

Statement of Intent

Switchboard of 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 Switchboard of Miami HELPPages¹. Switchboard of 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 Switchboard Of 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 Switchboard of Miami 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.
 - Community counseling agencies that offer services at no cost or charge on a low sliding scale.

¹ Switchboard of Miami's database of health and human services, listing resources that provide services in health, welfare, support, recreation, education or advocacy.

- 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.

Criteria for Exclusion

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

- Organizations that discriminate based on race or religion.
- 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 has not been verified in 365 days or more.
- Organizations whose activities are primarily for the benefit of members.
- Independent private practitioners including but not limited to therapists, counselors, doctors, and lawyers unless specific by certain program mandates.
- Private schools and vocational training programs, other than those that are public or non profit.
- Private, for-profit child care facilities.

² Exclusion based on service-related complaints will require the approval of the Helpline Director and the Executive Director.

Related Procedural Information

- All agency listings require training of an appointed Update Contact Representative³.
- Continued inclusion is contingent upon regular receipt of updated information or confirmation that information is current as requested by Switchboard of Miami. 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 Switchboard's Chief Executive Officer. 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 Switchboard of Miami staff.

Switchboard Of Miami is a private, nonprofit organization providing Miami Dade 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.

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³ The Update Contact Representative is a person designated by the agency/service provider who is responsible for liaising with Switchboard to notify Switchboard about service changes and verify/validate information in the database