

Statement of Intent

211 Miami provides information about, and referrals to, a broad range of health and human service agencies throughout the Miami-Dade County area, as well as statewide and nationwide agencies. This information is cataloged in the 211 Miami HELPPages¹. 211 Miami is not responsible for the quality of service delivered by any resource listed in the database. Listing in the database does not imply that 211 Miami supports any views, claims, or political/social views of any agency, individual or group.

Information in the database and in any resulting published versions are intended to provide information to the general public, in particular to those seeking assistance in the area of health and human services.

Criteria for Inclusion

Agencies wishing to be included in the HELPPages must fall into one of the categories listed below, in addition to meeting the other criteria outlined. Inclusion in the database does not necessarily guarantee inclusion in derived directories and publications.

- Nonprofit 501(c)(3) tax-exempt organizations or municipal, state and federal government agencies that provide social, educational, or health and human services.
- Self-help support groups and advocacy organizations.
- Organizations outside the geographic limits of JCSFL (Miami-Dade/Monroe/Collier Counties) that provide services not available locally that fit other criteria listed.
- Faith based organizations only when they provide a social service at no fee, at low cost, or on a sliding scale fee to the general public.
- For-profit health and human service organizations that are not eligible for 501(c)(3) status, but meet all state licensing requirements *may* be considered. Those include (but not limited to):
 - Hospitals, health clinics, and chemical dependency treatment programs only if services are offered at no cost or a low sliding scale for a targeted population and if the service is not offered by a non-profit for the same population.
 - Community counseling agencies that offer services at no cost or charge on a low sliding scale.

¹ 211 Miami's database of health and human services, listing resources that provide services in health, welfare, support, recreation, education or advocacy. Criteria guided community needs - Inform USA Standard 7.1

- Private home health care agencies, intermediate care homes, retirement homes and communities, independent living facilities, assisted living facilities, nursing homes that accept Medicaid or Medicare assignments, offer services at no cost or charge on a low sliding scale.
- Private attorneys that provide services at no charge or at a reduced cost.
- Private therapists that provide services at no charge or at a reduced cost.
- Programs or providers to which a 211 Miami program makes referrals, including but not limited to healthcare providers who accept Medicaid.
- Any program funded by The Children's Trust.

Criteria for Exclusion

211 Miami reserves the right to exclude any listing from the database or directories. 211 Miami will exclude:

- Organizations that discriminate based on race, religion, gender, sexual orientation, national origin, and any other basis.
- Organizations that have a history of service-related complaints from consumers² including complaints that arise from service non-delivery, fraud, misinterpretation, and discrimination.
- An organizations service(s) where the described services have not been verified in 365 days or more.
- Organizations whose activities are primarily for the benefit of its members.
- Independent private practitioners including but not limited to therapists, counselors, doctors, and lawyers (unless they are funded by The Children's Trust, and/or provide services at no charge or at a reduced cost).
- Private schools and vocational training programs (unless they are nonprofit, funded by The Children's Trust, and/or provide services at no charge or at a reduced cost).
- Private, for-profit child care facilities (unless they are nonprofit, funded by The Children's Trust, and/or provide services at no charge or at a reduced cost).

² Exclusion based on service-related complaints will require the approval of the Program Director.

Procedures for Evaluating New Organizations

211 Miami maintains procedures for evaluating all new organizations considered for inclusion in the resource database.³ These procedures include:

- [Creating an account](#) and adding the agency and program information by utilizing an intake form to collect required data elements (for example, agency legal name, year of incorporation, services provided, eligibility, geographic area served, fees, and contact information).
- Notification to organizations that submitted information may be edited by database staff for accuracy, brevity, clarity, formatting, and alignment with database standards fitting the 211 Miami database style guide.
- Formal notification to organizations that do not meet the inclusion criteria, including information about the appeals process when applicable.
- Verification of all resource records with the organization prior to publication to ensure accuracy and completeness.
- If additional assistance is needed collecting the organization/agency's information please contact Resource Coordinator – ResourceCoordinator@jcsfl.org

Public Access

This Inclusion Policy is published and made publicly available on the 211miami.org website and also sent via email to providers inquiring on inclusion to ensure transparency and consistency.⁴

Fee for Inclusion

There is no fee required for inclusion in the resource database under any circumstances.⁵

Length of Operation

Organizations must generally have been providing services for **at least six (6) months** prior to inclusion.⁶ Exceptions may be made for:

- New services addressing a documented service gap.
- Disaster-related or emergency-response programs

³ Inform USA Standard 7 - Quality Indicator 7.7 - documented procedures for evaluating new organizations considered for inclusion.

⁴ Inform USA Standard 7.2 - inclusion criteria available to the public.

⁵ Inform USA Standard 7.3 - The I&R service does not charge a fee for the inclusion of any organization in its public resource database.

⁶ Inform USA Standard 7.4 - how long an organization/agency should provide services before it becomes eligible for inclusion.

Any exceptions are documented and reviewed on a case-by-case basis.

Statement of Impartiality

211 Miami strives for balance in regards to inclusion of groups with varying points of view whose focus is political or issue-oriented. All listings are impartial, objective, and non-partisan.⁷ To that end, 211 Miami makes inclusion and exclusion decisions solely based on the inquirer's right to accurate, consistent, comprehensive, and unbiased information, and without regard to the particular stance taken by the group or organization being considered for inclusion or exclusion.

Related Procedural Information

- Continued inclusion is contingent upon regular receipt of updated information or confirmation that information is current as requested by 211 Miami, at least once every year. Outdated information may be excluded until updated.
- Documentation of non-profit status or applicable licensing may be requested.
- Individuals who would like to discuss the inclusion of a particular agency or program should direct their inquiry to the Resource Coordinator.
- Organizations who would like to appeal a decision to exclude their listing should first contact the Resource Coordinator. Should a satisfactory resolution not be attained at this level, appealing organizations may address their request to the 211 Miami Program Director. Appeals will be considered on a case-by-case basis, using the above policies as a guide.

Review and Updating of Criteria

Inclusion Policy is reviewed **annually** to ensure continued relevance and responsiveness to community needs.⁸ Review activities include:

- Analysis of unmet needs and referral trends
- Feedback from Community Resource Specialists
- Review of demographic and service-delivery trends
- Input from community partners and stakeholders
- Any updates are documented and approved by Resource Coordinator.

⁷ Inform USA Standard 7.5 - The I&R service criteria strives for balance when including political cause and issue-oriented action groups.

⁸ Informs USA Standard 7.6 - The organization's inclusion criteria are reviewed and updated to ensure that they continue to meet the changing needs of the community.

Appeals Process

Any organization denied inclusion may appeal a listing or removal, please follow the instructions below:⁹

1. In writing, please detail your name, contact information, and grievance.
2. Forward your grievance to 211 Miami's Resource Coordinator – ResourceCoordinator@jcsfl.org
3. Your request will be reviewed by the Resource Coordinator and a response to the grievance will be made within 30 days.
4. After receipt of the grievance response, if you still are not satisfied, you may appeal in writing to the Program Director – 305-631-4211
5. Within 30 days, a representative from 211 Miami will respond in writing with a final answer to the appeal.

PRIVACY INFORMATION

Use of Community Resource Information

211 Miami will not share, sell, rent or otherwise disclose the community partners' personal information (name, postal address, e-mail address) to any third parties without the community partner's advance permission, unless otherwise ordered by a court of law. Only the community partner's public information will be disclosed in any printed catalogs, periodicals or online versions of the database. All personal information collected is used solely to contact the community partner in regards to their use of the service and the accuracy of their public data. 211 Miami may contact community partners with community newsletters or other publications deemed relevant by Jewish Community Services of South Florida and community partners agreeing to be listed in the database also imply expressed consent to receiving such communications

Security

211 Miami has security measures in place to protect the loss, misuse and alteration of the information under its control.

⁹ Inform USA Standard 7.8 - The inclusion criteria include an appeal process

Quality Oversight Alignment

The inclusion criteria is designed to support 211 Miami’s ability to maintain the resource database in accordance with Inform USA quality standards. Criteria is applied consistently to ensure database accuracy, reliability, manageability, and sustainability.¹⁰

Oversight of inclusion practices is maintained through structured supervision, staff training, and quality assurance activities. A Quality Assurance Sampling Checklist is used to monitor adherence to inclusion criteria and data quality standards. Quality assurance sampling is conducted on a monthly basis by the Program Director.

Results of quality assurance reviews are documented and used to identify trends, address deficiencies, and implement corrective actions as needed, including staff coaching or additional training.

Staff Practice Expectations

All staff responsible for adding, updating, or maintaining resource records are required to follow the Inclusion Policy and associated procedures.¹¹ Staff receive initial and ongoing training on inclusion criteria and their application in daily resource database operations.

Staff are expected to apply the inclusion criteria consistently when evaluating new organizations and updating existing resource records. When an organization does not meet inclusion criteria, staff follow a standardized notification process to inform the organization of non-eligibility.

Compliance with inclusion standards is reinforced through supervision, coaching, performance monitoring, and ongoing training to ensure consistent and accurate application of inclusion criteria across all staff roles.

211 Miami provides Miami Dade and Monroe county residents, families and businesses with the most comprehensive telephone crisis counseling, suicide prevention, information and referral services available - 24 hours a day, 7 days a week, 365 days a year. We also provide individual and family counseling services and prevention programs for at-risk youth and their family.

Tel: (305) 631-4211

<https://211miami.org/>

¹⁰ Inform USA Standard 7 – Quality Indicator 7.9 – Oversight Quality Indicators (Supervision/Coaching/Training)
The inclusion criteria is consistent with and support the ability to maintain the resource database.

¹¹ Inform USA Standard 7 – Quality Indicator 7.10 – Staff Practice Expectation - Staff follow the inclusion criteria when adding new resources to the database, and a notification process for those who fall outside the criteria.