



# 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 211 includes the most complete, accurate and up-to-date information available for its staff and the consumers they serve. This document informs the NJ 211 staff and the general public of the scope and limitations of NJ 211's Resource Database ("the NJ 211 Database"; "the Database").

In accordance with the accreditation standards set forth by the Alliance of Information & Referral Systems (AIRS), policies herein are applied uniformly throughout the Database, and are 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, organized consistently, and regularly verified by the providers ("Agencies") whose services are listed therein. Among other causes for listing removal, NJ 211 reserves the right to remove service listings from the Database when the provider of the service does not comply with verification requests.

The Database is populated with health and human service listings, with the following disclaimer in mind:

*Inclusion in the Database does not imply endorsement of an agency or its services by NJ 2-1-1 Partnership, 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.

When evaluating a service for Inclusion, NJ 211 may also consider the *degree of demand/need for the service in the service area*.

### Agencies Not Eligible for Inclusion:

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General: Those that do not provide health and human services, or those that do so but also:

- Deny service on the basis of the race, color, religion, sex, national origin, or age.
- Violate federal, state, or local laws or regulations, or are the subject of substantiated complaints filed by any regulatory body or health/human service organization.
- Misrepresent their services or organizational stability in any way
- Are listed within a human services database that is Included within the NJ 211 Database (see ***External Database Inclusion Policy, below***).



# Inclusion/Exclusion Criteria

## FOR NJ 2-1-1 PARTNERSHIP DATABASE

### 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 211.
- 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 211.

### **Disclaimers:**

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- Complaints about Listed Agencies: NJ 211 may Exclude or remove listings of agencies that have had serious complaints lodged against them. When a serious complaint about an agency or its services is brought to the attention of NJ 211, the agency and its programs will be deactivated within the Database while an official review is undertaken.
  - Comprehensiveness: NJ 211 strives toward thoroughness with respect to the scope of needs among the consumers it serves, and the scope of available health and human services meeting the Inclusion criteria set forth herein.
  - Fees: NJ 211 does not receive payment from any organization to be listed in the Database.
  - Indemnity: NJ 211 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.
  - Independence: Database Inclusion does not imply any form of endorsement, and omission does not indicate disapproval.
  - Right of Refusal: NJ 211 may exclude or remove agencies from the Database for any reason. NJ 211 reserves the right to refuse listing any agency if such a listing is deemed unfitting based on this Inclusion Policy. NJ 211 may remove a listing when an agency no longer meets the Inclusion criteria, or fails to verify information about their services upon request.
  - Style Conformity: NJ 211 reserves the right to edit information to cohere to formatting and content requirements set forth in its *Data Quality and Style Guide*.

### **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;

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

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For-profit agencies are considered for Inclusion only if they do one or more of the following:

- Offer a health or human service completely free of charge



# Inclusion/Exclusion Criteria

## FOR NJ 2-1-1 PARTNERSHIP DATABASE

- Provide a unique and accessible health or human service not otherwise available within the given service area;
- Provide a service which is subsidized by a government or non-profit agency.

Meeting any number of the above factors does not guarantee Inclusion; all for-profit agency Inclusions determinations are made on a case-by-case basis.

### External Database Inclusion Policy:

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In some circumstances, NJ 211 includes listings representing other health and human service databases about particular needs and topics, within the Database. Such “external databases” are considered for Inclusion on a case-by-case basis, based on their prospective impact to NJ 211’s success in its Database goals of comprehensiveness and accuracy.

A database is considered for Inclusion only when its listings are health and human services, and it:

- Is free to use (i.e. no fees are associated with searching the database);
- Is filterable by geographic eligibility and sortable by geographic proximity;
- Is free of apparent malfunction or inconsistency of use or availability;
- Includes services across the state of New Jersey;
- Appears to be comprehensive of services among the categories it purports to list;
- Is large, containing sufficiently many listings that they could not be Included in the Database with ease and convenience;
- Includes in each listing a provider name and contact information, as well as categorization of the provider’s services if the database includes multiple service topics;
- Does not include out-of-date information; and
- Is not maintained by an organization which would meet an Exclusion criterion herein.

NJ 211 Excludes from the Database the services of agencies which are listed in an external database that is itself listed within the Database.

### 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 consumers of NJ 211’s Database and services.

These standards are required to maintain the integrity of the NJ 211 Database and to fulfill NJ 2-1-1 Partnership's mission and purpose as an organization. However, novel circumstances may arise which require the consideration of factors not outlined herein. NJ 2-1-1 Partnership reserves the right to Include, Exclude, and remove listings of agencies and services based on novel factors.

### 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 [grievance@nj211.org](mailto:grievance@nj211.org).

# **Inclusion/Exclusion Criteria**

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### **Exclusion Appeal Process:**

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Applicants dissatisfied with an exclusion determination may submit a request for reconsideration with email subject "Inclusion Request Appeal" to [databasemanager@nj211.org](mailto:databasemanager@nj211.org). The request should detail the applicant's reasons for its belief that Inclusion is merited. The request will be reviewed by the Database Manager and escalated to the Executive Director for evaluation and final determination.