



# Senior Services

## Senior Information & Assistance

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The mission of Senior Services is to support the independence of seniors. We do this by offering programs and services for older persons and their caregivers.

The purposes of the Senior Information and Assistance (I&A) resource file are to catalog community services, maintain accuracy of community information, provide information to older people, those who care for them and the public at large, and link people with needed service

The following guidelines will be used in determining whether an agency or organization may be considered eligible to be listed in the I&A Resource File.

### **Agencies/Programs Eligible for Inclusion**

- **Nonprofit agencies which provide community services.**
- **Governmental (public) agencies** which provide social, education, or health services.
- **Self-help support groups .**
- **Community and civic advocacy** organizations.
- **Professional organizations** in the health or human services field.
- **Elected government officials** at the federal, state, and local levels representing the residents of service area.
- **Hospitals, health clinics** and long term care facilities
- **Toll-free telephone services or web sites** if they offer a social, health, or community service to residents of the service area.
- For-profit, proprietary human service agencies which are providing **services not adequately provided by the nonprofit sector**

- For-profit organizations, offering **services parallel to a nonprofit service**, to which clients are referred and fees paid by a government agency (i.e. proprietary agencies offering homemaking services to qualified clients.)
- For-profit, proprietary businesses offering **a unique or specialized service** of interest to the target population but not provided by the non-profit sector (i.e., in-home hair care or specialty clothing for adults with disabilities.)

### **Agencies/Programs NOT Eligible for Inclusion in the I&A Resource Database:**

- ◆ **Private, for-profit** service providers **unless** they meet one or more of the specific inclusion criteria listed above.
- ◆ Services which are **available only to members of a certain group** or affiliation (i.e. counseling available to a church's parishioners only).
- ◆ **Churches** that offer no special community-based service components
- ◆ Any organization which promotes or delivers **illegal** services.
- ◆ Agencies or organizations who have been **in existence less than six months**

Senior Information and Assistance reserves the right to make the final determination as to what organizations are included in the database and may remove or exclude any organization for fraud, misrepresentation, discrimination, service non-delivery or any other reason.

Agencies or organizations that want to appeal a decision by Senior I&A regarding the inclusion or exclusion decision should follow these guidelines:

1. Talk to the I&A Resource Data Manager to clarify program services in relation to this policy.
2. If concerns are not resolved by step one, a written request providing rationale for the appeal or concerns must be sent to the Director of the Senior Information and Assistance Project.
3. The Director, in consultation with the CEO of Senior Services, will make a final determination.

No endorsement or lack of endorsement of any agency/program shall be construed from its inclusion in or omission from the I&A Resource Database.