

INCLUSION/EXCLUSION CRITERIA

The mission of 211 LA's Resource Department is to collect and classify information about human services available throughout Los Angeles County. We define human services as the continuum of programs that address human needs ranging from basic living needs such as food and shelter through life improvement services such as education, to life enhancement programs such as cultural programs. It is our intent to provide as comprehensive a listing of human service organizations as possible limited only by resources available to us. We will prioritize our work according to the urgency of need presented via our users.

We reserve the right to include or exclude any agency based on our direct working experience with them or our knowledge of their services.

211 LA's database of human services shall provide support for the following:

- Comprehensive information and referral as provided by 211 LA staff
- Specialized programs in which 211 LA may be or become involved
- Community planning and research
- The special needs of organizations that have a formal relationship with 211 LA (contracts or other written agreements).

I. We will include the following types of organizations that have provided services for at least six months; that are licensed as required by regulating agencies; and that have an independent governing body. Exceptions are made for emergency services during disasters.

- Private, non-profit agencies in general (see exclusions)
- Community and self-help support groups
- Government agencies and government supported programs
- Community collaborations and coalitions
- Services that are provided solely via the Internet, if regular contact with an administering body is available and maintained

Exceptions may apply for agencies and/or programs that serve vulnerable populations; i.e., homeless individuals, youth, older adults, victims of domestic violence, or individuals with disabilities. These agencies and/or programs may be subject to a site visit or required to submit additional documentation to support their licensing and/or governing body regulations.

- II. We will consider including the following for-profit and private or group practices:
- Agencies or programs providing service related to 211 LA contracts.
 - For-profit agency *services* when those services are not adequately met by the non-profit sector. Examples:
 - Programs that accept Medi-Cal or have a fee structure that meets the needs of low to moderate-income individuals
 - Programs that satisfy court ordered requirements
 - Programs that provide unique, specifically targeted or difficult to access services
 - Programs that provide commission-based referrals that have a comprehensive assessment component
 - Programs that provide unregulated services but rely on, and demonstrate, an organized and administrating body that has assumed liability
- III. We will not include:
- Agencies that deny service on the basis of race, sexual orientation, gender identity, religious belief, or national origin, or that violate federal, state, or local laws or regulations
 - Programs where standards of service quality are heavily regulated and for which there exists a governmental entity that adequately provides central referral for the service; (e.g. nursing homes)
 - Individual Supervised Visitation Monitors who are not providing service as part of an organized agency or program
 - In general, we will not include private practitioners or group practices of mental health providers, medical doctors, legal/paralegal providers, or dentists
- IV. Appeals process:
- Organizations that request review of an exclusion decision or additional details can submit their request in writing by email to resource@211la.org. Upon receipt of the review request the following will occur:
 - The request will be reviewed by the Executive Director and a reply will be provided in writing within 30 daysAnd/Or
 - 211 LA may appoint a review panel which may include the respective County department representatives and may also include the 211 Board of Directors.