

## Inclusion/Exclusion Policy

### **Purpose**

The Financial Guidance Center (FGC), on behalf of the Nevada State Office of Community Partnerships and Grants (as the oversight agency of the 2-1-1 program), maintains a comprehensive online Information and Referral (I&R) resource database which contains information about available community resources including details about the services provided and the conditions under which services are available.

To ensure that the needs of the community are met, FGC has established the following policy for the inclusion or exclusion of organizations and programs in the Nevada 2-1-1 resource database.

### **Policy**

It is the policy of FGC, on behalf of Nevada 2-1-1, to include community resources in its database that serve to empower all Nevadan's to achieve optimal self-sufficiency, health and well-being. It will exclude organizations that work outside of this framework.

### **SERVICE AREA**

The area served by the Nevada 2-1-1 program includes all seventeen (17) counties in Nevada, four (4) California counties surrounding Lake Tahoe, and border communities in California, Oregon, Idaho, Utah, and Arizona.

### **INCLUSION CRITERIA**

- Nonprofit organizations, state and government agencies and educational institutions providing essential health and human service in the 2-1-1 service area.
- Organizations (such as churches and social clubs) which offer a health or human service to the community at large.
- For-profit organizations which offer essential health and human services to the general public that meet the following criteria:
  - provide services which are supplemented by government and/or grant funding, or
  - provide services that are free or low-cost to the community, or
  - provide "significantly needed" services that are not readily available through non-profit, state

or government agencies.

- Self-help and mutual support groups.
- Hospitals, health clinics, and skilled nursing facilities.
- Nationwide organizations outside the Nevada 2-1-1 service area, which provide resources to the service area.

FGC reserves the right, on behalf of Nevada 2-1-1, to include organizations in the database based on a determination that inclusion is in the best interest of the communities served by Nevada 2-1-1.

Disaster Related Exceptions: FGC, on behalf of Nevada 2-1-1, may include a subset of services in its disaster portal that are necessary to respond to community need in the event of a disaster that do not fit the criteria above.

#### **EXCLUSION CRITERIA**

- Organizations that do not meet the inclusion criteria.
- Organizations that engage in fraudulent, discriminatory or illegal activities.
- Organizations that misrepresent their services.
- Organizations that are not licensed in areas where licensing standards exist.

FGC reserves the right, on behalf of Nevada 2-1-1, to exclude organizations in the database based on a determination that exclusion is in the best interest of the communities served by Nevada 2-1-1.

#### **GUIDELINES FOR REVIEW, APPEALS AND ELIMINATION FROM DATABASE**

**Guidelines for Review:** FGC, on behalf of Nevada 2-1-1, has the right to review and confirm the existence of and information about any organization listed in its database. FGC may do any one of the following in its review process:

- Conduct research with the Secretary of State to ensure the organization is an active corporation registered in the State of Nevada to do business; and/or
- Request a copy of licensure or certification, and/or
- Request self-certification of information submissions.

**Guidelines for Appeals:** If an organization does not meet the criteria for inclusion in the database, FGC will inform the organization in writing. If an organization would like to dispute the exclusion, the organization may request an appeals meeting with the FGC 2-1-1 Program Manager. The meeting request must be submitted to FGC within fourteen days after receiving the written denial. FGC will schedule the appeals meeting within two weeks of receiving the letter. If the issue is not resolved during meeting with FGC, the excluded organization may appeal to the State 2-1-1 Program Coordinator within fourteen days after meeting with FGC. The DHHS will issue a final decision within fourteen days.

**Guidelines for Elimination:** An organization may be eliminated from the database based on any of the following:

- Failure to respond to a request to update organizational information for the purpose of keeping the database current/accurate. All reasonable attempts will be made and documented to update organizational information.

When unable to gather updated information from an organization, the following process will be used:

- After 4 attempts to update organizational information have failed to produce any response, the organization will be placed in “inactive” status or removed from the directory all together.
- The organization will be promptly notified in writing of the change in their status, with a requirement to respond within 10 days of notification to appeal the decision and/or provide updated information.
- A determination that the organizations ceases to exist based on the review process listed above.
- A determination that the organization no longer meets the inclusion criteria.
- A determination that the organization meets at least one of the exclusion criteria.

#### LIABILITIES/DISCLAIMER CLAUSE

- A listing in the Nevada 2-1-1 database does not constitute endorsement of, or liability for, any organization’s programs or services.
- Nevada 2-1-1 is not responsible for the quality of services delivered by any organization included in its database and does not serve in any compliance/regulatory capacity. If a consumer raises a complaint against a service provider, they will be referred to a regulatory agency for resolution.
- Nevada 2-1- reserves the right to prioritize or limit entry based on community needs.

## **Updates**

This policy was updated on August 1, 2016. It was originally adopted on March 8, 2016 by the Nevada 2-1-1 Strategic Planning Workgroup. The policy should be reviewed and approved by both FGC leadership and the Nevada State 2-1-1 Coordinator on an annual basis moving forward.