

## **South Dakota Department of Social Services Aging and Disability Resource Connections Database Inclusion/Exclusion Policy**

The Aging and Disability Resource Connections (ADRC) information and resource database provides residents of South Dakota, and the general public access to locate resources and services on long-term home and community services and supports.

The focus of the ADRC is to provide access to information and resources to people over age 60 and people over age 18 who have a physical disability regardless of income.

### **Policy Statement**

To define the types of entities, i.e., agencies, organizations, providers and resources that are eligible for listing on the South Dakota Aging and Disability Resource Connections (ADRC) information and resource database.

### **Disclaimer**

- Inclusion in the ADRC database should in no way be construed to constitute an endorsement of or liability for any entity or its service, nor should exclusion be construed to constitute lack of endorsement.
- The information contained in the ADRC database is provided by the entities. The ADRC database cannot guarantee the accuracy or completeness of the information provided.

### **General Information**

- Inclusion in the ADRC database is free.
- The ADRC database reserves the right to exclude or discontinue listings of any entity.

### **Inclusion Requirements**

To be considered for inclusion in the ADRC database, entities must meet the following requirements:

- Have been in business in South Dakota for at least six (6) months;
- Employ at least one staff person; and
- Have an established/published phone number, street and city address, email address, hours of operation, and a designated contact person.

Entities must ensure submitted information is accurate and updated at least annually.

- If an entity has significant changes in its contact information (i.e., change in designated contact person, phone number, hours of operation, website, email or address), the entity is responsible to contact the ADRC.
- The ADRC conducts annual updates and failure to maintain accurate information after three reasonable attempts by the ADRC to obtain requested information, may result in the entity's listing removal from the information and resource database.

### **Entities Included in the ADRC database**

- Government, non-profit, and for-profit entities that provide services in the areas of health, welfare, social, education, employment, transportation, and human services to the general public.
- Federal, state, city and county governments as well as non-profits that have been designated as 501(c)(3) incorporations pursuant to the Internal Revenue Code.
- Entities that provide basic needs (immediate), i.e., shelter, food/nutrition, and clothing.
- Entities that provide safety and intervention in emergency situations, i.e., police, sheriff, hospitals/emergency rooms, domestic violence shelters, mental health services, and disaster services.
- Providers and facilities including medical supply, home health care, skilled nursing, assisted living, independent living, and senior and accessible housing.
- Professional organizations and trade associations that perform customized referral to private persons. Includes the Bar Association, various State Boards that license professionals such as Medical Practice, Psychologists, Social Workers, Nurses, etc. and other organizations that provide listings of private providers.
- Advocacy groups related to aging, physically disabled, health, and human services issues held in public places and available to the community at large.
- Self-help support groups of interest to people over age 60 and people over age 18 with physical disabilities held in public places and available to the community at large.
- Service and support groups that are sponsored by or affiliated with an organization or church, as long as they provide services to the community at large.

### **Entities Excluded from the ADRC database**

- The Department of Social Services, Aging and Disability Resource Connections, reserves the right to exclude any entity.
- In general, private practitioners licensed through professional boards (pharmacists, social workers, counselors, psychologists, psychiatrists, medical doctors), are excluded. Requests for specific services will be referred to the appropriate professional organization or licensing board.
- Individual volunteer opportunities. Requests for specific services will be referred to local volunteer centers, United Way offices or Senior Centers.
- Entities that misrepresent by omission or commission pertinent facts regarding their services, organizational structure or any other pertinent matter in any way.
- Entities that knowingly or unknowingly discriminate or deny services based on age, gender, race, color, religion, disability, marital status, or national origin or intention to make any such preference, limitation or discrimination as stated in Title VII of the Civil Rights Act of 1964, as amended.
- Entities that are in violation of municipal, state, or federal laws or regulations.
- Entities that are barred from providing services under the requisite licensure or certification.
- Entities that fail to comply with this policy.

### **Request for Inclusion Process**

Entities that meet the inclusion criteria, and want to be listed in the ADRC database, must:

- Submit a Request for Inclusion form by email to [adrc@state.sd.us](mailto:adrc@state.sd.us) or by mail to: ADRC, 700 Governors Drive, Pierre, SD 57501-2291. Forms can also be obtained by calling (605) 773-3656 or emailing [adrc@state.sd.us](mailto:adrc@state.sd.us).
- Forms can also be accessed through the DSS Website: <http://dss.sd.gov/elderlyservices/index.asp>.
- The ADRC will inform entities of approval or denial of inclusion in the database by email within 30 days of receipt of the Request for Inclusion form.
- The ADRC reserves the right to edit information submitted by entities to meet format, guideline, and space requirements.
- Entities that no longer choose to be listed on the ADRC database must submit a written request to be removed.

### **Inclusion or Exclusion Decision**

The South Dakota Department of Social Services reserves the right to make the final decision on inclusion and exclusion. The Department may remove or exclude any entity for fraud, misrepresentation, discrimination, service non-delivery or any other reason deemed appropriate.

No endorsement or lack of endorsement of any entity shall be construed from its inclusion in or omission from the resource database.