

Aging and Adult Services of San Mateo County acts as the San Mateo County Area Agency on Aging (AAA) for California's Planning and Service Area 8 (PSA 8). The AAA helps provide services for older adults and people with disabilities to live independently in the community for as long as possible. Through the Network of Care Database, the AAA collects information about health and social services that cover a broad range of needs from access to basic necessities to the enhancement of personal and social growth. Services may be provided by governmental agencies, non-profit organizations, or others.

The Network of Care serves as the resource database for the AAA's Information and Assistance Program (I&A). The I&A program aims to link people with needed services and is funded in part by the Older Americans Act. The purpose of this policy is to provide general guidelines and criteria for the development and maintenance of the Network of Care. However, the AAA is not responsible for the quality of services and does not guarantee, recommend, and/or endorse listings in the resource database. Eligibility for inclusion does not guarantee inclusion and exclusion does not reflect on the value or quality of an organization or service.

Criteria for Inclusion:

- Professional organization in the health or human services field;
- Programs and services are available to persons within San Mateo County;
- Does not charge a fee for self-help support groups that are sponsored by or affiliated with an agency or church;
- In business for at least one year;
- Have a website, working telephone number, and physical/ mailing address;
- No complaints by any licensing agency and/or Better Business Bureau within the last 3 years;
- Complies with any established, applicable local, state, or federal laws and regulations; and
- Provides services without regard to race, color, religion, national origin, ancestry, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religious affiliation, political beliefs, familial or parental status (including pregnancy), medical conditions, military service, or genetic information.

Criteria for Exclusion:

- Located outside of the geographic service area and is unable to provide services or is not readily available to provide services to individuals in San Mateo County;
- Provides information or public awareness that is only of a political or commercial nature;
- Denies or limits services based on color, race, religion, gender, or sexual orientation;
- Violated local, state, or federal laws within the last year;
- Misrepresents services in any way; and
- Does not respond when asked to update information.

Where special circumstances exist which are not effectively addressed by the preceding guidelines, the organization will be reviewed, on an individual basis and a determination will be made for inclusion or exclusion by Aging and Adult Services. Aging and Adult Services reserves the right to refuse listing an agency or program if, in its sole opinion, such a listing is deemed inappropriate.