

Statement of Intent

Jewish Community Services of South Florida's (JCSFL) Switchboard 2-1-1 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 JCSFL HELPPages¹. JCSFL is not responsible for the quality of service delivered by any resource listed in the database. Listing in the database does not imply that JCSFL 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 that provide services not available locally that fit other criteria listed.
- Religious 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.

¹ Jewish Community Services of South Florida's database of health and human services, listing resources that provide services in health, welfare, support, recreation, education or advocacy.

- Community counseling agencies that offer services at no cost or charge on a low sliding scale.
- 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 JCSFL program makes referrals, including but not limited to healthcare providers who accept Medicaid.
- Any program funded by The Children's Trust.

Criteria for Exclusion

JCSFL reserves the right to exclude any listing from the database or directories. JCSFL 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 Senior Director of Programs & Services Division and the Executive Director.

Statement of Impartiality

JCSFL strives for balance in regards to inclusion of groups with varying points of view whose focus is political or issue-oriented. To that end, JCSFL 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 JCSFL, at least once every six months. 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 **Program Manager**. Appeals will be considered on a case-by-case basis, using the above policies as a guide.
- All listings in the database and directories may be edited or abbreviated by JCSFL staff.

PRIVACY INFORMATION

Use of Community Resource Information

JCSFL 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. JCSFL 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

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

Grievance Process

Any organization that disagrees with the inclusion/exclusion criteria or wants to appeal a listing or removal, please follow the instructions below:

1. In writing, please detail your name, contact information, and grievance.
2. Forward your grievance to JCSFL's Resource Coordinator.
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 Manager**.
5. Within 30 days, a representative from JCSFL will respond in writing with a final answer to the appeal.

Jewish Community Services of South Florida's Switchboard 2-1-1 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.

12000 Biscayne Blvd • Tel: (305) 631-4211

<https://jcsfl.org/services/switchboard-211/> <https://jcsfl.org/services/helpline/>