



**Palm Beach and
Treasure Coast**

211 Palm Beach/Treasure Coast Inclusion/Exclusion Policy

I. BACKGROUND

211 Palm Beach/Treasure Coast's database of community resources exists to help individuals gain access to services which can best address their needs. While 211's staff try to give the most accurate and appropriate information and referrals possible, 211 is not responsible for the quality of services delivered by any agency to which inquirers are referred. 211 does not recommend or endorse agencies and is dependent on the information provided by participating agencies. It is the policy of 211 to offer multiple options for inquirers whenever possible and appropriate. 211 does not, and will not, charge a fee for the inclusion of any organization in its resource database.

II. INCLUSION

Overview

For inclusion in our database an organization must:

- Provide health, human or community service or have a related role (funding, planning, coordinating or monitoring) in the health/human services arena
- Be operational, provide evidence of an established service site and provide consistent and timely contact information including an address and working telephone number; the only exception being an entity which is purely a website
- Have oversight with the exception of support groups
- Have been in business for a minimum of six months unless the agency:
 - Is an affiliate of an established, recognized organization
 - Provides a much needed service not otherwise available in the community
- Provide, as applicable, evidence of required licensure or accreditation
- Not deny services to individuals or groups on the basis of nationality, religion, gender, color, race, age, sexual orientation or any other category protected by civil rights laws

Included Entities

The following classifications of organizations may be included in 211's Community Resource Database:

- **Non-profit** health, human, and community service agencies meeting licensing or accreditation requirements as appropriate
- **Government** agencies and officials
- **For-profit** health, human and community service agencies as follows:
 - Assisted Living Facilities – licensed by the Agency for Health Care Administration.

- Skilled Nursing Facilities – licensed by the Agency for Health Care Administration; most recent rating must be provided
 - Retirement Facilities/Communities – licensed by the Agency for Health Care Administration.
 - Independent Living Facilities
 - Home-delivered Meal Service – Must appear as an active organization within www.sunbiz.org
 - Hospitals – JCAHO (Joint Commission on the Accreditation of Healthcare Organizations) accredited
 - Home Health, Homemaker-Companion and Nurse Registry Agencies – licensed by the Agency for Health Care Administration; proof of liability insurance must be provided
 - Private Schools
 - Walk-in Medical Clinics
 - Providers of durable medical equipment
 - Bookkeeping services
 - Geriatric Care Managers
 - Public Utility Companies that provide electric, gas or water within Palm Beach and the Treasure Coast
- **Substance Abuse Programs** for profit or non-profit must be licensed by DCF, (Department of Children and Families) or provide a DCF waiver.
 - **Religious Organizations** providing ancillary services such as food banks or shelter, excluding the organizations' religious services (such as a Sunday church service)
 - **“Not Classified” Entities** such as support groups, 800 numbers and websites are included at the discretion of 211
 - **Special Needs Service Providers** including physicians, dentists, tutors, therapists, counselors, attorneys, etc. who provide services to the special needs population (age birth to 22 who have developmental disabilities/delays or behavioral/emotional problems), are included based on licensure and recommendations as to their unique services and abilities in serving this population.

III. EXCLUSION

If an agency does not (or no longer) meets the criteria listed in the inclusion section, 211 Palm Beach/Treasure Coast reserves the right to refuse to list or to remove any resource within its database without notification. Additionally, any resource that meets any of the following exclusion criteria will not be listed or will be immediately purged from the database without notice.

Excluded Entities

With the exception of providers to the Special Needs population, as outlined above, the following entities are excluded from the 211 database:

- For Profit corporate organizations that are comprised of private practitioners that provide therapy, and/or psychiatry for a fee (unless the service provided is publically funded, court ordered or in-home visits)
- Individual mental health professionals are not included in the 211 database, as 211 accesses information online regarding these providers based on what insurance the caller has
- Medical Practitioners are not included in the 211 database. Each county's Medical Society maintains this information
- Private attorneys are not included in the 211 database. The Bar Association maintains this information.
- Religious organizations not providing ancillary services such as food banks or shelter

Agencies will be excluded if they:

- Do not provide health, human or community service or have a related role (funding, planning, coordinating or monitoring) in the health/human services arena
- Are unlicensed, lose their license, have their license suspended, and are operating in an industry where licensing standards exist
- Promote or deliver illegal services and/or violate federal, state or local laws or regulations
- Misrepresent the service or organization in any manner or omit pertinent facts regarding their programs, services, organizational structure, fees, licensure or any other matter that contradicts inclusion criteria
- Restrict services to members only

IV. SUSPENSION

Agencies which are under investigation for any type of wrongdoing or failure to meet the inclusion/exclusion standards will be “suspended” from use by means of removing keyword and taxonomy references. In the event the agency/program is cleared of suspicion, they will be reinstated by having keyword and taxonomy references restored. If they are found to be guilty of wrongdoing or failure to meet the inclusion/exclusion criteria, the agency and program listings will be removed from the database.

V. DELETION

Agencies may be considered for removal from the database by the Inclusion/Exclusion Committee upon review if the agency:

- has not updated its agency information within a period of two years or
- has received 20 or less referrals over a two year period or
- Database Specialist and/or 211 staff make no less than four attempts to obtain an update or
- has not responded to communication notifying them of removal from the community resource database

211 retains the right to maintain an agency/program in the community resource database even though it falls within the criteria for exclusion. This is done when the agency/program is viewed as providing needed services that are critical within the service area. In these cases, 211 staff will continue to make a concerted effort to obtain an update of the information.

VI. QUICKGUIDE INCLUSION

211 Palm Beach/Treasure Coast publishes many different QuickGuides. They are generally targeted for either a special population and/or a specific geographic area, and are generally two-sided, one-page documents. This means that not all resources are included, even though an organization may provide a service that would be appropriate for inclusion on the QuickGuide.

Inclusion within the QuickGuide is entirely at the discretion of 211 Palm Beach/Treasure Coast. The entity that is supporting or requiring the development of the Guide may also determine organizations from the 211 Community Database to be included, as appropriate. Inclusion does not imply endorsement nor does omission imply a lack of endorsement by 211 Palm Beach/Treasure Coast.

VII. GRIEVANCE PROCESS

All agencies will be considered for inclusion into the 211 Palm Beach/Treasure Coast database on a case by case basis. Inclusion of an agency or organization does not imply endorsement by 211 Palm Beach/Treasure Coast.

When a complaint is received from/or about the Inclusion/Exclusion of an agency from the 211 Palm Beach/Treasure Coast database, the Database Specialist will acknowledge the complaint, and follow these procedures:

- A written form will be completed by the agency (or individual) filing the complaint.
- Complaints are kept confidential.
- The Database Specialist will review and investigate the complaint within five business days of its receipt.
- The Database Specialist will convene at least three members of the Inclusion/Exclusion Committee to review the complaint and make a determination. Committee membership will include a minimum of three (3) of the following parties: the Information Manager, the Organizational Standards Officer, the Resource Center Manager, the Program Manager, and/ or the Director of the program/services impacted
 - The President/CEO will be briefed on all appeals decisions prior to notification of external parties.
- Once a determination is made, the Database Specialist will respond in writing to the complainant with the decision.
- If the complainant wishes to appeal the decision, the President/CEO will review the case and make a determination.
- If the complainant wishes to appeal a second time, the final say as to the exclusion will be decided by the Executive Committee of the Board of Directors of 211 Palm Beach/Treasure Coast.