

Integrated Statewide Information & Referral Database Inclusion/Exclusion Policy

SPD and Oregon's Aging and Disability Resource Centers have been planning for a comprehensive, statewide system to provide Oregonians of all ages and income levels with easy access to information about long-term services and support and guided assistance to choose services that are both important to and for the individual.

To support this goal, the Oregon Department of Human Services has set forth inclusion and exclusion guidelines for the integrated statewide information and referral database. These guidelines should be uniformly applied so that staff and the public are aware of the scope and limitations of the database.

The database shall include entities that serve Oregon's elders and adults with disabilities and their families and caregivers.

Inclusion in the statewide resource database does not constitute an endorsement of an organization, agency, or service by Oregon's Aging and Disability Resource Centers. Exclusion does not constitute lack of endorsement.

INCLUSION:

- 1) Entities, both private and public, must provide or coordinate health and human services for adults with disabilities, elders and their caregivers.
- 2) Entities must have been conducting business for at least one (1) year.
- 3) Entities must maintain license, certification or registration if required by a federal, state, or local government agency.
- 4) Entities that are a non-profit agency providing a community service for elderly and adults with disabilities populations.
- 5) Entities that are proprietary and offer services which allow the person and their caregiver to maintain their independence, dignity and choice.
- 6) Entities that provide housing.
- 7) Entities that are self-help or support groups.
- 8) Entities that are hospitals, health clinics, and specialized care centers.
- 9) Entities that are professional organizations in the social service field such as Counseling, Psychiatry, Medical, Dental, Legal and Advocacy groups.
- 10) Entities that are an agency at any level of government.

EXCLUSION

- 1) Entities that do not obtain or maintain required governmental licensing, certification, or registration.
- 2) Entities whose license, certification, or registration is suspended or revoked.

- 3) Entities that refuse services on the basis of age, color, race, religion, gender, nationality, disability, marital status, or any other basis prohibited by law.
- 4) Entities that make material misstatements, misrepresentations or omissions regarding services provided, licensing status, or any other pertinent matters.
- 5) Entities that fail to respond to a request for updated information within the specified time.

Notification of Exclusion/Grievance Procedure

Inclusion in the database is not automatic. The Department reserves the right, in its sole discretion, to make the final determination as to what organizations or resources are included in the resource database. The Department may remove or exclude, in accordance with this policy and the rules of the Department, any organization or resource that does not enhance the mission of the Department in providing services to seniors and people with disabilities.

Organizations that want to appeal a decision regarding inclusion or exclusion decisions should follow these guidelines:

1. Talk with the Resource Data Analyst to clarify program services in relation to this policy
2. If concerns are not resolved in step one, a written request providing rationale for the appeal or concerns must be sent to the State Unit on Aging Program Manager.
3. The Manager, in consultation with the Resource Data Analyst, will make a recommendation to the DHS Assistant Director for the Seniors and People with Disabilities Division as to whether the organization is excluded from the resource database.
4. The Assistant Director will review the recommendation and make the final Departmental decision whether to uphold or to reverse the finding to exclude the organization from the resource database.