



## RESOURCE DATABASE INCLUSION/EXCLUSION POLICY AND APPLICATION

### **INCLUSION**

Agencies must offer at least **one** service listed in Section A, **and** meet Sections B, C, **and** meet at least one of the criteria in Section D. **Please check the box next to the criteria that your agency meets and submit this form with your Agency Inclusion Application.**

#### **Section A**

(*must* offer one of the below)

- Health or Social Service
- Consumer Service
- Educational Service
- Environmental Service
- Disaster Resource

#### **Section B**

(*must* have)

- Existed for at least one year

#### **Section C**

(*must* have)

- Proof of licensure as required by regulating agencies

#### **Section D**

(*must* meet one of the following criteria)

##### **Non-profit**

- Private, non-profit 501(c)(3) organizations that offer free or low cost services to the community at large (not just to members).

##### **Government**

- Government (local, state, federal) and quasi-public agencies (No attempt will be made to list all government agencies and departments.)

##### **Non-profit or Government**

- Crisis lines, hotlines, help lines, information lines, and information and referral lines administered by non-profit organizations or government entities.
- Local, statewide, and nationwide toll-free phone services that can be accessed by callers in San Luis Obispo County; that provide a socially beneficial service; and that are administered by government or nonprofit organizations.

##### **Community/Support Groups**

- Self-help support groups that do not charge a fee or charge a nominal fee. (Include state, regional, or national headquarters to enable tracking of local support groups that may frequently change contacts or sites.)
- Advocacy groups and community coalitions.
- Clubs, on a limited basis, concerned with health and human care issues.

##### **For-Profit/Proprietary**

- For-profits providing affordable health or social services not adequately met by other resource listings; or offering free service, scholarships, reduced fees, sliding fee scale, or that accept Medi-Cal.
- For-profits that accept court diversion requirements.
- For-profits offering programs that provide unique, specifically targeted services, or services that are otherwise difficult to access, e.g., serve an area where resources are scarce.

**Non-profit, Government, Community Based Organization, For-Profit/Proprietary**

- Acute care hospitals.
- Community clinics.
- Organizations that are designated, funded, or contracted by the government to provide specific social services. (A Medi-Cal contract does not meet this qualification.)
- Professional associations providing a public service, e.g., information and referral.
- Organizations located in counties adjacent to San Luis Obispo County that offer socially beneficial services not provided in San Luis Obispo County and that serve all or parts of San Luis Obispo County.
- Organizations, including for-profit, proprietary and nonprofit, that provide HHS-contracted services.

**EXCLUSION**

We *must* exclude your organization from the database if it meets **any** of the following criteria.

**Non-profit, Government, Community Based Organizations, Corporations or any Organizations that:**

- Deny service on the basis of race, sexual orientation, religious belief, or national origin; or that violate local, state, or federal laws or regulations.
- Do not supply proper documentation, e.g., proof of 501(c)(3) tax-exempt status on IRS/Department of Treasury letterhead, etc.
- Refuse to sign a Memo of Understanding (MOU).
- Have been in existence less than one year.
- Do not have an established address, phone, and consistently available contact person.
- Serve members only, or a very narrow population.
- Engage in fraudulent or illegal activities.
- Misrepresent their services in any way.
- Are not licensed (in areas where licensing standards exist).
- Do not respond when asked to update information.
- Programs where standards of service quality are heavily regulated and for which there exists an entity that adequately maintains current data and provides central referral for the service, e.g., California Nursing Home Search.

**Non-profit**

- Churches that offer no special services to the community at large.

**Government**

- Elected government officials.

**Community/Support Groups & Clubs**

- Local service groups (Rotary, Jaycees, etc.) and clubs that offer no special services to the community at large.

**For-Profit/Proprietary**

- Private practitioners, group practices of mental health providers, medical doctors, osteopaths, podiatrists, dentists, legal/paralegal providers, etc.
- "Support groups" offered by private therapists or social workers for which there is a fee to pay the leader for his/her time.
- Other for-profit organizations that do not meet the INCLUSION criteria.

### AGENCY & PROGRAM INFORMATION

*Please type or print clearly*

PARENT AGENCY		
Agency Name:		
Physical Address:		
City:	State:	Zip Code:
Mailing Address (if different):		
City:	State:	Zip Code:
Phone:	Fax:	
Website:	General Email:	
Primary Contact Name:		Title:
Phone:	Email:	
Agency Description:		
PROGRAM		
Program Name:		
Street:		
City:	State:	Zip Code:
Program Director:		
Phone:	Email:	
Program Description:		

<b>SIGNATURE</b>	
<b><i>I AUTHORIZE THE VERIFICATION OF THE INFORMATION PROVIDED ON THIS FORM AND AFFIRM THAT THE INFORMATION CONTAINED THEREIN IS TRUE AND ACCURATE.</i></b>	
Signature:	Date:
Printed Name:	Title:

## **QUALITY CONTROL**

To ensure it meets the changing needs of the community, 211 SLO Hotline reviews the Inclusion/Exclusion Policy annually.

Applications and/or requests for inclusion must be submitted to 211 SLO Hotline with appropriate documentation to support inclusion criteria. Incomplete applications will be excluded.

## **DISCLAIMER**

211 SLO Hotline may exclude or remove organizations from its resource database for any reason. Inclusion in the database does not imply endorsement, and omission does not indicate disapproval.

211 SLO Hotline neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database.

211 SLO Hotline 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.

211 SLO Hotline reserves the right to edit information to meet format, guideline, and space requirements.

## **PLEASE ATTACH ALL FORMS OF PROOF OF LEGITIMACY**

To submit all documentation via mail, fax or email to:

Mail:  
 211 SLO Hotline  
 Attention: Amy Joseph  
 P.O. Box 5456  
 San Luis Obispo, CA 93403

Fax:  
 805.544.6296

Email:  
[amy@slohotline.org](mailto:amy@slohotline.org)

**For questions or assistance, please call the Resource Specialist at 805-540-3810.**