

## **Ventura County AAA Inclusion/Exclusion Criteria**

To ensure that the needs of the community are met, the following criteria for the inclusion or exclusion of agencies and programs into LOIS shall be used. These criteria shall be uniformly applied and published so that staff and the public are aware of the scope and limitations of the database.

1. General Terms of Inclusion
  - a. Provides services to persons aged 60 and older and disabled persons 18+.
  - b. Provides a health or human service for residents of Ventura County.
  - c. Is licensed or certified, when applicable.
  - d. Has a consistently available contact person, location, and telephone number.
2. Entities Eligible for Inclusion – The following entities are eligible for inclusion provided they meet all three general terms above:
  - a. California’s municipal and state agencies and commissions, as well as selected federal agencies, which provide services to the general public or small businesses.
  - b. Elected representatives (federal, state local).
  - c. Chambers of Commerce.
  - d. Health and human service programs offered by state, county or local governments which have offices in or serve the residents of Ventura County.
  - e. Non-profit organizations that provide, coordinate and advocate for health and human services.
  - f. Non-profit organizations that provide community service opportunities.
  - g. Private non-profit organizations considered charitable and/or educational.
  - h. Specialized information sources that maintain current and accurate information about agencies such as nursing homes, residential care homes, subsidized housing locations, physicians, dentists and lawyers whose primary practice is in serving the 60+ population.
  - i. Religious groups, social clubs, service organizations, and civic groups that offer a service to the community at large.
  - j. Organizations that are not eligible for 501(c)3 status, but meet all state licensing requirements, including (but not limited to) hospitals, health clinics, home health care agencies, chemical dependency treatment programs, community counseling agencies and individual mental health professionals who offer a sliding fee scale or reduced fee.
  - k. Educational organizations within Ventura County including (but not limited to) adult education programs, community colleges and institutions of higher education with programming for the older person; programs serving the special needs population.
  - l. National organizations and out-of-state entities that offer essential services whose services are more accessible to residents than the equivalent services offered within Ventura County.
  - m. Professional Associations (especially those in the social services field: Counseling/Psychiatry, Medical, Dental, Legal) serving seniors.
  - n. For-profit agencies serving seniors that accept MediCal or provide low-cost or free services to the community.
  - o. For-profit agencies that satisfy court diversion requirements.
  - p. Legal self help services.
  - q. Free or low cost mental health counseling services.
3. Organizations or Services Included at the Discretion of the Database Manager: The following entities are eligible for inclusion at the discretion of the database manager provided they meet the general terms of inclusion above:

- a. For-profit organizations or individual proprietors providing services not adequately available from the non-profit sector or offering free services or services with a sliding fee scale. Examples include (but are not limited to) board and care facilities and companies that modify vehicles for people with disabilities.
  - b. Community and self-help support groups that are free or charge a low fee to cover refreshments, for example.
  - c. Certain national organizations that provide services that are not adequately available through Ventura County organizations.
4. Organizations or Services Excluded from the Database – This policy does not prohibit the inclusion of any program that targets services based on age, gender, health, disability or other characteristic designed to meet special needs of targeted populations. However, the program must be open to all people in those targeted populations.
- a. Services which are available only to members of a certain group or affiliation. For example, counseling available to a church’s parishioners only.
  - b. Any organization which promotes or delivers illegal services.
  - c. Commercial business establishments not described above.
  - d. Organizations that provide free or low-cost services when their primary purpose is to market the organization’s main business.
  - e. Agencies that misrepresent themselves, fail to respond to updating contacts, have written documented complaints, deny service based on prejudice or discrimination, fail to be properly registered as a non-profit or for-profit business in their state of legal record, and/or charge fees above industry standards.
5. Disclaimer – this disclaimer must be posted on the VCAAA website and be visible. “Eligibility for inclusion does not guarantee inclusion. VCAAA has the right to prioritize and limit entry. VCAAA reserves the right to edit information to meet format, guideline and space requirements. Although this policy indicates what agencies and services are eligible for inclusion in the database, VCAAA reserves the right to prioritize and limit entry. Inclusion does not imply endorsement and omission does not indicate disapproval. Information provided by organizations and individual service providers and included in the clearinghouse database will be made available to the general public in various formats, including telephone information and referral, an online searchable database of services and printed materials. This policy is subject to change without notice.”
6. Staff will review this inclusion/exclusion policy on a regular basis (at a minimum, every three years) to ensure that it continues to meet the changing needs of the community.