

Integrated Statewide Information & Referral Database

It is the mission of the Department of Elder Affairs to create an environment that provides choices, promotes independence and enables older Floridians to remain in their communities for a lifetime.

To support our mission and pursuant to section 430.2053(4) and (5), Florida Statutes, the Department has set forth inclusion and exclusion guidelines for the integrated statewide information and referral database. This database will serve as a single point of access for information, counseling, referrals, assessment and eligibility functions, which will maximize consumer choice. The database shall include entities that serve both Florida's elders and their families, and adults suffering from severe and persistent mental illness. These guidelines should be uniformly applied so that staff and the public are aware of the scope and limitations of the database. **Inclusion of a resource in the database does not constitute an endorsement by the Department of Elder Affairs.**

- I. The following are minimum requirements for inclusion:
 - a. Entity must have been conducting business for at least one (1) year.
 - b. Entities, both private and public, must provide or coordinate health and human services for elders, their caregivers, or for adults with severe and persistent mental illness.
 - c. Entity must maintain a license, certification, or registration if required by the State of Florida or the federal government.
 - d. Examples of types of entities that may be included:
 1. Government agencies.
 2. For-profit and not-for-profit businesses and organizations.
 3. Entities contracting with the Department of Elder Affairs, an Area Agency on Aging, a lead agency, or the Department of Children and Families to provided services.
 4. Medicare and/or Medicaid certified provider agencies or professional practitioners.
 5. Licensed care facilities (i.e. hospitals, health clinics, nursing homes, assisted living facilities, hospices, adult day care centers, adult family care homes, home health agencies).

6. Insurance companies authorized by the Department of Financial Services to transact business in Florida.
7. Faith based organizations, social clubs, professional organizations, volunteer organizations, advocacy groups or support groups.
8. Entities providing services, support, or information accessible via the Internet or by telephone.
9. Age restricted communities registered with the Florida Commission on Human Relations.

II. The following criteria warrants exclusion of otherwise eligible entities:

- a. Entities that do not obtain or maintain required governmental licensing, certification, or registration.
- b. Entities whose license, certification, or registration is suspended or revoked.
- c. Entities that refuse services on the basis of age, color, race, religion, gender, nationality, disability, marital status, or any other basis prohibited by law.
- d. Entities that make material misrepresentations or omissions regarding services provided, licensing status, or any other pertinent matters.

The database will be updated, at a minimum, annually to ensure accuracy of resource information. If an entity fails to respond to a request for updated information within the specified time, the entity may be removed from the database.