

Inclusion/Exclusion Policy

Purpose

This policy provides guidelines for the inclusion of health and human service organizations in the 211 Connecting Point database.

Policy

To provide access to the array of resources available to Nevada County residents through a comprehensive database.

Inclusion of an agency, program, or service in the database does not imply endorsement of the quality of those services. Exclusion does not reflect on any organization's contribution to the community.

Inclusion Criteria

Organizations must provide a main contact person who will be responsible for updating agency information with the resource specialist and responding to yearly automated verifications of agency and program information. Agencies must provide a phone number, physical address, and email address for administrative purposes. This information can be either accessed by the public or made private depending on the agencies' discretion. We will include the following types of organizations that have provided services for at least 6 months:

1. Nonprofit agencies providing community services.
2. Public agencies and federal, state, or local government offices providing a health and/or human service. No effort is made to include all governmental agencies or departments.
3. For-profit organizations which provide a community service that is unavailable in the nonprofit or government sector, or whose services are available at no charge or on a sliding scale.

Exclusion Criteria

1. Exclusive organizations which offer a service only to their own members.
2. Any agency that provides a service that is characterized as illegal in nature shall not be included in the database. This category also includes agencies and programs that deny service on the basis of nationality, religion, color, race, sexual orientation, disability, or any other category protected by civil rights laws.
3. For profit organizations, individual/private practitioners, or professionals shall not be included in the database unless they meet the standard for for-profit organizations as stated in paragraph 3.0 under Inclusion Criteria.
4. Agencies or groups whose contact methods are consistently difficult to use or fail to provide a timely response to requesters.
5. Agencies or groups whose services cannot be verified, have not provided resource services for at least six months, or who do not respond to requests for an annual review and update of their information.



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Procedures

Organizations in the 211 Connecting Point database will receive and be required to fill out an information verification form that will be sent via email.

The inclusion/exclusion criteria policy will be reviewed, at a minimum, every three years. Inclusion status is at the discretion of 211 Connecting Point.

Appeal

Agencies denied inclusion may request a review by the Program Manager by submitting a written request for review to the following address:

211 Connecting Point
Attn: Program Manager
208 Sutton Way
Grass Valley, CA 95945