



MEMORANDUM

TO: AAA Executive Directors **Notice #: 062008-3-I-SWCBS**

FROM: E. Douglas Beach, Secretary

DATE: June 20, 2008

SUBJECT: Notice of Instruction: Elder Services Directory Acknowledgment Statement

The purpose of this notice is to provide an amended acknowledgement statement for use when soliciting resources for the Elder Services Directory. The current OAA contract, Standard 10, Database Maintenance, requires Elder Helpline providers to maintain a signed acknowledgement form on file for state and local organizations that are listed in the Elder Services Directory. State and national helplines, hotlines and Web sites may be excluded from this requirement.

The acknowledgement statement demonstrates the department's intent to provide accurate information to individuals and maximize consumer choice for elders and their families. The department has revised the statement because of the reluctance of some organizations to sign the current form because of its language content. Attached is a copy of the agency profile form developed by the Department of Elder Affairs which includes the revised statement. If an Elder Helpline provider utilizes a locally developed profile form, the form must incorporate the language from the revised statement.

The Department of Elder Affairs appreciates the efforts of the Elder Helpline providers to comply with the requirements for maintaining resources in the Elder Services Directory and hopes this change will help streamline your efforts. Should you have questions regarding the acknowledgement statement, please contact Gretta Jones via e-mail (jonesg@elderaffairs.org) or call (850) 414-2178.

EDB/gj

Attachment

cc: Elder Helpline Information and Referral Service Providers