

2-1-1 Brevard and United Way 2-1-1 of Volusia-Flagler counties maintain a shared database of community health & human services. The following guidelines are used to determine eligibility for inclusion in the database.

## Criteria for Inclusion

All organizations must meet the following **minimum criteria** in order to be considered for inclusion in the 2-1-1 Community Resource Database:

- New entities must provide requested information including **proper documentation regarding tax-exempt status**, such as proof of 501(c) tax-exempt status on IRS/Department of Treasury letterhead. Status of long-term/known organizations will be confirmed through use of Connect Brevard, Guidestar or other sites with tax return information. New organizations may also be required to provide proof of applicable licensing.
- New entities must demonstrate provision of service for at least six months.
- New entities must provide services to residents of Brevard, Flagler and/or Volusia Counties

The following types of organizations meeting the above minimum criteria **may be included** in the database:

- A. **Non-profit 501(c) tax-exempt agencies** that provide social, educational, legal, community, consumer, health or human services to residents of the service area.
- B. Other non-profit organizations (e.g. churches, synagogues, civic groups) that offer services to the community at large and not solely their current or past members.
- C. **Government** (local, state, federal) **and quasi-public agencies** that provide services such as those listed in item A. **Note:** 2-1-1 Brevard & 2-1-1 Volusia-Flagler will not attempt to list all government agencies and/or departments.
- D. **Local, statewide & national toll-free phone services or websites** administered by government or non-profit organizations providing socially beneficial services that can be accessed by individuals in the service area.
- E. **Acute care hospitals.** **Note:** Only the acute/urgent care centers of for-profit hospitals will be included, not all programs & services offered to patients.
- F. **Non-profit community health clinics/services**
- G. **Advocacy groups and community coalitions**
- H. **Organizationally sponsored self-help support groups** that charge nominal or no fees; state, regional or national groups providing such services.
- I. **Professional associations** providing a public service (e.g. specialized information and referral)

The following types of organizations **may be considered** for inclusion:

- A. Support groups that are not offered through a sponsoring organization (e.g. hospital or non-profit agency) but are self-governed and do not charge service fees
- B. Elected local, state and federal officials and representatives
- C. Non-profit 501(c) tax-exempt organizations or municipal, state and federal government agencies located outside Brevard, Volusia or Flagler Counties that provide a service available to residents that is not available locally
- D. For-profit organizations providing services not adequately addressed by the non-profit or governmental sectors and that provide services for free, at a low cost, on a sliding scale or with scholarships (i.e. programs that meet court diversion requirements or that provide unique or difficult to access services) or which accept Medicaid. For-profit businesses may also be included when required of 2-1-1 United Way of Volusia Flagler County by contractual agreements.
- E. For-profit organizations providing educational, health or human services that meet and provide proof of state licensing (e.g. hospitals, home health care agencies, intermediate care homes, retirement homes, independent living facilities, assisted living facilities, nursing homes, substance abuse treatment programs, mental health services, charter schools, etc.)

## Criteria for Exclusion or Removal

The following types of organizations will **not** be included in the Community Resource Database:

- A. Those that 2-1-1 Brevard or 2-1-1 Volusia-Flagler knows, or has reasonable basis to believe, may have a philosophy that could be hurtful to the well-being of individuals, groups or the community as a whole. Evidence of such philosophies may include, but is not limited to:
  - 1.) Exclusion of certain populations or individuals by denial of service, fraud, misrepresentation, discrimination, etc. on the basis of membership in any class(es) protected under local, state or federal anti-discrimination law such as race, color, religion, national origin, age, sex, familial status, sexual orientation, gender identity, disability status, veteran status, etc.
  - 2.) Record of serious complaints regarding the above. Such complaints may be lodged with any regulatory body, with other organizations in the resource database or with 2-1-1 Brevard or 2-1-1 Volusia-Flagler.
- B. Those known to engage in or promote fraudulent activities or activities that violate local, state or federal laws or regulations
- C. Those that do not supply proper tax or licensing documentation when requested to do so
- D. Those that do not have an established address, phone and/or consistently available contact person
- E. Those that serve members/clients or former members/clients only, or a very narrow population
  - 1.) Faith-based congregations that offer no direct health or human services to the community at large
  - 2.) Local service groups (e.g. Rotary, Kiwanis, etc.) that offer no direct health or human services to the community at large
- F. Programs for which there exists an entity that adequately maintains current data & provides central referral for the service (e.g., Child Care Resource & Referral, Physician Referral, etc.)
- G. "Support groups" offered by private LCSWs, LMFTs or LMHCs for which there is a fee that pays the leader for his/her time
- H. Private practitioners or group practices of professional services (e.g. doctors, dentists, attorneys, CPAs, etc.)
- I. 2-1-1 Brevard also reserves the right to remove from the database Organizations that do not respond to repeated requests for updates to information.

## Quality Control

Each organization may be reviewed by 2-1-1 Community Resource Coordinators at any time against this policy. 2-1-1 Brevard and 2-1-1 Volusia-Flagler management reserves the right to make exceptions to the policy especially in cases of specialized services during community disaster or when deemed in the best interests of those the agency serves.

## Disclaimer

2-1-1 Brevard, Inc. and 2-1-1 Volusia-Flagler may exclude or remove organizations from the Community Resource Database at any time and for any reason. Agencies wishing to appeal their exclusion may put their request & reasons for appeal in writing and submit to the organization at the physical or email address listed below.

Inclusion in the Community Resource Database does not imply endorsement and omission does not indicate disapproval. Information listed is reported provider organizations and as such, 2-1-1 Brevard and 2-1-1 Volusia-Flagler neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in the database. 2-1-1 Brevard and 2-1-1 Volusia-Flagler disclaim 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 Resource Database. 2-1-1 Brevard and 2-1-1 Volusia-Flagler reserves the right to edit information to meet guidelines, format and space requirements.

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