



# Inclusion/Exclusion Criteria

## FOR NJ 2-1-1 PARTNERSHIP DATABASE

### Database Inclusion – General Standards:

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The NJ 2-1-1 Partnership Database Inclusion Policy ensures that NJ 2-1-1 includes the most complete, accurate and up-to-date information available for its staff and the callers they serve. The goal of this document is to inform the NJ 2-1-1 staff and the general public of the scope and limitations of NJ 2-1-1's Resource Database ("the Database").

As required by the accreditation standards of the Alliance of Information & Referral Systems (AIRS), the following policies are to be uniformly and fairly applied throughout the Database and published for general use.

It is the intent of NJ 2-1-1 Partnership to provide a statewide database of human services that is helpful to individuals in need, and organized consistently. NJ 2-1-1 reserves the right to remove a service listing from the Database when the provider of the service does not comply with verification requests.

The Database is populated with the following disclaimer in mind.

*Inclusion in the NJ 2-1-1 database does not imply endorsement of an agency or its services, nor should exclusion be construed to constitute disapproval.*

### Agencies Eligible for Inclusion:

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General: Those that provide health and human services and:

- Are located within and/or offer services to residents of New Jersey.
- Are located within border communities.
- Are associated with contracted services within other states.
- Those that are designated as or affiliated with a non-profit, according to the IRS.

Specific:

- Government (municipal, county, state, and federal) offices or programs providing health and human services.
- Toll free hotlines that offer information about health and human services or direct assistance.
- Health or human services provided by faith-based organizations, or other member based organizations, if service eligibility does not entail membership of the organization.
- Support or self-help groups that are open to the general public.
- Hospital (for-profit as well as nonprofit) services available to the community at large.

*\*\*The following factor may also be considered when evaluating a service for inclusion:*

- *Degree of demand/need for the service in the service area*

### Agencies Not Eligible for Inclusion:

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General:

- Those that deny service on the basis of the race, color, religion, sex, national origin, or age.
- Those that violate federal, state, or local laws or regulations.
- Those which misrepresent their services or organizational stability in any way
- Those with any serious substantiated complaint lodged against it by any regulatory body or other health and human service organizations.



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### Specific:

- Private practitioners and other individuals.
- Services that are not directly available (entry-level) to the general public.
- Temporary or non-permanent services, excepting those associated with disaster response.
- Auxiliary services, unless it offers specific services to a group deemed necessary by NJ 2-1-1.
- PTO's/PTA's (Parent Teacher Organization/Parent Teacher Associations).
- Newsletters, magazines, speakers' bureau or other service used only to promote organizations and their services.
- A devotional service.
- Agencies who fail to verify information about their services upon request from NJ 2-1-1.

### **Disclaimers:**

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- Fees: NJ 2-1-1 does not receive payment from any organization to be listed in the Database.
  - Comprehensiveness: NJ 2-1-1 strives towards complete accuracy with respect to the current resources in the Database and the scope of the callers that it serves. Database inclusion does not imply any form of endorsement, and omission does not indicate disapproval.
  - Right of Refusal: NJ 2-1-1 may exclude or remove agencies from the Database for any reason. NJ 2-1-1 reserves the right to refuse listing any agency if such a listing is deemed inappropriate, based on the stated inclusion/exclusion criteria. NJ 2-1-1 may cancel a listing when an agency no longer meets the inclusion criteria, or fails to verify information about their services upon request.
  - Complaints: NJ 2-1-1 may refuse or discontinue listing agencies that have had serious complaints lodged against them by any regulatory body, the general public, or with NJ 2-1-1. At the point a serious complaint about an agency is brought to the attention of NJ 2-1-1, the agency and its programs will be made inactive from the resource database while an official review is undertaken.
  - Additional Points: NJ 2-1-1 reserves the right to edit information to meet format, guideline, style and space requirements. NJ 2-1-1 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.

### **Agencies and Services Requiring Special Consideration:**

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- Social, special interest, or service clubs/societies that offer services to the community-at-large, in addition to their own members;
  - Advocacy and issue-oriented action groups may be listed as long as the Database is balanced and presents resources for both sides of the issue;
  - Those that are covered under the services of a local specialized information and referral program (i.e. assisted living community, child care, volunteer opportunities, etc.);
  - Holiday or any other seasonal, high-need service;
  - Detoxification services, and other substance abuse treatment services

### **For-Profit Inclusion Criteria:**

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For-profit agencies are considered for inclusion only if they meet one of the following criteria:

- For-profit businesses offering a health or human service free of charge to the general public;



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- A unique and accessible health and human service not otherwise available to from the nonprofit or government providers in a given area;
- A service which is subsidized by a government or non-profit agency.

### **Additional Considerations:**

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The criteria established in this document are guidelines set in place to ensure consistency of information and ease for NJ 2-1-1's service users. NJ 2-1-1 Partnership reserves the right to consider agencies and their services for inclusion or exclusion, outside of the criteria describe here.

These standards are required to maintain the integrity of the NJ 2-1-1 Database and to fulfill NJ 2-1-1 Partnership's mission and purpose as an organization.

### **Complaints:**

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NJ 2-1-1 Partnership views complaints as valuable feedback that can enhance the quality of our database and services. Complaints about exclusion/inclusion will be acknowledged and addressed. Written procedures for complaint escalation and processing are available upon request. All complaints can be submitted to [database@nj211.org](mailto:database@nj211.org).

### **Appeals Process:**

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The Board reserves the right to act as an arbiter in the event of an appeal.