

Montana Information & Assistance Resource Directory

Participation Criteria

BACKGROUND AND INTENT

The Montana Information & Assistance Program (I&A), as part of the Aging & Disability Resource Center (ADRC), is committed to helping seniors, people with disabilities, and their caregivers understand and navigate the complex web of available human service organizations, agencies and other options.

The Montana Aging & Disability Resource Center is based on the Alliance of Information and Referral System (AIRS).

The Montana ADRC Program helps seniors and people with disabilities find information about resources and services that can provide assistance on a variety of issues – from housing and home care, to meals, transportation, and other vital areas of concern. To support this goal, the Montana Office on Aging has set the following inclusion guidelines for the resource directory database used by the Area Agencies on Aging and ADRC's.

ENTITY PROFILE INFORMATION

A profile shall be developed on each organization and agency that will include the following information:

- A legal name, common name, acronym and/or AKA
- Address
- Telephone number
- Days & Hours of service
- Services provided
- Eligibility requirements and intake procedure (documents required)
- Area(s) served
- Branch offices or sites and their locations
- Accessibility (i.e., Assistance and Barriers for example: TTY number, languages spoken, home visits for intake, provide transportation for intake, does not provide assistance in completing forms, not on a bus route) and restriction on facility use.
- Fee structure, if applicable
- Name and title of contact person
- Email address
- Website address
- Most recent copy of the business/professional license(s) at initial application
- Date of last update

The profile *may* also include:

Waiting list information and the potential wait time for services.

Identification of local or national organizations with which an agency may be affiliated but whose title or acronym does not indicate this affiliation.

PARTICIPATION CRITERIA FOR INCLUSION

The following are minimum requirements for participation:

- Entities, both public and private, must provide or coordinate health and/or social services for seniors, people with disabilities, and/or their caregivers
- If required by the State of Montana or the federal government, entities must maintain a license, certification or registration
- Organizations located outside the State of Montana will be considered only if they serve seniors, people with disabilities and/or their caregivers in Montana
- Have an established/published telephone number, street and city address, hours of operation and a designated contact person – support lines may not have a physical address

The following are types of entities that may be included in the resource directory:

- Government, non-profit, and for-profit entities that provide services in the areas of health, welfare, social, education, employment, transportation and human services to seniors over age 60, people with physical disabilities over age 18 and respite providers for all age groups
- Providers and facilities including hospitals, health clinics, medical equipment, home health care, skilled nursing, assisted living, independent living and senior and accessible housing, if they are licensed or certified as appropriate
- Entities which contract with the Montana Department of Public Health & Human Services
- Faith-based organizations, social clubs, professional organizations, civic groups, volunteer organizations, advocacy groups or support groups that offer a service to the community at large
- Entities that provide basic immediate needs, i.e., shelter, food/nutrition and clothing
- Entities that provide safety and intervention i.e., police, sheriff, hospitals/emergency rooms, domestic violence shelters, mental health services and disaster services
- Elected representatives – federal, state, tribal, local
- Toll free numbers, if they can be accessed by Montana residents, and if they offer some type of social, community or support service
- Private practitioners (medical, dental, contracted attorneys within the Aging Network, counseling, etc.) if it is determined that their service is unique, addresses a priority senior issue, provides senior discounts, provides pro bono services to elders, works on a sliding scale or where applicable accepts Medicaid/Medicare
- All agencies must be certified or licensed where provision for certification and licensing is mandated by either city, county, state, or federal authority
- Organizations not located in the county unless they:

- a. Provide crisis intervention, information & assistance, and/or professional services in other counties in Montana, national offices for selected organizations (i.e. AARP), and the national Aging Network;
- b. Offer unique services not available in the county but available to residents in the ADRC service area

ENTITIES THAT WILL BE EXCLUDED FROM PARTICIPATION

The following entities are excluded from the Montana ADRC Resource Directory:

- Religious or membership organizations whose services are not available to non-members
- Individual vendors or private service contractors
- Insurance companies
- Individual private practitioners licensed through professional boards (i.e., social workers, counselors, psychologists, psychiatrists, medical doctors, lawyers)
- Individual volunteer opportunities

The following criteria warrant exclusion/removal of otherwise eligible entities:

- Entities that refuse services on the basis of age, color, race, religion, gender, ancestry, nationality, disability, marital status, or any other basis prohibited by law
- Entities whose service is illegal or are in violation of municipal, state or federal laws or regulations
- Entities that do not obtain or maintain required governmental licensing, certification or registration
- Entities that fail to respond to a request for updated information within the specified timeframe
- Entities that make material misrepresentation or omissions regarding services provided, licensing status or any other pertinent information

REQUEST FOR PARTICIPATION PROCEDURE

Entities that meet the participation criteria and want to be listed in the Resource Directory must:

- Complete and submit a Request for Participation form by email to kreidelbach@mt.gov or by mail to: State Office on Aging, PO Box 4210, Helena, MT 59604. Forms can be obtained from the above email, the Resource Directory website under 'Add a Resource', or by calling (406) 444-7781 or (406) 444-0998
- Entities will be informed of approval or denial of inclusion by email within 30 days of receipt of the Request for Participation 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 Resource Directory must email kreidelbach@mt.gov and request to be removed

GENERAL INFORMATION

- Inclusion in the ADRC Resource Directory is free
- The ADRC Program shall publish criteria for the directory of agencies and programs to be available. These criteria shall be uniformly applied
- All resources shall be updated at least annually either by email, phone calls or on-site visits to organizations listed in the Resource Directory
- A systematic process shall be implemented to verify data contained in the resource file, such as, comparing data in the file to the written profile submitted by the referral sources

DISCLAIMER

- Participation in the Resource Directory should in no way be construed to constitute an endorsement of or an organization, agency or service by the Montana ADRC nor does exclusion constitute a lack of endorsement
- The information contained in the Resource Directory is provided by the entities. The ADRC cannot guarantee the accuracy or completeness of the information provided
- Only providers that meet the statewide participation guidelines above will be included in the database