



Inclusion /Exclusion Guidelines

Standard

2-1-1 First Call for Help of Broward's Database includes resources that support the client's right to accurate, comprehensive and unbiased information and the ability of 2-1-1 First Call for Help to be a non-partisan, non-ideological and impartial information source for available nonprofit, government and for-profit services that meet 2-1-1's inclusion/exclusion criteria.

2-1-1 First Call for Help of Broward services Broward, Marion, Alachua, Bradford, Dixie, Gilchrist, Lafayette, Levy, and Union Counties.

Inclusion Criteria: Agencies eligible for inclusion must meeting one of the following criteria

1. Private, nonprofit 501(c) (3) organizations that offer free or low-cost services to the community at large.
2. Government (local, state, and federal) and quasi-public agencies (no attempt will be made to list all government agencies and departments).
3. Crisis lines, hotlines, help lines, information lines, and information & referral lines administered by nonprofit organizations or government entities.
4. Organizations located outside of our service area that offer community services to residents of our service area.
5. Self-help support groups that do not charge a fee or charge a nominal fee.
6. Advocacy groups and community coalitions.
7. For-profits providing affordable health or social services not adequately met by other resource listings; or offering free service, scholarships, reduced fees or a sliding fee scale.
8. 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.
9. Organizations, including for-profit, proprietary and nonprofit, that provide contracted services by the main community funders (e.g., Children's Service Council of Broward County, United Way of Broward, Marion or North Central Florida, County Board of Commissioners, etc.).
10. Licensed health and human service professionals that offer free or low-cost services (e.g., therapists).
11. Public national websites that provides information about health and human services.
12. Toll-Free lines which provide information or services that can be accessed by residents of our service area.

Exclusion Criteria: Agencies are not eligible for inclusion if meeting any of the following criteria

These exclusion criteria will be applied equitably to all agencies: for-profit, not-for-profit, private, or public organization.

1. Discriminating on the basis, of race, color, sex, religion, national origin, disability, age, marital status, political affiliation, sexual orientation, pregnancy, gender identity, and expression in or any characteristic is protected by federal, state, or local law.
2. In violation of local, state or federal statutes.
3. Engage in fraudulent or illegal activities.
4. Misrepresent their services in any way.
5. For-Profit organizations unless they meet the requirements outlined in the Inclusion Criteria.
6. Have been in existence for less than six months before being listed.
7. Faith-based programs that do not offer services to the community at large.
8. Do not have an established address, phone, and consistently available contact person.
9. Do not respond when asked to update agency information.



Guidelines for Review, Appeals, and Elimination from Database

1. If an organization applies and it is determined to be ineligible to be listed within the 2-1-1 database, the 2-1-1 Database Team will respond with an explanation.
2. To request an appeal about a decision, please email the Database Team at 211data@211-broward.org requesting a review of the application. The request should clearly document the reason(s) the exclusion criteria should not have been applied.
3. There is an Inclusion/Exclusion Committee that will determine the final eligibility of an Agency/Program to be included in the database. The committee will be chaired by the Director of Data Services and will consist of the President/CEO or designee and such ad hoc members as or if deemed appropriate.

Disclaimer

2-1-1 First Call for Help 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. 211 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database. 211 disclaims all responsibility and liability that may be asserted or claimed to result from or to arise out of reliance upon the information and procedures presented in the database. 211 reserves the right to edit information to meet format, guideline, and space requirements.