

LifeStream Services

Resource Database Inclusion/Exclusion Policy

The following policy is a general guideline that applies to the LifeStream Services Information and Assistance Database and may be changed as needed.

Purpose of Inclusion/Exclusion Policy:

To provide criteria and guidance in the development and maintenance of a comprehensive human services database to meet community needs.

To insure the most complete, accurate and up-to-date information available in an open and fair manner for the Information & Assistance Options Counselors and for the callers they serve.

To provide a written process for resolving local disputes regarding database content.

To document services, identify gaps in service, and assist with related community needs assessment activities.

LifeStream Services uses the Alliance for Information & Referral Systems definition of human services adopted for the field (AIRS Networker, Georgia Sales, September 5, 2012) which is as follows:

“The activities of human services professionals that help people become more self-sufficient, prevent dependency, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific human services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; financial resources to meet their needs; consumer advice and education; criminal justice or legal services; education and employment; health and mental health care including substance abuse services; and environmental protection; both routinely and in times of disaster or other emergencies. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and people with disabilities; offer social, religious and leisure time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.”

Criteria for Inclusion:

City, county, state or federal governments that provide services in the area of health, welfare, recreation or education in LifeStream Services’ seven county service area.

Not-for-profit organizations and community groups that provide direct and/or indirect health and human services to LifeStream Services’ seven county service area residents predominantly on a sliding fee scale or do not charge fees for service and meet the IRS criteria for 501 (c)(3) status.

Organizations located outside of the LifeStream Services seven county service area only when services are not available through local vendors.

Home Health Care agencies and vendors that have service contracts with LifeStream Services.

Public libraries, public and private educational facilities providing special services to the elderly and disabled.

For-profit agencies or businesses offering services and accept Medicaid, food stamps, or provide a free or low-cost service not provided by any not-for-profit or governmental agencies. This includes counseling centers and self-help support groups that offer free services, sliding scale fees based on income, pro bono or accept Medicaid payments.

Licensed Adult Day Care Centers and Nursing Facilities.

Hot lines, help lines, information lines and information and referral services that provide information on health and human services that are accessible to LifeStream Services seven county service area residents.

Churches, civic groups, and social or fraternal organizations that offer health and human services for the community-at-large.

Hospitals, inpatient, and outpatient facilities that provide services to the public on a sliding scale, Medicare and/or Medicaid.

Criteria for Exclusion:

Agencies and programs that are located outside of LifeStream Services seven county service area and are unable to provide services to individuals LifeStream Services service area.

Agencies and programs that provide information or public awareness that is only of a political or commercial nature.

Agencies, programs or organizations that deny service based on color, race, religion, or gender.

Agencies and programs that violate local, state, or federal laws and/or regulations.

Agencies and programs that offer services to members only.

If circumstances arise that are not effectively addressed by the above guidelines, the agency in question will be reviewed by the Transition Supervisor and a determination will be made for inclusion or exclusion. LifeStream Services reserves the right to refuse listing an agency or program if it is deemed inappropriate.

LifeStream Services reserves the right to refuse or cancel the listing of an agency when the agency no longer meets criteria or agency does not provide updated information as requested.

Disclaimer

LifeStream Services does not guarantee client referrals to agencies and programs. LifeStream Services disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the database.

LifeStream Services does not endorse or rate agencies or programs included in the database and does not guarantee the quality of services. Information collected by LifeStream Services for inclusion in database is provided voluntarily by the agency. LifeStream Services staff members make routine editorial revisions for style and format and do not evaluate agencies.

Agencies listed in the database are prohibited from using that fact in any way to promote the agency.

Appeals Process

Agencies and programs that wish to appeal a decision regarding their inclusion or exclusion of information in the database should:

A verbal request to the Transition Supervisor their wish to appeal and include clarification of agency information as it relates to this policy. The Transition Supervisor will review the information and communicate a decision within 5 business days.

If a resolution is not accomplished, a written request providing rationale for the appeal of the Transition Supervisor’s decision may be sent to the President/CEO of LifeStream Services for final decision.

7/2/15							