

**2-1-1 SAN DIEGO
RESOURCE DATABASE INCLUSION / EXCLUSION POLICY
AUGUST 2006**

INCLUDE (Must meet A through C)

Organization...	A	B	C
	offering one of the services below	and has	and has
	Health or Social Service or Consumer or Educational or Environmental	Existed for at least one year	Proof of licensure as required by regulating agencies

and meet the following criteria:

Non Profit

- 1** Private, nonprofit 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.)

Non Profit or Government

- 3** Crisis lines, hotlines, help lines, information lines, 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 nonprofit 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.)
- 6** Advocacy groups and community coalitions
- 7** Clubs, on a limited basis, concerned with health and human care issues

For-Profit/Proprietary

- 8** For-profits providing affordable health or 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 offering programs that provide unique, specifically targeted services, or services that are otherwise difficult to access, e.g., 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 nonprofit, that provide HHSA-contracted services

EXCLUDE

Non Profit, Government, Community Based Organization, Corporation (any organizations that...)

- 1 Deny service on the basis of race, sexual orientation, religious belief, or national origin; or that violate local, state, or federal laws or regulations
- 2 Do not supply proper documentation, e.g., proof of 501(c)(3) tax-exempt status on IRS/Department of Treasury letterhead, etc
- 3 Refuse to sign a Memo of Understanding (MOU)
- 4 Have been in existence less than one year
- 5 Do not have an established address, phone, and consistently available contact person
- 6 Serve members only, or a very narrow population
- 7 Engage in fraudulent or illegal activities
- 8 Misrepresent their services in any way
- 9 Are not licensed (in areas where licensing standards exist)
- 10 Do not respond when asked to update information
- 11 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

Non Profit

- 12 Churches that offer no special services to the community at large

Government

- 13 Elected government officials

Community/Support Groups

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

For-Profit/Proprietary

- 15 Private practitioners, group practices of mental health providers, medical doctors, osteopaths, podiatrists, dentists, legal/paralegal providers, etc
- 16 "Support groups" offered by private therapists or social workers for which there is a fee to pay the leader for his/her time
- 17 Other for-profit organizations that do not meet the **INCLUSION** criteria

QUALITY CONTROL

To ensure it meets the changing needs of the community, the Inclusion/Exclusion Policy is reviewed annually by 2-1-1 San Diego.

DISCLAIMER

2-1-1 San Diego 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. 2-1-1 San Diego neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database. 2-1-1 San Diego disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the database. 2-1-1 San Diego reserves the right to edit information to meet format, guideline, and space requirements.