



## 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. Human services encompass a wide range of programs that address essential human needs, from basic necessities like food and shelter to life enhancement services such as education and cultural programs. Our goal is to provide as comprehensive a listing of human service organizations as possible, within the limit of our available resources. We prioritize our work according to the urgency of need presented by 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 supports the following:

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

### I. Inclusion Criteria

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

- **Private, Non-Profit Agencies:** General inclusion, subject to exclusions outlined below.
- **Community and Self-Help Support Groups**
- **Government Agencies and Government Supported Programs**
- **Community Collaborations and Coalitions**
- **Internet-Only Services:** These will be included if regular contact with an administering body is available and maintained

*Exceptions:* Agencies and/or programs that serve vulnerable populations, such as homeless individuals, youth, older adults, victims of domestic violence, or individuals with disabilities, may be subject to a site visit or required to submit additional documentation to support their licensing and/or governing body regulations.

### II. For-Profit and Private/Group Practice Considerations

We will consider including the following for-profit entities and private or group practices:

- **Agencies or Programs Related to 211 LA Contracts**
- **For-Profit Services:** Included when those services are not adequately met by the non-profit sector. Examples include:

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- o Programs that accept Medi-Cal or offer a fee structure for low to moderate-income individuals.
- o Programs that satisfy court-ordered requirements
- o Programs providing unique, specifically targeted or difficult to access services.
- o Programs offering commission-based referrals with a comprehensive assessment component.
- o Programs providing unregulated services but demonstrating an organized and administering body that has assumed liability.

### III. Exclusion Criteria

We will not include:

- **Agencies that Deny Service:** Exclusion applies to agencies that deny based on race, sexual orientation, gender identity, religious belief, or national origin, or that violate federal, state, or local laws or regulations.
- **Programs with Government-Regulated Quality Standards:** Programs where service quality is heavily regulated and for which there exists a governmental entity adequately provides central referral (e.g. nursing homes).
- **Individual Supervised Visitation Monitors:** Excluded unless providing services as part of an organized agency or program.
- **Private Practitioners or Group Practices:** Generally, 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](mailto:resource@211la.org).

Upon receipt, the request will be reviewed by the Executive Director and a reply will be provided in writing within 30 days. Alternatively, 211 LA may appoint a review panel which may include the respective County department representatives and may also include the 211 Board of Directors.