

**North Dakota Aging and Disability Resource-LINK**  
Policies and Procedures Manual

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Service Chapter 650-50

**North Dakota Department of Human Services  
600 East Boulevard Dept. 325  
Bismarck, ND 58505-0250**

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### **North Dakota Aging and Disability Resource-LINK Policy and Procedures Manual 650-50**

#### **Purpose 650-50-01**

(Revised 10/17/18 ML #3540)

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To provide current information on known opportunities and services available statewide and connect people to services to help them maintain or improve their quality of life.

To maintain a statewide and nationwide toll-free phone service (1-855-462-5465) for the provision of services. Services are also provided using e-mail (carechoice@nd.gov) and the Internet (<https://carechoice.nd.assistguide.net/>).

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### **Legal Reference and Authority 650-50-05**

(Revised 10/17/2018 ML #3540)

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- Public Law 114-144, Older Americans Act of 1965, as amended in 2016
- North Dakota Century Code Chapter 50-06 (Department of Human Services)
- 45 Code of Federal Regulations Part 1321 (Grants for State and Community Programs)

## **Definitions 650-50-10**

(Revised 10/17/2018 ML #3540)

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Definitions in this manual include descriptions of Older Americans Act programs and services that must be used in the completion of required Federal reporting. Please refer to Service Chapter 650-25 for a complete list of definitions.

“Disability” means a condition attributed to mental or physical impairment, or a combination of mental and physical impairments that results in substantial functional limitations in one or more of the following areas of major life activity: (1) self-care, (2) receptive and expressive language, (3) learning, (4) mobility, (5) self-direction, (6) capacity of independent living, (7) economic self-sufficiency, (8) cognitive functioning, and (9) emotional adjustment.

“Information and Assistance/Referral (I & R)” a one-on-one service that (a) assesses problems and capabilities of the individuals; (b) provides consumers with information on opportunities and services available within their communities; (c) links the consumers to the services and opportunities that are available; and (d) to the maximum extent practicable, establishes adequate follow-up procedures.

“Older Individual (Person)” means an individual who is 60 years of age and older.

## **Staffing Requirements 650-50-15**

(Revised 10/17/2018 ML #3540)

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Hours of service will be Monday through Friday 8:00 AM to 5:00 PM. An answering system is in place during the hours I & R staff is not available.

I & R staff will complete an orientation session with the I & R Program Administrator to discuss job responsibilities and expectations. Staff will be required to read the policy and procedure manual for Aging and Disability Resource-LINK, "ABC's of I & R" manual, and user guide for the Department's designated web-based data collection system.

Staff will have the communication skills to meet the needs of special populations; i.e., caregivers including caregivers of children with special needs, older adults and persons with disabilities. Communication skills include establishing a rapport or connection with the consumer, assessing the situation, clarifying to ensure an understanding of the situation, providing appropriate information and referrals, and closing the call.

Staff will be required to seek Certified Community Resource Specialist Aging/Disabilities (CIRS-A/D) status through the Alliance of Information and Referral Systems (AIRS) Certification Program. AIRS is a national organization created to improve access to human services.

I & R staff are eligible for initial CIRS-A/D certification if they are currently engaged in the provision of I & R services. According to the AIRS standards, eligibility requirements for staff to take the CIRS-A/D exam are:

- At least 1 year of employment in I & R for applicants with a Bachelors or higher degree
- 2 years of employment in I & R for applicants with an Associates or Community College degree
- 3 years of employment in I & R for applicants with a High School diploma or GED.
- 5 years of I & R employment with no educational qualifications

## **Provision of Information & Referral Services 650-50-20**

(Revised 10/17/2018 ML #3540)

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When calls are received on the Aging and Disability Resource-LINK, I & R staff will:

1. Answer the phone by identifying self and division.
2. Establish rapport with the consumer and use active listening skills to discern the presenting problem.
3. Ask the consumer how they learned about the Aging & Disability Resource-LINK and document the response in the call log as outlined in the manual.
4. Respond to each consumer in a professional, non-judgmental manner.
5. Listen sensitively to what the consumer is saying, while also being attuned to what the consumer does not say.
6. Assess the consumer's problems and needs by asking relevant questions to obtain information necessary for an accurate referral.
7. Not assume the responsibility of diagnosing the consumer's problem but will listen intuitively.
8. Reflect back to the consumer their understanding of the concerns the consumer has verbalized.
9. Remain patient during calls, speak slowly and clearly, and be prepared to repeat the information as often as needed to insure the consumer obtains the correct information.
10. Transfer consumer to appropriate entity if attempting to make a report of abuse.



## **Provision of Referral Information 650-50-25**

(Revised 10/17/2018 ML #3540)

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I & R staff will provide telephone, e-mail, or online information and referral services in which the consumer has one-to-one, human contact with I & R staff.

Once the needs of the consumer have been identified, I & R staff will:

1. Assure the consumer that all requests for assistance are handled confidentially, and no information will be released to the Department of Human Services and its contractors without the consumer's verbal or written permission, as allowed by federal and state consent regulations.
2. Inform the consumer certain information may be kept on file for the Aging and Disability Resource-LINK records.
3. If consumer agrees, staff will obtain as much information on the call summary as the caller is willing to provide. If consumer refuses to provide information, staff will affirm the consumer has that option.
4. Explore what other resources and services the consumer is currently receiving or if they have received information from any other source.
5. Where possible, provide a minimum of three referrals to give the consumer a choice. Consumers will be responsible for choosing which, if any, resources they wish to access.
6. Refrain from recommending any one service over another.
7. Explore with the consumer if they will be able to follow up on referral information provided without further assistance.
8. If the situation requires, complete the referral(s) on behalf of the consumer:
  - I & R staff will explain what information will need to be released and to whom the information will be released to complete the referral.
  - I & R staff will ask for the consumer's verbal permission to release the information to make the referral to each specified agency or program.

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- I & R staff will document the consumer's verbal agreement in the call summary. Access to the call log is restricted to Program Administrators and I & R staff within the Aging Services Division.
9. Respect consumer confidentiality at all times. Information shared must be kept within the limits agreed upon with the consumer:
    - An exception to this would be a situation where the consumer may be in danger of self-harm, staff will release information as needed to obtain emergency services for the consumer.
  10. Before terminating communication with consumers, I & R staff will inquire if the consumer has any further questions about the information provided; and thank the consumer for using the Aging and Disability Resource-LINK.
  11. Staff will inform consumers that they may receive a follow-up call from I & R staff to determine if the consumer was linked to the services he or she needed.
  12. A "warm transfer" of the call will be completed when staff determines that a direct transfer would be appropriate; i.e. consumer deemed unable to make the call themselves or is having difficulty understanding the referral and service process. "Warm transfer" is when staff connects the consumer to another party or agency and stays on the line until connection is made. When a warm transfer is deemed appropriate, I & R staff obtain the consumer's verbal permission to transfer the call to the appropriate agency. I & R staff will announce the consumer to the agency and remain on the line until assured parties have been connected.
  13. When completing referrals, I & R staff will approach agencies in a courteous manner, speak with the appropriate personnel, and have all known relevant information for the referral at hand. Relevant information may include the consumer's name, phone number, address, age, as well as their identified needs.
  14. When a referral has been completed, the Aging and Disability Resource-LINK staff will document completion of the referral on the call summary, noting the date and the name of the person who received the referral information to complete follow-up calls.

## **Consumer Confidentiality 650-50-30**

(Revised 10/17/2018 ML #3540)

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Aging Services Division is governed by the written confidentiality policies of the Department of Human Services, Service Chapter 110-01 and federal, state and local laws. No consumer information will be shared outside of the Department of Human Services and its contractors without first obtaining the consumer's verbal permission.

If I & R staff make a referral on the behalf of the consumer, staff must explain the information that would need to be released and to whom it will be released to complete the referral. I & R staff will ask permission to release that information to each specified agency or program. The consumer's verbal agreement to release the information will be recorded in the call summary.

An exception to this would be in situations where the consumer may be in danger of self-harm or hurting someone else. In these situations, I & R staff will release information as needed to obtain emergency services for the consumer.

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### **Emergency/Crisis Calls 650-50-35**

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Consumers who appear to be in a situation where it seems likely to result in harm to themselves or others are considered Emergency or Crisis calls. To handle such calls, Aging and Disability Resource-LINK staff has access to behavioral health professionals at the Regional Human Service Centers. I & R staff will provide empathy and support to the consumer, while also informing the consumer that they will have the opportunity to talk with a behavioral health professional. Staff will obtain the consumer's name, address and phone number as quickly as possible and will transfer the consumer to the respective regional Human Service Center Crisis Line. I & R staff will stay on the line until the call is answered by crisis line staff. In cases of immediate physical danger to the consumer, staff may find it necessary to notify emergency services in the consumer's home area.

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### **Relay North Dakota Calls 650-50-40**

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Relay North Dakota provides full telephone accessibility to individuals who are deaf, hearing impaired or speech impaired. Specially trained communications assistants complete calls and stay on-line to “relay” messages between individuals with impairments and the parties they are calling. Relay North Dakota is available 24 hours a day, 365 days a year. There are no restrictions on the length of calls or the number of calls individuals may place. Relay North Dakota is a confidential service. No records are kept of calls.

The service is free within the consumer’s local area. Long distance calls are billed at a reduced rate. Direct dial, collect calls, third-party calls, credit card and calling cards can be used through the service.

Both voice and TTY users may use Relay North Dakota to place calls by using these numbers:

TTY: 800-366-6888 or 711

Voice: 800-366-6889 or 711

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### **Translators 650-50-45**

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In the event a consumer speaks a language other than English, I & R staff will attempt to explain to the consumer a translator will be contacted that can converse with the consumer. If possible, staff will elicit the consumer's native language and phone number so an appropriate translator can be contacted. The Department of Human Services has a contract with CTS LanguageLink to provide telephone-based interpretation services for the state of North Dakota. This service can be accessed by calling 888-338-7394 and providing the Call Center Service Representative with the following information:

- Account #16194
- Staff person's full name
- Department number
- Language needed

## **Voice Mail Consumers- Response 650-50-50**

(Revised 10/17/2018 ML #3540)

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For consumers who reach the Aging and Disability Resource-LINK after hours or when staff is on another call, a voice mail system is in place that allows the consumer to leave their name and phone number, as well as a brief message. Calls left on the voice mail system will be returned within a maximum of one business day. I & R staff should respond to voice mail calls using the following steps:

1. Record the consumer's name and phone number in the call summary. Record the time of the voice message.
2. Staff should return the call, working only with the individual who placed the original call. If that individual is not home or not available, staff will inquire when the individual might be available. In keeping with the Aging and Disability Resource-LINK policy on confidentiality, no message will be left; the person answering the phone will be thanked and the call will be ended.
3. Every attempt to return the call will be documented in the call summary. After three unsuccessful attempts within a two-business day timespan, staff will discontinue calling.

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### **Internet and E-Mail Request for Information - Response 650-50-55**

(Revised 10/17/2018 ML #3540)

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I & R staff have access to the Internet and the use of e-mail to facilitate the provision of quality services to individuals seeking information or services. E-mail requests through the Aging & Disability Resource-LINK e-mail account will receive a response by the end of the next business day at a minimum. E-mail inquiries are subject to the same guidelines regarding confidentiality as inquiries received via telephone.



## **Inquiries for Services in Other States - Response 650-50-60**

(Revised 10/17/2018 ML #3540)

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For consumers seeking information on services for individuals, caregivers or persons with disabilities in other states, staff will refer the consumer to the national the local Aging and Disability Resource Center or entity best able to provide information and resources. If the consumer is asking for information that is readily available, staff may use their discretion to supply the requested information.

Eldercare Locator is a nationwide public service of the U.S. Administration on Aging providing state-by-state information on services available for older adults and their families. Eldercare Locator can be reached toll-free at 800-677-1116 or online at <https://eldercare.acl.gov/Public?Index.aspx>. I & R staff should inform consumer they will need to provide the zip code for the area in which they are seeking services when they use the Eldercare Locator.

The National Council on Independent Living (NCIL) is a national organization that advances independent living and the rights of people with disabilities through consumer-driven advocacy. Statewide information on disability services is available by calling toll-free 844-778-7961 or online at <https://www.ncil.org/>.

The Child Welfare Information Gateway is a national organization that promotes the safety, permanency, and well-being of children, youth, and families by connecting child welfare, adoption, and related professionals as well as the public to information, resources, and tools covering topics on child welfare, child abuse and neglect, out-of-home care, adoption, and more. Information is available toll-free at 1-800-394-3366 or online at <https://www.childwelfare.gov/>.

Autism Speaks is a national organization that promotes solutions, across the spectrum and throughout the life span, for the needs of individuals with

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autism and their families through advocacy and support; increasing understanding and acceptance of people with autism spectrum disorder; and advancing research into causes and better interventions for autism spectrum disorder and related conditions. Information is available toll-free at 1-888-288-4762 or online at <https://www.autismspeaks.org/>.

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### **Aging and Disability Resource - Link Marketing 650-50-65**

(Revised 10/17/2018 ML #3540)

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Public awareness of the Aging and Disability Resource-LINK is of primary importance to ensure individual access to services. Promotional activities will be conducted on a consistent basis throughout the year. Promotional activities may include but not be limited to: television and radio interviews, newspaper articles, presentations, mailings, health fair exhibits and use of promotional materials.

Resource-LINK staff is responsible to research and purchase promotional items within the Division budget and with prior approval from the Division Director.

Resource-LINK staff will follow the procedures set by the State Procurement Office when ordering promotional items and brochures.

Resource-LINK staff is responsible to maintain an inventory of promotional items in stock and keep a record of promotional materials being provided for dissemination by the Regional Aging Services Program Administrators, other Department staff or as requested by community service agencies.

Resource-LINK staff will participate in statewide senior events whenever possible. Resource-LINK staff will keep a record of the events attended.

The Resource-LINK brochure is updated, reviewed, and submitted for printing on an as needed basis and within the Division budget and with prior approval from the Division Director.

I & R staff will provide informational demonstrations of the Resource-LINK website upon request.

## **Advocacy Services 650-50-70**

(Revised 10/17/2018 ML #3540)

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At times staff may need to provide advocacy services for consumers. Providing advocacy services means a Resource-LINK staff will take an active role in assisting the consumer with obtaining services. Staff may need to make phone calls, write letters, or speak to other agencies or programs on behalf of consumers. Situations where advocacy may be required include but are not limited to:

1. Consumers who may lack assertiveness in pressing for needed services.
2. Consumers who may lack awareness or knowledge of their rights.
3. Consumers who may lack knowledge of, or who are confused about, existing services and application processes.
4. Consumers who may have a difficult time communicating their needs or concerns.
5. Consumers who may find it difficult to ask for help, who perceive asking for help as a weakness or dependency.
6. Consumers who may experience language difficulties in dealing with agencies or programs.
7. Agencies that may have rigid or confusing screening processes or policies.
8. Agencies that may have financial limitations.
9. Agencies that consumers identify as not being respectful or helpful.
10. When advocating for consumers, I & R staff must obtain verbal permission from the consumer to release information. If the consumer does not approve the release of information, staff may still complete advocacy attempts, but will proceed in a "generic" manner without providing identifying information about the consumer.
11. If I & R staff have questions or concerns regarding the provision of advocacy services, they will consult the Aging and Disability Resource-LINK Program Administrator to develop a plan for appropriate advocacy services.

## **Referrals for Options Counseling Services 650-50-75**

(Revised 10/17/2018 ML #3540)

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Aging and Disability Resource-LINK staff will make referrals for options counseling services whenever appropriate. Situations where a referral for options counseling might be appropriate are, but not limited to:

- When information on long-term supports and services is requested
- When an individual has unmet care needs
- When the consumer needs assistance with futures planning or benefits counseling
- When a long-distance caregiver has concerns about the increased frailty or care needs of a family member
- When it becomes evident the consumer would be best served by more individual staff time and attention

It is the policy of the Aging and Disability Resource-LINK to make all possible referrals to options counseling staff to assist consumers in their local community.

Aging and Disability Resource-LINK staff maintains a list of the options counseling staff for each region to access options counseling services.

## **Follow-up Calls 650-50-80**

(Revised 10/17/2018 ML #3540)

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Follow-up calls provide a second opportunity to assist consumers with obtaining needed services. Additional assistance in locating or using service may be necessary. I & R staff may conduct follow-up within two weeks of the call with consumers in situations where I & R staff believe the consumer does not have the necessary capacity to follow through and resolve their problem.

For quality assurance purposes, I & R staff will conduct follow-up calls on 10% of other inquiries monthly to the extent possible.

Follow-up shall consist of contacting the consumer and or organization to which a referral has been made to find out if service is being provided and the need is being met, and if the service is not being provided, why not.

Follow-up may also be used to determine if the consumer is satisfied with the I & R service as a means of determining the effectiveness of the I & R services provided.

If applicable, changes in agencies or services gathered during follow-up calls will be verified by I & R staff and the resource database information will be updated.

If the inquirer has not received services, or the need has not been met, I & R staff shall determine whether there is still a need and make additional appropriate referrals and consider a referral for options counseling services. I & R staff will document follow-up results in the Department's designated web-based data collection system (that the service was not received) for future reference.

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Information gathered during the follow up process may be used as a further means of evaluating the effectiveness of existing community service providers and for identifying gaps and overlaps in community services.

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### **Aging and Disability Resource - LINK Database 650-50-85**

(Revised 10/17/2018 ML #3540)

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Information contained in the Aging and Disability Resource-LINK database is maintained in the Department's designated web-based data collection system.



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### **Data Elements 650-50-85-05**

(Revised 10/17/2018 ML #3540)

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A standardized profile shall be developed for each organization that is a part of the local community service delivery system or other geographic area covered by I & R service.

A profile shall be developed on each organization and agency that shall include but is not limited to:

1. A legal name, common name, or acronym
2. Telephone number
3. Hours and days of service
4. The service provided
5. The eligibility requirements and intake procedures
6. The area served
7. The branch offices
8. Accessibility (i.e. Assist and Barriers for example: TTY/TTD number, languages spoken, make home visits for intake, provide transportation for intake, does not provide assistance in completing forms, not located on a bus route) and restrictions on facility use
9. Fee structure
10. Website address and general e-mail address

## **Indexing the Resource Database/Search Methods 650-50-85-10**

(Revised 5/15/2012 ML #3328)

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Information in the resource database shall be indexed and accessible in ways that support the I & R process.

Information in the resource database shall be retrievable by a variety of search methods including the following:

1. Alphabetically by organization name
2. Type of service provided with extensive cross references
3. County or city location
4. Zip code
5. Key words

## **Classification System 650-50-85-15**

(Revised 10/17/2018 ML #3540)

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The I & R service uses a classification system based on standard service terminology to facilitate retrieval of service information, to increase the reliability of planning data, to make comparison and evaluation process consistent and reliable, and to facilitate national comparisons of data.

The I & R service uses the AIRS taxonomy service classification system. Taxonomy is a classification system that indexes community resources based on the services they provide and the target populations they serve. It provides a structure for information and tells people what is in the information system and how to find it.

Taxonomy additions will be updated and integrated into the I & R database as they occur. A complete review and update of the Resource-LINK version taxonomy will be conducted at least once every 18 months.

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### **New Resources 650-50-85-20**

(Revised 5/15/2012 ML #3328)

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To assist in maintaining an up-to-date database, staff will complete such activities as: scanning daily newspapers, listening to news programs, gathering brochures when out in the community, etc. When a new resource is located, I & R staff will determine if the resource meets inclusion criteria for the Aging and Disability Resource-LINK and if it does, will either call or send a provider information form, requesting that the form be completed and returned to the Aging and Disability Resource-LINK so that the resource can be added to the database.

## **Verification of Information 650-50-85-25**

(Revised 10/17/2018 ML #3540)

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It is important all information added to the database be verified for accuracy. Verifying information will be done by following these steps:

1. Determine if the resource is already listed in the database.
2. If the resource is already listed, any written material such as an Update Form or a Provider Information Form should be carefully compared to existing information. Any changes or corrections should be made in the database as needed. If questions arise about conflicts between new information and information existing in the database, staff will contact the agency or program by telephone or e-mail to clarify any concerns.
3. If the resource is not listed in the database, staff will either call or send a cover letter and a Provider Information Form to the agency requesting that information be provided to the Aging and Disability Resource-LINK about their services.
4. When the information is received, or the Provider Information Form is completed and returned to the Aging and Disability Resource-LINK, it will be added to the Resource-LINK database in the Department's designated web-based data collection system.

## **Updating the Database 650-50-85-30**

(Revised 10/17/2018 ML #3540)

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To provide consumers with accurate and comprehensive information, a 100% update rate within a 12-month cycle of records in the resource database will be accomplished by the Resource-LINK staff.

1. Each resource will be sent or e-mailed a printout of the information currently listed in the database on the agency as well as any programs it may sponsor. A cover letter will be included with the printout requesting that the agency review the information and make any additions or corrections. The cover letter will also include a request that the updated information be returned to the Aging and Disability Resource-LINK at the Aging Services Division office within 30 days.
2. As updated information is returned from agencies and programs, it will be entered into the Provider section of the Department's designated web-based database. (See user manual for specific instructions.)
3. If the request for updated information is not returned within 30 days, a second request will be sent. The request will inform the agency that lack of a response may result in deletion of their services from the database. If there has been no response within a month after the second letter, I & R staff may delete the service from the SAMS database.
4. Providers may also request an update of their information through the Aging & Disability Resource-LINK website page. Resource-LINK staff will receive an e-mail containing the updated information and will make the requested changes. (See user manual for specific instructions.)

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### **Interim Changes to Database 650-50-85-35**

(Revised 5/15/2012 ML #3328)

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It is expected that provider information may change on a random, ongoing basis. For interim changes, I & R staff will update the database when they become aware of changes.

## **Inclusion/Exclusion Criteria 650-50-85-40**

(Revised 10/17/2018 ML #3540)

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The resource files for the Aging and Disability Resource-LINK consist of health and human services programs that enhance the quality of life for individuals and the community. Inclusion of a particular organization on the database does not constitute an endorsement, nor does exclusion constitute disapproval of an organization by the ND Aging and Disability Resource-LINK. The inclusion/exclusion criterion includes the following:

### **Included in Resource File**

1. Nonprofit agencies providing a community service
2. Organizations (such as churches or social clubs) which offer a service to the community
3. Private companies which provide a community service (must be licensed by the state of North Dakota, if required)
4. Self-help or support groups
5. Government offices or programs
6. Hospitals, health clinics, skilled nursing facilities, assisted living facilities, or basic care facilities within the state of North Dakota
7. Professional organizations (such as the Alzheimer's Association, American Cancer Society, American Heart Association, or organizations in the social service field)
8. Legal services that are provided at no cost or on a sliding fee scale
9. Agencies that provide behavioral health services and counseling services (must be licensed by the state of North Dakota, if required)
10. Agencies that provide adaptive equipment or assistive devices
11. Senior Citizens Centers, congregate meal programs, home delivered meal programs, health maintenance services
12. County social service agencies, in-home care providers and services
13. Advocacy groups
14. Pharmacies and grocery stores that provide home delivery or delivery by mail



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15. Agencies that provide services to children with special needs
16. Toll-free phone services, if they offer information, services, support, community service

### **Excluded from our Resource File**

1. Agencies that deny services based on race, sexual orientation, religious belief, or national origin or that violate Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act, the Americans with Disability Act, and the North Dakota Human Rights Act
2. Nonprofit agencies that do not provide a direct service or information about services
3. Individual practitioners providing medical services, legal services or counseling services
4. Insurance providers
5. Retail services
6. Dating services
7. Lobbying groups

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### **Alternative Formats of Aging and Disability Resource-LINK Database 650-50-85-45**

(Revised 10/17/2018 ML #3540)

[View Archives](#)

For consumers who request material in alternative formats, staff may utilize the following resources:

North Dakota Vision Services/School for the Blind  
500 Stanford Road  
Grand Forks, ND 58203  
1-800-421-1181

ND Vision Services/School for the Blind will transcribe materials into large print or Braille for a minimal fee. If consumers are registered with the North Dakota State Library, materials will be transcribed into alternative formats at no charge to the consumer. Consumers may register with the library by contacting:

ND State Library  
604 E Boulevard Avenue  
Bismarck, ND 58505  
1-800-472-2104

## **Consumer Data Collection 650-50-85-50**

(Revised 10/17/2018 ML #3540)

[View Archives](#)

I & R services use a system of collecting and organizing consumer data for appropriate referral and to help identify gaps in service available throughout the state.

1. The consumer data collection and reporting methods will facilitate the analyses needed to support:
  - a. The human service needs of the consumer
  - b. Management information needs
  - c. Community needs assessment
2. The data collected will provide information on consumer needs to help identify:
  - a. Gaps in service
  - b. Insufficient resources
  - c. Level of services requested
  - d. Trends of unmet needs
  - e. Socio-economic and demographic data
3. Consumers have the right to decide what information they want to share with I & R staff.
4. Data collection reports should facilitate the gathering of the following information, as available from the consumer:
  - a. Family name, address, telephone number
  - b. Demographic data (age, sex, race/ethnicity, rural/urban, functional status, income, etc.)
  - c. Name of individual for whom services are sought if other than consumer
  - d. Problems presented by consumer and problems as assessed by staff

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- e. Services needed
- f. Organizations to which consumer was referred
- g. Nature of request
- h. Method of contact with I & R service (letter, telephone, online, e-mail)
- i. How did the consumer find out about the I & R service
- j. Follow-up results, including whether the consumer received services

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### **Data Collection and Reporting 650-50-85-55**

(Revised 10/17/2018 ML #3540)

[View Archives](#)

I & R service activity is collected in the Department's designated web-based data collection system. The data collected in this system consists of documentation of service referrals and consumer characteristics.

I & R service provides specific data for the North Dakota State Plan on Aging and the state program report.

Provision of I & R services by the Regional Aging Services Program Administrator (RASPA) is submitted to the Division office in the Monthly RASPA Report. RASPA I & R data is incorporated into the report of I & R service activity monthly.