

2-1-1 BIG BEND, INC.

COMMUNITY RESOURCE DATABASE INCLUSION/EXCLUSION POLICY

The purpose of the 2-1-1 Big Bend Community Resource Database is 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 Community Resource Database may be used by community planners to document services, identify gaps in services, and to assist with related community needs assessment activities.

Inclusion/Exclusion Policy for Community Resource Database

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 Community Resource Database. Specific guidelines are defined for specialized hotlines such as Family Health Line, HIV/AIDS and DCF Northwest Region. This Community Resource Database Inclusion/Exclusion Policy will be reviewed by the 2-1-1 Big Bend board at least once every 12 months.

Agencies/Programs Eligible For Inclusion:

Big Bend Service Area – Helpline 2-1-1

Geographic Service Area: Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla Counties

- Nonprofit agencies that provide direct health and human services
- Governmental (public) agencies which provide social, education or health services
- Self-help support groups
- Hospitals, health clinics, or programs that provide other health services
- Toll-free telephone services 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 or social 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

health care services to qualified clients on the same basis as the nonprofit agencies, paid by government sources)

DCF Northwest Region Service Area – Helpline 2-1-1 (Substance Abuse and Mental Health Managing Entity: NWF Health Network., Tallahassee)

Geographic Service Area: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla Washington Counties

- Social workers, psychologists, marriage and family therapists, mental health counselors and psychiatrists who possess a current and clear license for private practice by the State of Florida
- Organizations offering mental health and/or substance abuse treatment services (either for-profit or nonprofit)

Florida Veterans Support Line (Through 2-1-1 Tampa Bay Cares, Inc.) *Geographic*

Service Area: Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla. DCF Expansion Geographic Service Area: Alachua, Bradford, Dixie, Gilchrist, Lafayette, Levy, Union

- Agencies that provide emotional support and veteran-specific community resources to any veteran or their family

Maternal Mental Health (Family Health Line)

Geographic Service Area: All Florida Counties

- Agencies that provide the diagnoses or the treatment of perinatal mental health, including depression and anxiety

Statewide Service Area

Geographic 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 that 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 or pregnant women 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, 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 (AIDS Service Organizations, County Health Departments, 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 only to 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 childcare facilities
- Schools and vocational training programs other than those that are public or nonprofit
- Any organization which promotes or delivers illegal services

- Agencies or organizations that 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 organization (i.e., Salvation Army, Red Cross American Cancer Society, United Way)
 - b. Offers 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 Children and Families, Florida Department of Health or 2-1-1 Big Bend, Inc
- Any organization that provides a service that is not approved, recommended, or accepted by recognized industry experts or does not hold the appropriate state licensure

Disaster Related Exceptions (Programs and Services That May Be Active in the Community Resource Database During Times of Disaster):

To assist in preparation and recovery after a disaster the 2-1-1 Big Bend Community Resource Database 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 211 Human Services Indexing System.

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

Application of Inclusion/Exclusion Policy and Appeal Process

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/CEO. If questions 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 Director of Information Programs 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/CEO of 2-1-1 Big Bend.
3. The President/CEO 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 Community Resource Database.