

### **CRITERIA FOR INCLUSION/EXCLUSION**

Family Resource and Referral Center, 2-1-1 San Joaquin Service Provider, established the following guidelines for inclusion in or exclusion from the 2-1-1 San Joaquin Database, following the AIRS Standards.

#### **CRITERIA FOR INCLUSION**

All agencies must meet the following minimum criteria in order to be considered for inclusion in the 2-1-1 San Joaquin database of resources.

- Demonstrate service capacity and proof of service provision for at least 6 months.

Agencies meeting the above minimum criteria, may be included in the 2-1-1 San Joaquin resource database under the following categories:

1. Not-for-profit agencies with 501(c) designation, providing social, educational, legal, community, consumer, health or human services to residents of San Joaquin. Agencies must provide proper documentation regarding tax-exempt status (e.g. certificate of not-for-profit status, 501(c) designation, or federal tax-exempt letter from US Department of Treasury/Internal Revenue Service on official letterhead.)
2. Not-for-profit organizations and agencies including faith based groups, churches, social clubs). Such organizations must provide services to the general community, not restricting services to members of their faith or organizations.
3. Government (federal, local, state) and quasi-public agencies that provide services to the general community including human services, social services, consumer protection/services, legal services, environmental protection, criminal justice, and others. 2-1-1 San Joaquin will attempt to list all government agencies and their various departments and programs.
4. Local, statewide, and nationwide toll-free phone services or websites that can be accessed by clients in San Joaquin, that provide a socially beneficial service, and that are administered by government or not-for-profit organizations.
5. Acute care hospitals. Only the acute/urgent care centers of for-profit hospitals will be included. Other hospital programs and services offered to patients will not be included in the resource database.
6. Community clinics including federally qualified Community Health Centers.
7. Advocacy groups and community coalitions.
8. Self-help support groups that do not charge a fee or charge a nominal fee. 2-1-1 San Joaquin will include state, regional, or national headquarters to enable tracking of local support groups that may frequently change, contacts or sites.
9. Organizations that are designated, funded, or contracted by the government to provide specific social services. Private providers offering MediCal reimbursable services are not included in this criterion.
10. Professional associations providing a public service (e.g. information and referral).

The following types of agencies may be considered for inclusion in the resource database:

1. Self-help support groups that are not part of a larger agency that do not charge a fee for services provided, that are self-governed and in which leadership in the group is one of the members' responsibilities.
2. Elected state and federal officials and representatives.
3. Not-for-profit 501(c) tax-exempt organizations or municipal, state and federal government agencies located outside San Joaquin that provide a service to residents of San Joaquin that is not available locally
4. Professional organizations and associations that may not be eligible for not-for-profit 501(c) tax-exempt status but maintain referrals that meet all state licensing requirements and contracts including (but not limited to) hospitals, home health care agencies, intermediate care homes, retirement homes and communities, independent living facilities, assisted living facilities, nursing homes, chemical dependency treatment programs and community counseling agencies.
5. Private, for-profit, agencies providing a service not adequately addressed by the not-for-profit or governmental sectors and that provide services for free, at a low cost, on a sliding scale or with scholarships (i.e. programs that meet court diversion requirements; programs that provide unique, or difficult-to-access services).

#### **CRITERIA FOR EXCLUSION OR REMOVAL**

The following types of agencies will not be included in the resource database:

1. Those that 2-1-1 San Joaquin knows, or has reasonable basis to believe, may have a philosophy that could be hurtful to the well-being of individuals, groups or the community as a whole. Evidence of such philosophies may include but is not limited to the following actions:
  - a. Exclusion of certain populations or individuals (i.e. denial of service, fraud, misrepresentation, discrimination, etc.) on the basis of membership in any class(es) protected under local, state or federal anti-discrimination law such as race, color, religion, national origin, age, sex, familial status, sexual orientation, gender identity, disability status, veteran status, genetic information, etc.
  - b. Record of serious complaints regarding the above. Such complaints may be lodged with any regulatory body, with other organizations in the resource inventory providing similar services, or with 2-1-1 San Joaquin itself.
2. Those that engage in or promote fraudulent activities or activities that violate local, state, or federal laws or regulations.
3. Those that do not supply proper documentation (e.g. proof of 501(c) tax-exempt status on IRS/Department of Treasury letterhead)
4. Those that are not licensed (if providing services for which licensing requirements exist)
5. Those that misrepresent their services in any way.
6. Organizations that 2-1-1 San Joaquin knows, or has reasonable basis to believe, provide services to clients that are not in accordance with commonly accepted professional standards and practices.

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7. Those that have been in existence less than 6 months.
8. Those that fail/refuse to comply with 2-1-1 San Joaquin's Service Provider Responsibilities.
  - a. Those that do not respond when asked to update information.
  - b. Those that do not have an established address, phone, and/or consistently available contact person.
  - c. Those that serve members/clients or former members/clients only, or a very narrow population
    - i. Faith-based congregations that offer no direct health or human services to the community at large.
    - ii. Local service groups (e.g. Rotary, Jaycees, etc.) that offer no direct health or human services to the community at large.
9. Programs for which there exists an entity that adequately maintains current data and provides central referral for the service (e.g. Volunteer opportunities, etc.)
10. "Support groups" offered by private therapists or social workers for which there is a fee to pay for the support group facilitator's time or services.
11. Private practitioners or group practices of mental health providers, medical doctors, dentists, legal/paralegal providers, etc.

**QUALITY CONTROL**

2-1-1 San Joaquin's Call I&R Data Specialist may review organization/agency listing and information at any time against this Inclusion/Exclusion Criteria and Corresponding Policy. 2-1-1 will comply with the AIRS Standards regarding database inclusion/exclusion. Exceptions may be made at the discretion of the 2-1-1 San Joaquin, especially in cases of specialized services during times of disaster.

**DISCLAIMER**

2-1-1 San Joaquin may exclude or remove organizations from its resource inventory at any time and for any reason. Organizations that wish to appeal their removal from the resource database may contact the 2-1-1 San Joaquin Call Center Manager regarding the process. Inclusion in the resource inventory does not imply endorsement, and omission does not indicate disapproval of any programs or services. Information listed in the resource database represents what is provided to 2-1-1 San Joaquin by service providers and, as such, 2-1-1 San Joaquin neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource inventory. 2-1-1 San Joaquin disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the resource inventory. 2-1-1 San Joaquin reserves the right to edit information to meet guidelines, format, and space requirements.