

I. Purpose and Structure of the 211 Helpline Database

A. The 211 Helpline Brevard Resource Database ('database') will include information and sufficient detail necessary to:

1. Facilitate matching individual needs to appropriate services to support I&R functions
2. Provide an inventory of government and voluntary health and human service efforts, based upon geographic or programmatic criteria to facilitate community planning

B. The database shall conform to the database standards adopted by the Alliance of Information and Referral Systems (AIRS) in the "national Standards for Information and Referral," upon which national accreditation is based.

1. Classification System

211 Brevard shall use the AIRS/INFO Line Taxonomy of Human Services to code programs and services.

2. Database Maintenance

The resource database shall be totally updated at least annually, but surveys, telephone contact or on-site visits to organizations listed in the database. Records in the database shall include the date of last update.

Procedures shall be in place for integrating interim information changes.

Procedures shall be in place for identifying new agencies, acquiring required information about them and including them in the database.

Update verification procedures shall be in place to ensure accuracy. The agency may, for example, request a signature on the update form.

The agency shall safeguard its resource database through duplication or computerized back-up. The back-up database shall be kept in a secure location where it will be protected from destruction or theft.

II. Inclusion Criteria

- A. General Scope: The primary focus of the database shall be non-profit and governmental health and human services, however, the database may also include non-profit arts, cultural and environmental organization. 211 Brevard may also include select for-profit health and human services companies, provided they meet the criteria delineated in later portions of this document.
- B. Geographic Scope The database will include organizations providing services to residents of Brevard County.
- C. Organizational Types: See sections III and IV – the organizations must meet the criteria described in either of these sections.

III. Non-Profit Organizations

Organizations that meet the following criteria are automatically considered for inclusion in the database.

- A. Organizations that meet the requirements under 501(c)(3) of the Internal Revenue Service (IRS) Code as a tax-exempt charitable organization.
- B. Organizations that meet requirements under 501(c)(4) through 501 (c)(8) of the IRS Code as tax exempt organizations. This includes:

For more information on these classifications, go to www.irs.gov

- C. Organizations that have met requirements under 501(c)(3) of the IRS code under the tax-exempt status of a larger, 'parent' charitable organization.

Examples: The organization is covered under the 501(c)(3) code of Catholic Charities.

- D. Public, tax-supported agencies and institutions, including those operated by local, municipal, county, state and federal agencies
- E. Colleges and universities providing post-secondary education that meet one of the above criteria A-D (either non-profit or public, tax-supported institutions.)
- F. Hospitals and health care agencies that meet one of the above criteria A-D (either non-profit or public, tax-supported institutions.)
- G. Organizations comprised entirely of volunteers, which exist for mutual support (e.g., support or self-help groups, PTOs, neighborhood associations) that have not filed for tax exemption because they do not generate revenue.

IV. For-Profit Organizations/Services

Certain for-profit organizations will be considered for inclusion in the database provided that they meet criteria A or B and at least one of C,D or E of the following criteria:

- A. They are incorporated in the State of Florida, or in the case of national companies, legally incorporated in the state in which they operate.
- B. If appropriate, they are licensed to provide the service they offer; e.g., nursing homes, mental health services, etc., and can provide documentation or proof of such licensing. If a hospital or direct health-care institution, they must meet the accreditation standards of the Joint Commission for the Accreditation of Health Care organizations.
- C. They offer a unique health or human service NOT provided by a government or non-profit entity
- D. They offer a significant, needed service to the public or to nonprofit organizations free of charge or with client fees underwritten by contract with a government or non-profit entity, have a sliding fee scale or accept Medicaid/Medicare. This service must not be tied to the purchase of another fee-based product or service.
- E. Private mental health providers may be listed in the database if licensed by the State of Florida. Inclusion does not indicate any endorsement of said private provider by 211 Brevard.

V. Updating/Authorization of Use

- A. Organizations are responsible for completing a comprehensive questionnaire detailing their organization's administrative and site information on all programs and services.
- B. Organizations must complete and sign an annual Authorization-Release form, certifying that their organization continues to meet the criteria for inclusion in the database and that 211 Brevard is authorized to use the information provided in the database and its related services and products.
- C. Organizations included in the database are responsible for notifying 211 Brevard of any significant changes in the services that they provide as they occur throughout the year. Significant changes include such changes as address, telephone number, key staff, etc., or programmatic changes such as the addition or discontinuation of services. Notification may be done by telephone, fax, post or email.

- D. 211 Brevard will provide (by fax, mail or email) a comprehensive, printed profile at least once each twelve months for the purpose of reviewing the organization's listing and authorizing its use in the database and its related services and products. The organization must respond by fax, post or e-mail with any needed changes and return a signed Authorization/Release form.

VI. Removal of Profiles from the Database

211 Brevard reserves the right to remove any agency from the database at any time, for any reason. However, the following circumstances will result in immediate removal from the database:

- A. The agency fails to respond to requests for update and verification for more than three months.
- B. The agency's status changes such that it no longer meets the criteria delineated above.

VII. Disclaimer

Inclusion in the 211 Brevard Community Resource Database does not guarantee that any client referrals will be made by 211 Brevard or by agencies utilizing the database for case management or referral purposes.

Inclusion in the 211 Brevard Community Resource Database does not imply endorsement of any service.

VIII. Inclusion

- A. **Non-profit:** will be included at no charge; will be included in printed publications at no charge
 - 1. Health & Human Services Organizations
 - 2. Governmental Agencies & Programs
- B. **For-profit:** will be included in database at no charge under conditions listed below; may be included in printed publications for a fee.
 - 1. Assisted Living Facilities; must be licensed
 - 2. Bookkeeping/bill-paying services; must be locally licensed; must provide proof of bonding
 - 3. Durable medical equipment providers; must be locally licensed
 - 4. Grocery stores; must deliver
 - 5. Home-delivered meal services; must be licensed
 - 6. Home health agencies; must be licensed by the State of Florida; must provide proof of liability insurance
 - 7. Hospitals; must be JCAHO accredited
 - 8. Pharmacies; must deliver
 - 9. Private Schools; to be determined
 - 10. Retirement facilities/communities; licensed by the State of Florida

11. Skilled nursing facilities; licensed by the State of Florida; must provide latest rating
- C. **Private Practice:** Licensed Mental Health Professionals May be included in database at no charge if licensed by the State of Florida; may be included in printed publications for a fee
- D. **Not-Classified, Informal, Not Incorporated (e.g., support groups, toll-free numbers, web sites)** – may be included at the discretion of 211 Brevard staff

IX. Exclusion

Organizations that are under investigation for any type of wrongdoing will be suspended from use by means of removing keyword and taxonomy references. In the event the agency is cleared of suspicion, it will be reinstated by having keyword and taxonomy references restored. If found to be guilty or wrongdoing the agency and program listings will be removed from the database.