

WEST CENTRAL FLORIDA AREA AGENCY ON AGING, INC.

DATABASE INCLUSION/EXCLUSION CONSIDERATIONS

The following guidelines apply to the determination of entry into the West Central Florida Area Agency on Aging (WCFAAA) Information and Referral Database:

DISCLAIMER

The WCFAAA Information and Referral Database is intended only as a listing of many services that are available to older adults and their caregivers who reside in west central Florida. Information collected is provided voluntarily by the agencies and organizations that are listed. Inclusion of a program or service in the database does not in any way represent or imply a determination or approval of the quality of those services. Exclusion does not reflect on any organization's contribution to the community.

Every organization listed in the database is contacted at least annually to verify and update information. Organizations that do not respond to a reasonable number of requests for information updates may be removed from the database at WCFAAA's discretion. If a non-responding organization has to remain in the database (i.e., a hospital), WCFAAA may note in the published service description, its inability to reach the organization for an update.

The West Central Florida Area Agency on Aging is not affiliated with any healthcare facility or provider, housing organization or developer, or legal, financial, insurance or commercial vendor. The advice offered through the information and referral service is meant as one of the resources people may use to aid themselves in the selection of appropriate community services or facility.

COMPLAINTS

The WCFAAA reserves the right to refuse to list or to discontinue listings for organizations that have had complaints lodged against them with any regulatory body or with the WCFAAA itself.

CONSIDERATIONS FOR INCLUSION

- Baseline of one-year existence for either profit or nonprofit organizations/agencies
- Service is specifically linked to eldercare/caregiver issues
- If applicable, service and/or agency is licensed, bonded and insured
- If applicable, agency, institution or private practitioner is properly accredited and/or certified

NONPROFIT INCLUSION CONSIDERATIONS

The WCFAAA will consider the following factors in determining whether an organization should be included in the I&R Database.

- Nonprofit 501 c (3) community-based agency or institution.
- Organizations or institutions that offer services to the community at large, not just their own members (i.e., churches, social clubs, etc.).
- Federal, state and local government offices that provide health and social services.
- Self-help support groups that address issues/conditions that are more closely related to the elder population.
- Organizations or institutions outside of PSA 6 (Hillsborough, Polk, Manatee, Highlands and Hardee Counties) that provide services not available locally.

- Professional associations that provide a public service in the health, aging and social service network, such as Information and Referral.
- Advocacy groups or community coalitions related to health, aging and social services issues.

FOR PROFIT INCLUSION CONSIDERATIONS

The WCFAAA will consider the following factors in determining whether a profit public/private entity should be included in the I&R Database.

- For profit agencies that offer services parallel to a health and human service agency in the nonprofit sector and that accept fees paid by government agencies or offer programs/services for free, on a sliding scale, or for a low fee.
- For profit organizations that provide a community service not available in the nonprofit sector or that offer services not adequately provided by the nonprofit or governmental sectors.
- Physicians that are board certified in geriatrics.
- Attorneys that are current members of the National Academy of Elder Law Attorneys.
- Geriatric care managers who are current members of the National Association of Geriatric Care Managers.
- Insurance Companies authorized by the Department of Financial Services.
- Age restricted communities registered with the Florida Commission on Human Relations.

EXCLUSIONS

Organizations or institutions will not be included that:

- misrepresent themselves
- engage in illegal fundraising or practices
- fail to respond to reasonable requests to update their agency/program information
- have known litigation in process
- have documented complaints lodged against them with any regulatory body or with the WCFAAA itself
- proselytize as a condition of service
- deny service based on prejudice or discrimination
- do not provide upon request documents that pertain to certification, accreditation and/or licensure
- charge a “finders” fee to consumers
- do not obtain or maintain required governmental licensing, certification or registration
- have their license, certification or registration suspended or revoked.

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