

# South Dakota Department of Human Services Division of Long Term Services and Supports

## Resource Directory Inclusion/Exclusion Policy

### **Definition:**

Dakota at Home is South Dakota's Aging and Disability Resource Center. Dakota at Home provides information, referral, and assistance to people regardless of age, disability, income or resources to access long-term services and supports.

The focus of the Resource Directory is to provide on-line access to information and resources available in South Dakota. The Resource Directory is a free service that provides older adults, people with disabilities, their caregivers and the general public with access to agencies, organizations, and providers of in-home and community-based services and supports.

### **Purpose:**

The purpose of the Inclusion/Exclusion Policy is to define the types of entities, i.e., agencies, organizations, and providers that are eligible for listing in the Resource Directory, an on-line information and resource database.

### **Disclaimer:**

- Inclusion in the Resource Directory shall 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 Resource Directory is provided by the entities. The Department of Human Services cannot guarantee the accuracy or completeness of the information provided.

### **General Information:**

- Inclusion in the Resource Directory is free.
  
- The Department of Human Services reserves the right to exclude or discontinue the listing of any entity.
  
- The Department of Human Services reserves the right to edit information submitted by entities to meet format, guideline, and space requirements.

### **Inclusion Requirements:**

To be considered for inclusion in the Resource Directory, 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 telephone number, street and city address, email address, hours of operation, and a designated contact person in the State of South Dakota.

### **Entities 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 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., homeless shelters, domestic violence shelters, mental health services.
- Providers and facilities including medical supply, home health care, skilled nursing, nursing facility, assisted living, independent living, and residential and accessible housing options.
- 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, disabilities, chronic conditions, health, and human service 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 disabilities or chronic conditions held in public places and available to the community at large.
- Service and support groups sponsored by or affiliated with a community organization, church, or faith based community organization and available to the community at large.

### **Entities Excluded from the Resource Directory:**

The Department of Human Services Division of Long Term Services and Supports reserves the right to exclude any entity.

- In general, private practitioners licensed through professional boards (pharmacists, social workers, counselors, psychologists, psychiatrists, medical doctors, nurses, dentists, optician/optometrist, chiropractors) are excluded. Requests for specific services will be referred to the appropriate professional organization or licensing board.
- 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 want to be listed in the Resource Directory and meet the inclusion requirements must complete, sign, and submit a Request for Inclusion form.

- The Request for Inclusion form can be completed and submitted electronically through the Department's website located at: <http://dhs.sd.gov/ltss/providers.aspx>. To request a form and/or to submit a form by email: [ADRC@state.sd.us](mailto:ADRC@state.sd.us)
- To submit a Request for Inclusion form by mail:  
SD Department of Human Services  
Long Term Services and Supports  
Hillsview Plaza 3800 East Hwy 34  
Pierre, SD 57501
- Include detailed information that will be useful to the public in the form fields and sign the form. List the major cities, the counties, and zip codes in which your entity provides services for accurate information when the public searches by city, county, zip code.
- If you operate multiple programs/sites or provide multiple services and want each listed separately in the Resource Directory, complete a separate form for each program/site.

- Entities will be informed of approval or denial of inclusion in the Resource Directory by email within 30 days of receipt of the Request for Inclusion form.

**Inclusion or Exclusion Decision:**

The Department of Human 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 Directory.

**Included Entities:**

Included entities must ensure submitted information is accurate and updated at least annually:

- If an entity has changes in contact information (i.e., change in designated contact person, telephone number, hours of operation, website, email, address, description, etc.), the entity is responsible to contact the Division of Long Term Services and Supports by any of the following:
  - ✓ On the website: <http://southdakota.assistguide.net/> go to “Directory of Organizations” and to the entity’s information under Provider Details. A Request to Update Provider Information is available for each entity to submit updated information.
  - ✓ Email: [ADRC@state.sd.us](mailto:ADRC@state.sd.us) or Telephone: (605) 773-3656
  - ✓ Mail: SD Department of Human Services Long Term Services and Supports  
Hillsview Plaza, 3800 East Hwy 34  
Pierre, SD 57501
- If an entity is out of business or no longer chooses to be listed in the Resource Directory, provide notification by using the Request to Update Provider Information and mark the box “*This business is out of business, remove from directory*” or submit a written request to be removed by email or mail.
- If an entity has no changes, provide notification that the information was reviewed and remains accurate by using the Provider Details to Confirm Provider Information or provide notification by email or mail.
- Annual updates are conducted in an effort to maintain accurate information. Following three reasonable attempts to obtain requested information without success may result in the entity’s listing being removed from the Resource Directory.