



## 211 SAN DIEGO RESOURCE DATABASE INCLUSION POLICY

*The purpose of the database inclusion policy is to ensure that the agencies listed represent and support the needs of clients served in San Diego/Imperial County. 211 San Diego/Imperial adheres to the accreditation standards of Inform USA, which require that our policy be uniform, fairly applied, and published online so that 211 staff and the public are aware of the scope and limitations of the database. The inclusion criteria address the human service needs of all groups in the community, including government, non-profit, for-profit organizations, and support groups (not incorporated as organizations).*

- 211 San Diego/Imperial intends to provide a database that is up to date, accurate and consistent.
- 211 San Diego/Imperial's Inclusion Policy strives for balance in political-caused and issue-caused action groups and will include organizations that represents all sides of the issue.
- 211 San Diego/Imperial's Inclusion Policy is reviewed annually, and updated as necessary to ensure it meets the changing needs of the community.
- 211 San Diego/Imperial reserves the right to remove an agency from the database when requests for updates are not provided.
- 211 San Diego/Imperial offers a free, online account for agencies to request updates directly to their services by submitting the request form on 211's website under the [Partners](#) page.

### **INCLUSION CRITERIA (Organizations must meet A through C)**

- A.** Must offer a Health, Human Service, Consumer, Educational, Environmental, or Disaster related service.
- B.** Must have existed for at least one year and can provide proof.
- C.** Must be able to submit proof of licensure as required by regulating agencies (e.g., 501(c)3 exempt letter, business license, or IRS/Department of Treasury letterhead).

### **AND MEET THE FOLLOWING CRITERIA:**

#### **NON-PROFIT**

- 1** Private, non-profit 501(c)3 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). \*The names of elected officials will be omitted.

#### **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 San Diego 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).



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- 6 Advocacy groups and community coalitions.
- 7 Clubs, on a limited basis, are 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 services, 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 (e.g., information and referral).
- 15 Organizations located in counties adjacent to San Diego County that offer socially beneficial services not provided in San Diego County and that serve all or parts of San Diego County.
- 16 Organizations, including for-profit, proprietary, and non-profit, that provide HHS contracted services.
- 17 Organizations, including for-profit, proprietary, and non-profit, that support care coordination efforts like California's Medi-Cal transformation (e.g., CalAIM).

### **EXCLUSION CRITERIA**

#### **NON-PROFIT, GOVERNMENT, COMMUNITY-BASED ORGANIZATION, CORPORATION (ANY ORGANIZATIONS THAT...)**

- 1 Deny service based on race, sexual orientation, religious beliefs, or national origin; or that violates local, state, or federal laws or regulations.
- 2 Do not supply proper documentation (i.e., proof of 501(c)3 tax-exempt status, IRS/Department of Treasury letterhead, or business license).
- 3 Fail to comply or respond to the 211 annual 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 a satisfactory grade on the Better Business Bureau website or other reputable consumer regulating agencies.
- 7 Do not have an established address, phone, and consistently available contact person.
- 8 Serve members only, or a very narrow population.
- 9 Engage in fraudulent or illegal activities.
- 10 Misrepresent their services in any way. Must not engage in predatory activities including but not limited to spamming, misleading, or coercing clients into receiving services they are not interested in or in need of.
- 11 Are not licensed (in areas where licensing standards exist).



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- 12 Programs where standards of service quality are heavily regulated and for which there exists an entity that adequately maintains current data and provides central referral for the service (e.g., California Nursing Home Search).
- 13 Churches that offer no special services to the community at large.
- 14 Churches that offer services based on participation in worship.

### COMMUNITY/SUPPORT GROUPS

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

### FOR-PROFIT/ PROPRIETARY

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

### Disclaimer

*211 San Diego/Imperial may exclude or inactivate organizations from its resource database for any reason. Inclusion in the database does not imply endorsement, and omission does not indicate disapproval. 211 San Diego/Imperial neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in claims resulting from or arising out of reliance upon the information and procedures presented in the database. 211 San Diego/Imperial reserves the right to edit information to meet format, guidelines, and space requirements.*

### Quality Control

*To ensure it meets the changing needs of the community, the Inclusion/Exclusion Policy is reviewed annually by 211 San Diego/Imperial. In addition, 211 San Diego conducts an annual update process to ensure that all agencies and services comply and are up to date with the inclusion/exclusion policy. Failure to comply or respond to the 211 annual update requests may result in your agency's profile listings being inactivated or removed from the 211 San Diego/Imperial database.*

### Exclusion Appeals/Grievances

*Agencies may send an appeal/complaint regarding our decision for exclusion by email to [resourcecenter@211sandiego.org](mailto:resourcecenter@211sandiego.org). The appeal/complaint must be fully described by the appealing organization.*

### Resolution Steps:

1. 211 San Diego will contact the agency by phone to clarify concerns.
2. The appealing organization is informed of the final decision in writing/email within 14 calendar days.