

## 211 Connecting Point Database Inclusion/Exclusion Policy

The purpose of the 211 Database Inclusion/Exclusion policy is to ensure that the agencies that are listed represent and support the needs of residents served by 211 Connecting Point 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 public are aware of the scope and limitations of the database. We strive to meet the needs of our communities. Our Inclusion Criteria address 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 Database 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**

**Offers one of these services:**

Health, Human Services, Consumer, Educational, Environmental, or Disaster Related

**B**

**And has:**

Existed for at least one year or formed recently in response to an emergent need

**B**

**And has:**

Proof of license as required by regulating agencies

**AND** meet the following criteria:

NON-PROFIT

- 1 Private, non-profit 501(c)(3) or other federally recognized, tax exempt organizations that offer free or 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).

## 211 Connecting Point Database Inclusion/Exclusion Policy

### 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.
- 4 Local, statewide, and nationwide toll-free phone services that can be accessed by callers in Nevada or Placer Counties 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 (includes 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-profit organizations 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 Medi-Cal 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 and Placer Counties that offer socially beneficial services not currently provided; and which serve all or parts of Nevada and/or Placer Counties.
- 16 Organizations, including for-profit, proprietary, and non-profit, that provide HHSA-contracted services.

## 211 Connecting Point Database Inclusion/Exclusion Policy

### Exclusion Criteria

211 Connecting Point can 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) or other tax-exempt status on IRS/Department of treasury letterhead; business license; etc.).
- 3 Fail to comply with or respond to periodic 211 Information Update Requests.
- 4 Refuse to sign a memo of understanding (MOU) when applicable.
- 5 Have been in existence for less than one year.
- 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.

## **211 Connecting Point Database Inclusion/Exclusion Policy**

### **Quality Control**

To ensure it meets the changing needs of the community, the 211 Database Inclusion/Exclusion Policy is reviewed every two years by 211 Connecting Point. In addition, 211 Connecting Point conducts regular database reviews to ensure that all agencies and services comply with the 211 Database Inclusion/Exclusion policy. Failure to comply or respond to a 211 Database 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 Connecting Point reserves the right to edit information to meet format, guideline, and space requirements.

### **Exclusion Appeals/Grievances**

Agencies denied inclusion may request a review by Connecting Point's 211 Program Manager by submitting a written request for review to the following address:

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