



Info Line of Central Jersey Inclusion/Exclusion Policies

The database will contain information about service providers that enhance the quality of individual and community life. The database will be used to assist callers of the 24-hour information and referral telephone line and the 2-1-1 website.

Eligible to be included:

- Non-profit organizations (classified as 501(c)3 under the Internal Revenue Code) which provide, coordinate and/or advocate for health and human services
 - Health and human service programs offered by State, county or municipal governments which have offices in or serve resident of Info Line's service area.
 - Organizations that serve Info Line's service area, or a portion of the service area
 - Agencies outside of the service area that meet a need for residents in the service area.
 - Civic, business, and home associations
 - Professional organizations that provide a public service
 - Advocacy groups related to health and human service issues
 - Community groups
 - Self-help support groups affiliated with a church, hospital, non-profit or national organization
 - Social or fraternal organizations which serve non-members
 - Administrative offices of public schools in the area
 - Private schools for special needs
 - State and community colleges
 - Professional and regulatory boards
 - Information and referral services
 - Chambers of Commerce
 - Licensed childcare and adult day care
 - Licensed and regulated nursing homes, personal care homes, assisted living facilities, and home health services
 - Licensed and regulated home health and personal care services
 - For profit agencies that provides a service not met by public or non-profit agencies
 - For profit agencies offering free or low cost services to the community
 - For profit agencies offering a service that is not easily accessible in the public/non-profit sector (such as summer camps)
 - For profit agencies that offers low cost goods that meet basic needs
 - Licensed for profit therapists, psychologists, and psychiatrists
- **For profit organizations will be charged an annual fee of \$300 for inclusion**
 - **All health care providers and child care facilities must provide copy of DHR Certification**

Not Eligible to be Included:

- Organizations with incomplete applications – **all applications and any necessary addendum forms must be complete; all required documentation must be submitted**
- Commercial business establishments not described above
- Agencies that violate federal, state or local laws or regulations
- **Unregulated** for profit health and human service providers
- Organizations (e.g. churches, social clubs) to the extent which they offer a service only to their members
- Agencies promoting or permitting racism or bigotry
- Agencies that misrepresent their services in any way
- Employment agencies that charge a fee to applicants
- For profit medical facilities

Guidelines for Review, Appeals, and Elimination from Database

- If an organization/agency submits an application and is determined to be ineligible to be listed within the Info Line database, the Community Resources Manager will respond with an explanation.
- Info Line of Central Jersey has the right to refuse or discontinue listing for organizations that have had complaints filed with Info Line of Central Jersey, other Info Line programs, or a regulatory board.
- Info Line of Central Jersey has the right to eliminate a program/organization for failing to update their record annually.
- Info Line of Central Jersey has the right to eliminate a program/organization when it is determined that the program is not in compliance with federal, state, or local laws.

Inclusion within the Info Line of Central Jersey database does not imply endorsement of the organization.

Exclusion within the Info Line of Central Jersey database simply indicates that criterion for inclusion has not been met; it does not signify lack of endorsement.