement or lack of endorsement of any agency/program shall be construed from its inclusion in or omission from the LifeSpan Resources resource database. Information collected by LifeSpan Resources for inclusion in its database, is provided voluntarily by the organizations that are listed. Staff makes only routine editorial revisions for consistency of style and format and does not evaluate the programs and services.

Any organization that has a service listed in the resource database is prohibited from using that fact in any way to promote their service.

Appeal Process:

Organizations that want to appeal a decision regarding their inclusion or exclusion of information in the resource database or consumers who wish to make a similar appeal regarding a potential resource will follow these guidelines:

- a. Talk to the appropriate supervisor to clarify program services in relations to this policy.
- b. If a resolution is not accomplished by step (a), a written request providing rationale for appeal or concerns must be sent to the Executive Director of LifeSpan Resources, Inc. for a recommendation to be presented to the Board of Directors for an agency decision.