



Chautauqua Healthcare Services

Renewing Our Community
Through Counseling,
Care and Compassion

Panhandle 2-1-1

RESOURCE FILE INCLUSION/EXCLUSION CRITERIA POLICY

The purposes of the Chautauqua Healthcare Service's resource file are to catalog community services, maintain accuracy of community information, provide information to the public at large, and link people with needed services. Additionally, the Chautauqua Healthcare Service resource file may be used by community planners to document services, identify gaps in services, and to assist with related community needs assessment activities.

The following guidelines are used in determining whether an organization, agency, or group is eligible to be listed in the I & R's resource database.

Organizations/ Agencies/ Groups Eligible for Inclusion:

Service Area

Walton and Okaloosa County

- Organizations (such as churches, social clubs, social or fraternal organizations) which offer a health and human service to the community at large, not just their own members
- Private organizations which offer services in the areas of health, mental health, recreation, education, financial, legal, home maintenance, arts and culture to the general public
- Self-help support groups
- Offices of elected representatives (federal, state, local) representing citizens in the service area
- Hospitals, health clinics, intermediate care homes and licensed long-term care services, to include non-profit nursing homes
- Professional organizations (especially those organizations in the social services field: Counseling/Psychiatry, Medical, Dental, Legal services)
- Social workers, psychologists, marriage and family therapists, mental health counselors and psychiatrists
- Non-profit organizations which provide, coordinate and advocate for health and human services
- Health and human service programs offered by state, county or local governments which have offices in or serve residents of our geographic service area
- For-profit organizations that accept Medicaid or provide free or low-cost services
- Private or public schools and their administrative offices
- Specialized information and referral services
- Chambers of Commerce
- Consumer protection and basic business services that are either government designated or contracted
- Agencies that are intake points for housing programs or that maintain updated lists of licensed facilities

Organizations/ Agencies/ Groups NOT Eligible for Inclusion:

- Services available only to members of a certain group or club (i.e. counseling available to a church's parishioners only)
- Churches that offer no special community-based service components
- Individual for-profit child care facilities (these are listed at OWCCS-833-9330/892-8560)
- Agencies found to be not in compliance with federal non-discrimination standards or other legal standards
- Private for-profit business establishments not excepted under inclusion guidelines above
- Commercial housing facilities
- For-profit organizations that refer to counseling, medical, dental or legal services
- Organizations that provide free or low-cost services when their primary purpose is to market the organization's main business
- Organizations that have been in existence less than six months. Agencies must demonstrate a provision of services for a minimum of six months, unless they meet one of the following criteria:
 - Affiliation with a large, well-known national organization (i.e., Salvation Army, Red Cross, American Cancer Society)
 - Provides a unique, much needed service not otherwise provided in the community
- In general Organizations/ Agencies/ Groups that:
 - Are found to misrepresent their services, mission, or goals
 - Fail to respond to updating contacts
 - Are found to have documented unresolved complaints
 - Proselytize as a condition of service
 - Deny service based on prejudice or discrimination

This policy does not prohibit the inclusion of any programs that target services based on age, gender, health, disability or other characteristics designed to meet the special needs of targeted populations. However, the programs must be open to all people in those targeted populations.

Organizations/ Agencies, or Groups who believe they operate under special circumstances not covered by the preceding guidelines may appeal to the Information and Referral Supervisor for review. Exceptions resulting from such appeals will be approved by the COPE Center Board of Directors on the advice of the I & R Supervisor. Decisions on inclusion/ exclusion by the Board are final.

Guidelines for Review:

Service providers may be requested to submit verification of licensing to be eligible for inclusion in the resource database

Other criteria to be considered in inclusion decisions:

- Evidence of an established service site
- Demonstrated provision of service for a period of at least six months. Decisions on inclusion of programs of a temporary nature (i.e. support groups for transitory issues, etc. are made on a case by case basis.)
- One or more of the following means would be used in the validation process:
 - Site visit and face-to-face interview
 - References from clients or affiliated professionals
 - Consultation with other organizations in the same field or geographic area

- Check with local law enforcement and/or consumer complaints agencies

Appeals

If after the I&R Supervisor's review an organization, group, or program's request for inclusion in the resource database is not deemed to meet the criteria for inclusion, the Director of Information and Referral shall notify the appropriate contact person in writing.

If there is a challenge to the decision of exclusion, the Director of Information and Referral and Chautauqua Offices of Psychotherapy and Evaluation, Inc. Board Representative will offer to meet with the excluded organization's representatives to explain the reasons for the exclusion. The Board of Directors at the discretion of its Executive Committee may consider further review of an organization's appeal for inclusion. Inclusion/ exclusion decisions made by the Board are final.

Editing

Panhandle 2-1-1 reserves the right to edit information provided by organizations for inclusion in the database to meet format, style, and space requirements.

Informational Content

The information our 2-1-1 Operators provide is collected from and vetted with agency representatives by our Resource Database Specialist. Inclusion does not imply endorsement nor does exclusion imply disapproval. Every effort has been made to supply complete and accurate information. However, as agencies and programs may change their service delivery status, types, methods and criteria at any time, 2-1-1 makes no representation with respect to the accuracy and completeness of the contents of the database and specifically disclaims any implied responsibility for the accuracy of the information provided. Agencies may be absent from the database due to the inclusion/exclusion policy of 2-1-1. 2-1-1 also reserves the right to prioritize and limit inclusion. Factors such as staffing, funding and agency participation affect the extent to which all eligible agencies can be included. 2-1-1 cannot endorse nor guarantee quality for the services and agencies listed in the Community Resource Database. 2-1-1 neither oversees nor regulates the delivery of these services.