



The mission of the Iowa Association of Area Agencies on Aging (i4a) and individual Area Agencies on Aging (AAAs) is to support the independence of seniors by offering programs and services for older persons and their caregiver. The Iowa Family Caregiver is a program of the Iowa Association of Area Agencies on Aging (i4a) and individual Area Agencies on Aging (AAAs) which links information and referrals to members of the general public regarding services for people age 60 and older and their caregivers. The resource database is a tool that supports our role as an information and assistance agency.

Users of this website resource database will be able to receive contact information for service providers based on the type of service needed and the county within which they need service.

A version of this same database is used in-office to help callers of the Iowa Family Caregiver and i4a toll-free number and callers/clients of individual AAAs who will receive individualized help. The information i4a and AAA staff provide about your service to callers may include greater detail than what appears on the website. Based on your responses appearing on the intake form, we may ask you for more detailed information so that we can offer enhanced one-on-one assistance to clients as needed.

The following guidelines will be used in determining whether an organization, agency may be eligible to be listed in our database. Inclusion in the database is a privilege not a right and organizations may be refused to be included. i4a/AAA reserves the right to make the final determination as to what organizations are included in the database and may remove or exclude any organization for fraud, misrepresentation, discrimination, non-deliverable service, duplication of database or any other reason.

Agencies/Programs Eligible for Inclusion

All services applying for inclusion in the resource database should be oriented toward people age 60 and over and/or their caregivers.

- Programs, services and/or information that are provided by, funded by, or licensed/certified by a federal, state or local government agency.
- Agencies, organizations or for profit businesses that offer services of interest to the age 60+ population or their caregivers and approved by local AAA
- Community and civic advocacy organizations
- Organizations (such as churches, social and professional clubs/organizations) which, offer a service to the community at large
- Self-help/support groups
- Hospitals, specialized health clinics, specialized care centers
- Professional organizations in the health or human services field
- Professional organizations that do specialized referral to private practitioners in good standing

Agencies/Programs NOT Eligible for Inclusion

- If licensure is legally required to operate a particular service, we will exclude providers of that services until they obtain or regain their licensure
- Entity that makes material misrepresentations or omissions regarding services provided, licensing status, or any other pertinent matters.
- Services which are available only to members of a certain group or affiliation
- Any organization which promotes or delivers illegal services
- If the service duplicates the content of the Iowa Family Caregiver service database
- If the program does not meet the inclusion criteria, it is therefore excluded

An organization may request reconsideration. These requests can be submitted to the AAA in the geographic area of the service provider.

- Talk to I&A Resource staff person in AAA area to clarify program services in relation to this policy
- If concerns are not resolved by step #1, a written request providing rationale for the appeal or concerns must be sent to the Iowa Family Program Manager.
- The Program Manager, in consultation with the Executive Director and the Board of Directors, will make a final determination.

Disclaimer: Inclusion does not imply endorsement and omission does not indicate disapproval