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## Nevada 211 Inclusion/Exclusion Policy

### **Purpose**

Money Management International (MMI), on behalf of the Nevada Division of Aging and Disability Services (ADSD) (as the oversight agency of the Nevada 211 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, ADSD and MMI have established the following policy for the inclusion or exclusion of organizations and programs in the Nevada 211 resource database.

### **Policy**

It is the policy of MMI, on behalf of Nevada 211, 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 211 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 Nevada 211 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 211 service area, which provide resources to the service area.

MMI reserves the right, on behalf of Nevada 211, to include organizations in the database based on a determination that inclusion is in the best interest of the communities served by Nevada 211.

Disaster Related Exceptions: MMI, on behalf of Nevada 211, 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.

MMI reserves the right, on behalf of Nevada 211, to exclude organizations in the database based on a determination that exclusion is in the best interest of the communities served by Nevada 211.

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

**Guidelines for Review:** MMI, on behalf of Nevada 211, has the right to review and confirm the existence of and information about any organization listed in its database. MMI 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, MMI will inform the organization in writing. If an organization would like to dispute the exclusion, the organization may request an appeals from the MMI 211 Program Manager. The meeting request must be submitted to MMI within fourteen days after receiving the written denial. MMI will schedule the appeals meeting within two weeks of receiving the letter. If the issue is not resolved during the meeting with MMI, the excluded organization may appeal to the ADSD Nevada 211 Program Coordinator within fourteen days after meeting with MMI. The ADSD 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. Updates will be requested at least once a year, or as often as needed to properly maintain the accuracy of the listing. 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 211 database does not constitute endorsement of, or liability for, any organization’s programs or services.
- Nevada 211 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 211 reserves the right to prioritize or limit entry based on community needs.

**Updates**

This policy was updated on January 4, 2023. It was originally adopted on March 8, 2016 by the Nevada 211 Strategic Planning Workgroup. The policy is reviewed and approved by both MMI leadership and the ADSD Nevada 211 Coordinator on an annual basis.