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211 Tampa Bay Cares, Inc.

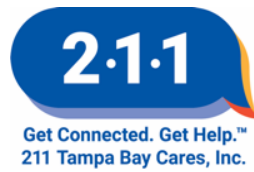
**Referral Database
(Resource Directory)
Inclusion/Exclusion
Guidelines**



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Inclusion / Exclusion Guidelines

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Inclusion / Exclusion Guidelines

REVISION HISTORY

Date	Description of Changes	Authorization
03/01/2002	Created the document.	Edward Perry
10/07/2020	Updated the document of spelling and grammar issues and updated the guidelines.	Geri Costello
03/09/2021	Updated the document of spelling and grammar issues and updated the guidelines.	Edward Perry
11/02/2022	Updated the document of spelling and grammar issues and updated the guidelines. Adding an Inactivation and Fee Structure sections.	Edward Perry
11/16/2022	Provided greater clarity around the inclusion crieter and payments. Updated spelling and grammar.	Edward Perry
12/12/2022	The CEO requested changes to grammar, spelling, and clarification. The changes were made.	Edward Perry
12/13/2022	Provided greater clarity to the Minimum Qualifications To List with 211 TBC.	Edward Perry
2/7/2023	Provided clarity to the fee structure related to veteran and first responder specific resource listings as required by contracts.	Micki Thompson

REVIEW HISTORY

Date	Description of Changes	Authorization
11/08/2022	Reviewed the document changes. Asked for further clarification around free and low cost payments.	Board of Directors Data Committee
12/13/2022	Reviewed the document changes. Asked for one change to the Minimum Qualifications To List with 211 TBC. Agreed to move to the Board of Directors.	Board of Directors Data Committee



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Inclusion / Exclusion Guidelines

Introduction

2-1-1 Tampa Bay Cares, Inc. (“211 TBC”) is part of a national 211 network that provides a comprehensive health and human service information and referral services to the public twenty-four hours a day, seven days a week. 211 TBC strives for impartial, balanced, and comprehensive coverage regarding issues, causes, resources, and information. 211 TBC responds to requests through the following channels:

- Phone 24 hours a day by dialing 211
- Texting your zip code to 898211
- Facebook during business hours only
- Email during business hours only

211 TBC’s referral database (resource directory) lists local, statewide, and national health and human service organizations that provide free services to the general public. Our referral information is free to the public through our “211 Connects” mobile app and online at <https://211tampabay.org/need-help/search-for-services/>. Our referral information is also available for a negotiated fee to regional, statewide, and national data subscribers. Subscription fees are not listed in this document. Upon contract execution and payment, our referral information may be published to specialty information and referral portals or integrated into company data systems. For more information about subscription information, email data@211tampabay.org.

Any database record additions or changes can be requested 24 hours a day by emailing update@211tampabay.org. Submitted inquiries are reviewed and responded to by our database curator staff during business hours only. Only submitted inquiries that meet these inclusion guidelines will be added and updated in our database. Any organization or its programs that meet these exclusion guidelines will be removed (deleted) from our 211 database.

These Inclusion/Exclusion Guidelines were developed per industry and accreditation guidelines from the Alliance of Information and Referral Systems (AIRS) and the American Association of Suicidology (AAS). These guidelines are uniformly applied to all current and new database listings to provide the most accurate information and referral services. Any organization with questions about information in our 211 database or inclusion and exclusion from our 211 database should email your questions to update@211tampabay.org.



Inclusion / Exclusion Guidelines

Disclaimer

211 TBC does not guarantee referrals or services by any organization listed in our referral database.

Each organization is responsible for screening clients referred by 211 TBC for their program or service intake. Neither the inclusion nor exclusion guidelines below imply approval or disapproval of any organization or service. These Inclusion/Exclusion Guidelines are not intended to discriminate against any organization or service, but to protect clients referred by 211 TBC. These guidelines were created to strategically balance meeting the presenting inquirer's needs with the availability of 211 TBC's referral database curator staffing to maintain the database. Database Inclusion means admittance in our 211 mobile apps, local online 211 resource directory, statewide 211 resource directory, and national 211 resource directory.

211 TBC reserves the right to edit, change, and publish or not publish any information and content contained within its referral database without the organization's permission.

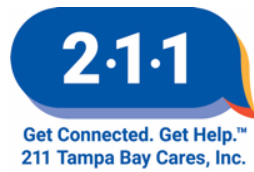
Governing Body

The governing body for 211 TBC is its Board of Directors. 211 TBC's Board of Directors has reviewed and approved these Inclusion/Exclusion Guidelines for use and publication. These guidelines are reviewed at least every two years for potential revision. The 211 TBC Board of Directors has final authority over all inclusion/exclusion matters.

Grievances

Grievances are directed to 211 TBC management and the Board of Directors. Only grievances submitted in writing will have action taken to attempt resolution. Written grievances should be emailed to update@211tampabay.org or mailed to the address below:

211 Tampa Bay Cares
Inclusion/Exclusion Grievance
5500 Rio Vista Drive
Suite 5500
Clearwater, FL 33760



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211 TBC management and/or its Board of Directors will review a grievance and contact the requester as needed to attempt resolution. Notification of resolution will be sent in writing by either email or postal mail to the requester. All grievance decisions are final.

Minimum Qualifications To List with 211 TBC

An organization must meet the following criteria in both this Minimum Qualifications section and the below Inclusion section to be listed on our database.

Minimum Qualifications for organizations:

1. Provide services to Floridians or have services with a physical location in Florida.
2. Have a business with a physical location not zoned as residential in any state or country.
3. Have been in business for more than one year.
4. Business must be registered and active or in good standing with the State of Florida or the state where they are headquartered.
5. Out-of-state telehealth providers must comply with [Chapter 456.47, Florida Statutes](#) and be registered as a Florida Telehealth provider with the proper state licensing board.
6. Accreditation, licensure, and certification must be verifiable by an independent third party where business accreditation, licensure, and certification exist.
7. Must provide current and visible contact information to 211 TBC and on the organization's website and social media channels.
8. Content provided to 211 TBC must be readable (i.e., legible, understandable, relevant), credible (i.e., registered, licensed, accredited), and from a verifiable resource (national, federal, state, or county authority).

Inclusion

211 TBC referral database will include any government and nonprofit organization that provides a free or low-cost service open to the general public and addresses a requested need within the health and human service delivery system. For-profit organizations that provide a free or low-cost service, 211 TBC will charge a fee for inclusion in our database. See the fee structure section for information and pricing.

Specifically, 211 TBC will work to include:

- Specialized information and referral services for specialized client populations and those that connect specialized clients to screening opportunities, services, or accredited or licensed businesses.



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- Infrastructure programs that provide vital client, services, or business information or registration.
- Short and long-term Disaster preparedness and recovery-focused organizations.
- National, regional, or state coordinating entities that can make a referral to a local support group associated with a national entity.
- Local school boards that list local school locations.
- Local, state, and national political delegations of elected officials.
- Political cause, issue-oriented action groups and services, and any other group or service represent both sides of the issue.
- National and statewide advocacy groups.
- Any national organization or service that fulfills an unmet need.
- Foundations that fund health and human service programs and services.
- Organizations mandated by contract or MOU to be listed in the 211 TBC referral database by local funding entities (i.e. local municipality or county, United Way, children's services council, foundation, etc.).

Exclusions

211 TBC will exclude the following types of organizations and services from our referral database.

- Any organization that:
 - engages in fraudulent, discriminatory, or illegal activity.
 - misrepresents their assistance in any way.
 - are not licensed in areas where licensing standards exist.
 - provides services to their members only.
 - does not meet the minimum qualifications and the inclusion guidelines listed in this document.
 - accumulates a significant amount of community complaints verified to be accurate.
- Independent individuals regardless of accreditation, licensure, or certification.
- Independent support groups not associated with a national entity.
- Individual schools.
- Churches and places of worship that don't provide health and human service are consistently open to the general public.
- Political candidates.
- Local advocacy groups that are not associated with a national or statewide advocacy group.
- Service, coordinating, and networking groups or clubs.



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- Individual recreation programs that are not associated with a government or non-profit organization.
- Licensed childcare organizations must list with the child care resource and referral database managed by the Early Learning Coalition. 211 TBC will not list these organizations unless mandated by a local contract.
- Requested guide or web resource not provided to a listed service in our database.

Inactive Records

Organizations currently in the 211 database who are under investigation for any type of fraudulent, discriminatory, or illegal activity will have their records “inactivated” in the 211 database. Inactivated means the record will not be actively found in online searches on our online resource directory and mobile apps. Additionally, the service codes are removed in the 211 database records so that our call center will not find it in their search as a possible referral. When the investigation concludes and the organization is cleared, the 211 database records will be once again activated in our systems. If the investigation has found the organization at fault, the database listings will be removed (deleted) from the 211 database.

Fee Structure

211 TBC charges for-profit organizations that provide free or low-cost services the following fees to be listed in the 211 TBC referral database. Please note that veteran and first responder specific resources are exempt from the fee structure outlined below.

- One Time Charge: \$100
- Recurring charge - Agency Record and 1 site/service: \$150
- Recurring charge - Each following service record: \$100

Recurring charges above are billed annually based on the official update date in the 211 Database.

The benefits of paid listings include:

- listing you in the 211 TBC internal database, online resource directory, and mobile apps.
- Shout out on 211 TBC social media channels.

NOTE: 211 can not guarantee referrals from any of the sources mentioned above.



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Exemptions

211 TBC maintains the right to make exemptions to these guidelines. Changes may include eligibility criteria waivers or inclusion and/or exclusion guideline nullification. An exemption may be granted by either the 211 TBC Executive Management or Board of Directors and documented in writing for future changes to this document.