

Scioto Paint Valley Mental Health Center Policy and Procedure Manual

AGENCY PROCEDURE

09 – 09 – 02 EMERGENCY SERVICES/INFORMATION & REFERRAL PROGRAM RESOURCE DATABASE INCLUSIONS AND EXCLUSIONS GUIDELINES

Effective Date: August 30, 2003
Revision Date: December 14, 2010
Review Date: December 2010, 2009, 2008, 2007, 2006, 2004, 2003
Approved By: Executive Director

Included in our Information and Referral resource database are the following:

1. Non-profit agencies providing a community service
2. Organizations including churches and social clubs which offer a service to the community at large and not just to their own members.
3. Self-help support groups
4. Government agencies (Federal, State, County or city) that provide services in areas of health, welfare, recreation, education or information may be included. Elected officials may also be included
5. Professional organizations especially those in the social service field
6. Advocacy groups
7. Hospitals, health clinics, mental health clinics, personal and intermediate care homes
8. Private physicians, psychologists, social workers, and therapists who will provide services for free, or on sliding fee scale, or who take Medicaid or Medicare
9. Inclusion of commercial or for-profit organizations will also be made on an individual basis with the following guidelines addressed:
 - a. Uniqueness of services
 - b. A lack of comparable services available through non profit agencies or groups
 - c. Degree of need for the service
 - d. The level of subsidized services available
10. Information may be on the local level or may include regional, state or national level depending on availability of information and/or services

We reserve the right to edit information to meet format, guidelines and space requirements. We also reserve the right to refuse or discontinue listings for organizations that has had serious complaints lodged against them with any regulatory body.

Review of Guidelines: To ensure we meet the changing needs of the community, the Information and Referral Department will review the Inclusions and Exclusions Guidelines at a minimum of every three years. All corrections and/or additions will be submitted to the Executive Director for approval.

Posting of Guidelines: The Information and Referral Department will assure the posting of Guidelines to any source of the database visible to other service organization and the public, i.e. via the web site, printed directory, etc. The Guidelines will be included with any surveys mailed to potential database organizations.

Disclaimer: The Crisis Center/211 does not endorse, rate, recommend, or evaluate resources, programs or providers included in our Crisis Center/211 Information and Referral database. Therefore, we do not assume, warrant, or guarantee quality care.

RESPONSIBILITIES

Emergency Services Coordinator: The Emergency Services Coordinator implements and ensures compliance with this Procedure.

I & R Staff and Volunteers: I & R Staff and Volunteers follow this Procedure.