

Boulder County Community Services Department

# Inclusion & Exclusion Policy and Resource Guide Application for BoulderCountyHelp.org

Area Agency on Aging – Aging and Disability Resource Center

Updated  
3/8/2018

## **Disclaimer**

The BoulderCountyHelp.org website is offered as a public courtesy and does not recommend or endorse any specific provider or service included in the Resource Guide, Library, Assistive Devices or Community Announcements. The Resource Guide contains a variety of information including information related to health or medicine, and is provided for informational purposes only and not intended to be a substitute for professional advice, diagnosis or treatment.

## **Purpose of Service Directory**

The purpose of the ADRC Network of Care Resource Guide is to provide an accurate and comprehensive catalog of community services for older adults, adults with disabilities, their informal caregivers, and veterans in an online web-based directory as well as a printed format.

## **General Information for Agencies, Businesses, and Service Providers**

- Final approval for any listing is based upon the review of the Boulder County Community Services Department – Area Agency on Aging (BCAAA).
- Submission of a completed Service Directory Application or submittal through the Network of Care “Add New Agency” does not guarantee inclusion in the service directory or printed Resource Guide.
- BCAAA reserves the right to edit language for formatting purposes, content, and style; as well as inclusion in printed materials and other directories with which BCAAA has an agreement.
- Inclusion in the Service Directory does not constitute an endorsement by BCAAA or Boulder County.
- Inclusion in the Service Directory does not guarantee a referral for service.
- All Service Directory Applications or online requests for “Add New Agency” will be checked for accuracy (an on-site visit may be made if appropriate).
- Priority will be given to service providers that consistently serve Boulder County. Exceptions to this include national/regional agencies that offer human services, support, advocacy, or education for older adults, adults with disabilities and their informal caregivers that are either not currently available through a Boulder County organization, or provide a specialized service.
- Service providers will be required to provide an annual update of their agency or business by updating their information through the online Service Directory or by contacting BCAAA (303-441-1617). Failure to do so may result in exclusion from the database.
- Any service provider that knowingly provides false information will be immediately removed from the database for an indefinite period of time.
- It is the obligation of the agency or business to conduct proper training, licensing, and back ground checks of its employees and volunteers.

## Inclusionary Criteria

The Service Directory will include agencies or businesses that fall into our taxonomy and also meets at least one of the listed areas:

- Provides a service specifically for older adults, adults with disabilities, informal caregivers, or veterans
- Service is low cost or no cost
- Service is in-home
- Home care and home health care agencies that are licensed through the State of Colorado Department of Public Health and Environment (CDPHE)
- Community mental health providers specifically trained and serving older adults, adults with disabilities, informal caregivers, or veterans
- Mental health providers that accept Medicare and/or Medicaid
- Governmental (public) agencies that provide social, educational, or health services (e.g. Senior Centers, Human Service Departments)
- Professional organizations in the health or human services field

### Specific Criteria for Home Health Care Agencies

- Must have a current State of Colorado CDPHE license A or B as appropriate.

### Specific Criteria for Mental Health Providers

- Must have a current State of Colorado license to practice and must provide a copy of license or license number,
- Proof of liability insurance (as appropriate), and
- In good standing

## Exclusionary Criteria

Any agency, program, or business that:

- Does not meet professional, State, County, or City licensing, registration and insurance protocols or requirements
- Delivers an illegal service
- Is a non-licensed home care or home health care agency
- Is a non-ombudsman monitored Assisted Living Facility or skilled nursing facility based on State of Colorado licensing regulations
- Misrepresents themselves or their services
- Provides medical or alternative medical treatments of any kind (e.g. Chiropractic, Acupuncture, etc.)
- Is a faith-based, service or other organization that offer no special community-based service components
- Proselytizes or encourages others to have a certain belief system as a condition of service
- Discriminates on the basis of race, ethnicity, national origin, immigration status, gender identity, gender expression, sexual orientation, socio-economic background, political affiliation, age, religion, body shape, size, or ability
- Does not fall into the taxonomy of the Service Directory as established.

# Agency or Business Certification

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I certify that the information provided in my application is true and accurate to the best of my knowledge. In addition, I certify that I have read and understood the Inclusion/Exclusion policy and that my agency complies with the Inclusion criteria.

I understand that Boulder County Area Agency on Aging, a Division of Community Services, as the Lead Agency in the Information & Assistance/Referral Network of Boulder County, does not guarantee inclusion in its Network of Care Seniors and People with Disabilities on-line Service Directory and that the listing of agencies, businesses and programs is based on established inclusion/exclusion criteria, which I have received and read. In addition, I understand that this information may be provided to individuals and published in a variety of formats, including a web-based resource database and that listing or publication of information does not guarantee referral for services. I also agree to inform Boulder County Area Agency on Aging of any agency or program changes or discrepancies in a timely manner as well as providing an annual update.

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Agency/Business Name

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Authorized Agent's Name (Please Print)

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Authorized Agent's Signature

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Date

## Additional Information

For home health care, home care, attorneys, social workers, mental health providers, or any other service that requires licensure or registration, please provide the following:

- ☐ State of Colorado licensure or registration number: \_\_\_\_\_
- ☐ Provide a copy of State of Colorado licensure certificate or registration
- ☐ Provide a copy of bonding and/or liability insurance (as appropriate)