

2-1-1 BIG BEND, INC.

RESOURCE FILE INCLUSION/EXCLUSION CRITERIA POLICY

The purposes of the 2-1-1 Big Bend resource file are to catalog community services, maintain accuracy of community information, provide information to the public at large, and link people with needed services.

Additionally, the 2-1-1 Big Bend resource file may be used by community planners to document services, identify gaps in services, and to assist with related community needs assessment activities.

INCLUSION/EXCLUSION POLICIES FOR COMMUNITY RESOURCE FILE

The following guidelines will be used in determining whether an agency or organization is eligible to be listed in the 2-1-1 Big Bend Resource File. This Resource File Inclusion/Exclusion Criteria Policy will be reviewed by the 2-1-1 Big Bend board at least once every three years.

AGENCIES/PROGRAMS ELIGIBLE FOR INCLUSION:

Big Bend Service Area

Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla Counties

- **Nonprofit agencies which provide community services**
- **Governmental (public) agencies** which provide social, education or health services
- **Self-help support groups**
- **Community and civic advocacy** organizations
- **Professional organizations** in the health or human services field
- **Elected government officials** at the federal, state, and local levels representing the residents of service area
- **Hospitals, health clinics**, personal and intermediate care homes
- **Toll-free telephone services** if they can be accessed by residents and if they offer a social, health or community service
- Organizations located out of the geographic service area which offer **services not provided locally**, but which are available to residents of the service area and which otherwise meet the inclusion criteria

- For-profit, proprietary human service agencies which are providing **services not adequately provided by the nonprofit sector** or which offer free services or services with a sliding fee scale
- For-profit organizations offering **services parallel to a nonprofit service** to which clients are referred and fees paid by a government agency (i.e. proprietary agencies offering homemaking services to qualified clients on the same basis as the nonprofit agencies, paid by government sources)

DCF Northwest Region Service Area

Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Wakulla, Washington Counties

- **Social workers, psychologists, marriage and family therapists, mental health counselors and psychiatrists** who are currently licensed for private practice by the State of Florida
- Organizations offering **mental health and/or substance abuse treatment services** (either for-profit or nonprofit)

Statewide Service Area

All Florida Counties

- Agencies that provide **prenatal health care**. These may be either for-profit or nonprofit, as long as they are free, accept Medicaid or have sliding-scale or flexible payment plans
- Agencies that provide **pediatric health care**. These may be either for-profit or nonprofit, as long as they are free, accept Medicaid or have sliding-scale or flexible payment plans
- Agencies that provide **maternal and/or postpartum drug/alcohol treatment** and related services. These may be either for-profit or nonprofit, as long as they are free, accept Medicaid or have sliding-scale or flexible payment plans
- **Pregnancy/parenting support agencies**. These may provide a variety of services including: case management, maternal/infant supplies, pregnancy testing, classes, supportive counseling, support groups, etc
- **Maternal/child advocacy groups**
- **Maternity homes** and other shelters which accept pregnant women and families with children

- Agencies that provide services for infants and children with **developmental delay/disabilities** or at risk for developmental delay/disabilities
- Agencies that provide **family planning services**. These may be either for-profit or nonprofit, as long as they are free, accept Medicaid, or have sliding-scale or flexible payment plans.
- Agencies that offer HIV/AIDS, STD, or TB **testing**
- Agencies that offer HIV/AIDS, STD, or TB **education** and/or educational materials
- Agencies that offer **counseling** to persons infected or affected by HIV/AIDS (including support groups, mental health counseling, buddy programs, bereavement counseling)
- Agencies that provide **patient care** for persons with HIV/AIDS
- Agencies that provide **advocacy** for persons with HIV/AIDS
- Agencies that provide **financial assistance** for medical costs, drug therapy, or housing issues related to HIV/AIDS
- Agencies that provide **legal assistance** to persons with HIV/AIDS
- Agencies that provide **case management** (ASOs, CHDs, etc.) to persons with HIV/AIDS
- **Domestic violence/sexual violence shelters** and support services, including hotlines
- Agencies that offer or specialize in **medical services** to persons with HIV/AIDS
- Comprehensive **information and referral helplines**
- **Crisis hotlines** and crisis intervention agencies.

AGENCIES/PROGRAMS NOT ELIGIBLE FOR INCLUSION:

- **Private for-profit** service providers **unless** they meet one or more of the specific inclusion criteria listed above.
- Services which are **available to only members of a certain group** or affiliation (i.e. counseling available to a faith-based organization members/affiliates only).
- **Churches** that offer no special community-based service components
- Individual, for-profit **child care** facilities

- **Schools and vocational training** programs other than those that are public or non profit
- Any organization which promotes or delivers **illegal** services
- Agencies or organizations who have been **in existence less than six months**. Agencies must demonstrate a provision of services for a minimum of six months **unless they meet one of the following criteria:**
 - a. Affiliation with a large, well-known national organization (i.e., Salvation Army, Red Cross, American Cancer Society)
 - b. Provides a unique, much needed service not otherwise provided in the community
- **Viatical insurance providers.**
- Advocate agencies with a **mission statement in conflict** with that of the Florida Department of Health, Bureau of HIV/AIDS or Bureau of STDs.

DISASTER RELATED EXCEPTIONS (PROGRAMS AND SERVICES THAT MAY BE ADDED TO THE RESOURCE FILE DURING TIMES OF DISASTER):

To assist in preparation and recovery after a disaster the 2-1-1 Big Bend Resource File may contain a subset of services which do not meet the criteria stated above. This pre- and post-disaster subset contains information about available community resources that provide services in times of disaster. Database records include detailed descriptions of the services organizations provide and the conditions under which services are available, indexed and accessed using the Disaster Services section of the AIRS/INFO LINE Taxonomy of Human Services. The information includes:

- **Permanent local, state and federal disaster-related resources**, i.e., organizations with a formal role in emergency response, a clearly defined disaster mission and/or a history of providing services during a previous incident
- Organizations that have no formal role in emergency response but **emerge** in the context of a particular disaster, specific relief
- **Recovery services that come to life** in response to the specific needs of the community. These disaster resources are updated annually, immediately prior to an anticipated disaster and throughout the response, relief and recovery periods.

This policy does not prohibit the inclusion of any programs that target services based on age, gender, health, disability or other characteristics designed to meet the special needs of targeted populations. However, the programs must be open to all people in those targeted populations.

Where special circumstances exist which are not effectively covered by the preceding guidelines, the organization in question will be reviewed for inclusion by the Information and Referral program staff and the President. If questions still remain, a review panel appointed by the Chair of the 2-1-1 Big Bend Board of Directors will make a recommendation to the Board about the appropriateness of inclusion on a case-by-case basis.

Agencies or organizations that want to appeal a decision by 2-1-1 Big Bend regarding the inclusion or exclusion decision should follow these guidelines:

1. Talk to the 2-1-1 Big Bend I&R Coordinator to clarify program services in relation to this policy.
2. If concerns are not resolved by step one, a written request providing rationale for the appeal or concerns must be sent to the President of 2-1-1 Big Bend.
3. The President will forward the letter to the 2-1-1 Big Bend Board Committee appointed by the Chair for a final decision.
4. Decisions of the Board Committee will be considered final.

No endorsement or lack of endorsement of any agency/program shall be construed from its inclusion in or omission from the 2-1-1 Big Bend resource files.