



Regional Resource Department Inclusion/Exclusion Criteria Guidelines

Introduction

The 2-1-1 centers located in the Tampa Bay region provide crisis intervention and volunteer, donation and general information on as well as referrals to health and human service organizations to inquirers 24 hours a day, 7 days a week. These 2-1-1 centers aid those who reside in Citrus, Desoto, Hernando, Hillsborough, Manatee, Pasco, Pinellas, and Sarasota Counties in Florida. There are 4 operating 2-1-1 centers in the Tampa Bay region and they are operated by the following organizations:

- ★ 2-1-1 Tampa Bay Cares, Inc.
- ★ Crisis Center of Tampa Bay, Inc.
- ★ United Way 2-1-1 Manasota, Inc.
- ★ United Way of Pasco County, Inc.

The 2-1-1 Tampa Bay Regional Resource Departments have created this joint inclusion/exclusion criterion to address Tampa Bay regional resource data collection. This inclusion/exclusion criterion was developed jointly by representatives from each 2-1-1 Tampa Bay Regional Resource Department in order to foster the sharing of information between regional 2-1-1 centers especially during disasters. These Guidelines were developed from and meet the Alliance of Information and Referral Systems (AIRS) "Standards for Professional Information and Referral."

This criterion will be uniformly applied throughout each 2-1-1 center with the intent of providing clear and accurate information. These guidelines are reviewed jointly by representatives from each 2-1-1 Tampa Bay Regional Resource Department at least every 3 years to ensure the 2-1-1 Tampa Bay Regional Resource Departments are meeting the changing needs of the communities they serve.

Disclaimer

The *2-1-1 Tampa Bay Regional Resource Departments* do not guarantee client referrals to any organization listed within any 2-1-1 database. Inclusion of an entity does not imply endorsement and exclusion of an entry does not indicate disapproval of any service. These criteria are not meant to prohibit inclusion of organizations that target services based on age, gender, health, disability, special need or any other characteristics designed to meet target populations. Agencies are completely and wholly responsible for screening clients for eligibility of services within their program(s).

During Disaster recovery, all resources listed in a 2-1-1 Tampa Bay Regional Resource Database will be the discretion of each 2-1-1 center. Finally, the 2-1-1 Tampa Bay Regional Resource Departments reserve the right to edit or publish any of the information contained in its database without the permission of the organization listed.

Purpose

The purpose of the *2-1-1 Tampa Bay Regional Resource Database* is to:

- Act as a clearinghouse for Health and Human service information;
- Collect and maintain accurate program and service information to provide comprehensive information and referral to the community;
- Meet the changing needs of the community;
- Assist community planners with necessary data on needs and gaps in order to foster community building activities.



Regional Resource Department Inclusion/Exclusion Criteria Guidelines

Inclusion Criterion

Inclusion/exclusion criteria guidelines are established to:

- Assist 2-1-1 centers in determining which resources should be included and excluded from each local database;
- Collect and share unified resource data in the Tampa Bay Region;
- Ensure that 2-1-1 Resource Departments within the Tampa Bay Region communicate the sharing of regional resource information;
- Assist each 2-1-1 center within the Tampa Bay Region during disasters;
- Ensure each 2-1-1 Tampa Bay Regional Resource Database is comprehensive, accurate, and up-to-date annually with their data collection.

All entities included in the *2-1-1 Tampa Bay Regional Resource Departments database* must meet the entire minimum criterion below to be included.

1. Provide programs and/or services open to the general public;
2. Be an Incorporated organization within the State for Florida and operational for a year or more;
3. Provide a health and human service program or service and/or have a related role (funding, planning, coordinating, monitoring) in the health and human service network open to the general public;
4. Provide consistent and timely contact information including an address, working telephone number, and e-mail address;
5. Provide a contact person who is available to answer questions regarding their listings in the 2-1-1 database;
6. Provide services from an established service site/address and not provide services from private residences;
7. If applicable, must possess, maintain and provide licensure and/or accreditation documentation upon request licensure within the given field of service provision.

Additionally, all entities included in the *2-1-1 Tampa Bay Regional Resource Departments database* must meet at least one of the inclusion criterions below.

- Non-profit organizations providing, funding, coordinating, and/or advocating for health and human services;
- On-going support groups offered by an approved charter from a national/regional organization specializing in that topic area;
- Other information and referral lines, clearinghouses, hotlines, help lines, and talk lines;
- Faith-based organizations who provide a service open to the general public;
- Public education institutions;
- State licensed health and human service providers, regulatory and/or licensing boards;
- Professional organizations that provide consumer protection services, business development services, and/or information to the public;
- National, state, and/or local government organization and public safety entities such Emergency Management, police department, sheriff departments, highway patrol, and fire departments;
- Regularly updated websites of national health & human service organizations that provide information and/or literature;
- Civic and business associations and/or social or fraternal organizations open to the general public;
- For-profit organizations that provide free and/or low-cost critical health and human service to the general public or as required contractually.

Finally, all other for-profit organizations that offer a fee-based health and human service shall be included in each 2-1-1 Tampa Bay Regional Resource Department database for a fee of **\$150 annually**. ***This fee will be applied to each 2-1-1 center database the fee-based service provider would like to be listed. The amount above should be remitted to the appropriate 2-1-1 center or center covering the service area or areas.***



Regional Resource Department Inclusion/Exclusion Criteria Guidelines

Exclusion Criterion

If a resource no longer meets any of the criterion listed in the inclusion section, the *2-1-1 Tampa Bay Regional Resource Departments* reserve the right to refuse to list or remove any resource within its database without notification. Additionally, any resource listed in the *2-1-1 Tampa Bay Regional Resource Departments* that meets any of the following exclusion criteria will be immediately purged from the database without notice.

- Organizations that do not provide health & human services;
- Organizations unlicensed, who lose their license, whose license has been suspended, and/or who are operating in an industry where licensing standards exist and who do not hold a license;
- Organizations that promote or deliver illegal services and/or violate federal, state, or local laws or regulations;
- Those that misrepresent themselves in any manner or omit pertinent facts regarding their programs, services, organizational structure, fees, licensure, or any other matter that contradicts inclusion criterions;
- Any provider that knowingly or unknowingly discriminates or denies services based on age, gender, race, religion, disability, sexual orientation, or promotes racism or bigotry.
- Any organization that does not complete, refuses to complete, or return necessary updates;
- Those that restrict services to members only.

When special circumstances exist which are not effectively covered by the preceding guidelines, the Resource Manager and the Director of that 2-1-1 center will review the organization in question for inclusion. If a listing meets any of these exclusion criteria above, the listing will be deleted from all 2-1-1 Tampa Bay Regional Resource Databases.

Grievance Process

Any organization that disagrees with the inclusion/exclusion criteria or wants to appeal a listing or removal, please follow the instructions below:

1. In writing, please detail your name, contact information, and grievance.
2. Forward your grievance to the appropriate 2-1-1 center Resource Department Manager listed on the following pages.
3. Your request will be reviewed by that 2-1-1 centers Resource Department and, within 30 days, a response to the grievance will be made in writing and forwarded to your contact information.
4. After receipt of the grievance response and if you still are not satisfied, please detail your appeal in writing. Please detail your name, contact information, and appeal.
5. Forward your appeal to the Resource Department of your continued grievance. Please see the list below for the appropriate center.
6. Within 30 days, the appropriate authorized representative of the 2-1-1 organization will respond to the appeal in writing and forwarded to your contact information.
7. The decision of the appeal by the appropriate authorized representative is final.

Please note: Grievance procedures may vary slightly with each 2-1-1 center.



Regional Resource Department Inclusion/Exclusion Criteria Guidelines

Contact Information

If you have questions about these guidelines or would like to be included in the database, please contact the Resource Department in the County your programs and/or services are active.

Citrus, Hernando & Pinellas Counties:

Edward Perry
Resource Manager
2-1-1 Tampa Bay Cares, Inc.
(727) 210-4208
edward@211tampabay.org

Hillsborough County:

Ray Carpenter
Resource Specialist II/Systems Administrator
Crisis Center of Tampa Bay, Inc.
(813) 969-4942
crcarpenter@crisiscenter.com

Desoto, Manatee & Sarasota Counties:

Kim Vorias
Data Resource Manager
United Way 2-1-1 of Manasota, Inc.
(941) 308-4357
kvorias@uw211manasota.net

Pasco County:

Becky Scarlato
2-1-1 Program Manager
United Way 2-1-1 of Pasco County, Inc.
(727) 835-2022
bscarlato@unitedwaypasco.org