



211 Connecting Point Inclusion/Exclusion Policy

The purpose of the database Inclusion/Exclusion policy is to ensure that the agencies that are listed represent and support the needs of residents served by Connecting Point 211 and adhere to the accreditation standards of the Alliance of Information & Referral Systems (AIRS) which require that our policy be uniform, fairly applied, and published online so that our staff and the general public are aware of the scope and limitations of the database. We strive to meet the needs of our communities. Our Inclusion Criteria addresses the human service needs of all groups in the community; including government, non-profit and relevant for-profit organizations, and may include support groups that are not incorporated as organizations.

- It is the intent of 211 Connecting Point to provide a database that is up to date, accurate and consistent.
- 211 Connecting Point’s Inclusion/Exclusion Policy is reviewed and updated at least once every two years to ensure it meets the changing needs of the community.
- 211 Connecting Point reserves the right to delete any agency from the database when requests for updates are not provided.

Inclusion Criteria

To be included in the 211 database, an organization **MUST** meet **A** through **C** below

A	B	C
Offers one of these services: Health, Human Services, Consumer, Educational, Environmental, or Disaster Related	And has: Existed for at least one year	And has: Proof of license as required by regulating agencies

AND meet the following criteria:

NON-PROFIT

- 1 Private, non-profit 501(c) 3 organizations that offer free low-cost services to the community at large (not just to members).

GOVERNMENT

- 2 Government (local, state, federal) and quasi-public agencies (no attempt will be made to list ALL government agencies and departments).

NON-PROFIT OR GOVERNMENT

- 3 Crisis lines, hotlines, help lines, information lines, and information and referral lines administered by non-profit organizations or government entities.



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- 4 Local, statewide, and nationwide toll-free phone services that can be accessed by callers in Nevada County that provide a socially beneficial service and that are administered by government or non-profit organizations.

COMMUNITY/SUPPORT GROUPS

- 5 Self-help support groups that do not charge a fee or charge a nominal fee (include state, regional, or national headquarters to enable tracking of local support groups that may frequently change contacts or sites).
- 6 Advocacy groups and community coalitions.
- 7 Clubs, on a limited basis, concerned with health and human care issues.

FOR-PROFIT/PROPRIETARY

- 8 For-profits providing affordable health and social services not adequately met by other resource listings; or offering free service, scholarships, reduced fees, sliding fee scale, or that accept Medi-Cal.
- 9 For-profits that accept court diversion requirements.
- 10 For-profits that provide unique, specifically targeted services, or services that are otherwise difficult to access, i.e., serve an area where resources are scarce.

NON-PROFIT, GOVERNMENT, COMMUNITY BASED ORGANIZATION, FOR-PROFIT/PROPRIETARY

- 11 Acute care hospitals.
- 12 Community clinics.
- 13 Organizations that are designated, funded, or contracted by the government to provide specific social services (a Medical contract does not meet this qualification).
- 14 Professional associations providing a public service (i.e. information and referral).
- 15 Organizations located in counties adjacent to Nevada County that offer socially beneficial services not provided in Nevada County and that serve all or parts of Nevada County.
- 16 Organizations, including for-profit, proprietary and non-profit, that provide HHSA-contracted services.

Exclusion Criteria

211 Connecting Point will exclude from the database any organizations or services that:

- 1 Deny services to any protected class of people; or that violate local, state, or federal laws or regulations.
- 2 Do not supply proper documentation (i.e. proof of 501(c) 3 tax-exempt status or IRS/Department of treasury letterhead, business license, etc.).
- 3 Fail to comply or respond to the 211 annual update request.
- 4 Refuse to sign a memo of understanding (MOU) when applicable.
- 5 Have been in existence for less than one year.



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- 6 Do not have an established address, phone number, and consistently available contact person.
- 7 Engage in fraudulent or illegal activities.
- 8 Misrepresent their services in any way.
- 9 Are not licensed (in areas where licensing standards exist).

NON-PROFIT

- 10 Churches that offer no special services to the community at large.
- 11 Churches that offer services on the basis of participation in worship.

COMMUNITY/SUPPORT GROUPS

- 12 Local service groups (Rotary, Jaycees, etc.) that offer no special services to the community at large.

FOR-PROFIT/ PROPRIETARY

- 13 Private practitioners, group practices of mental health providers, medical doctors, osteopaths, podiatrists, dentists, legal/paralegal providers, etc.
- 14 “Support groups” offered by private therapists or social workers for which there is a fee to pay the leader for his/her time.
- 15 Other For-profit organizations that do not meet the INCLUSION criteria.
- 16 Agencies that provide redundant services that are already offered at local community based agencies at a large scale.

Quality Control

To ensure it meets the changing needs of the community, the Inclusion/Exclusion Policy is reviewed annually by 211. In addition, 211 conducts an annual update process to ensure that all agencies and services are in compliance and up to date with the Inclusion/Exclusion policy. Failure to comply or respond to the 211 annual update request may result in your agency’s exclusion from the 211 database.

Disclaimer

211 Connecting Point may exclude or remove organizations from its resource database for any reason. Inclusion in the database does not imply endorsement, and omission does not indicate disapproval. 211 Connecting Point neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in the database. 211 reserves the right to edit information to meet format, guideline, and space requirements.



connecting point
community services central

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Exclusion Appeals/Grievances

Agencies denied inclusion may request a review by Connecting Point's 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