



**Our Children  
Our Families**  
Council San Francisco

## Inclusion and Exclusion Criteria

Our Children Our Families Council (OCOF) Online Database of Community Resources: [www.SFFamilies.org](http://www.SFFamilies.org)

SFFamilies.org database contains information about available community resources, including information on health and human services and programs provided by local government agencies and community organizations and conditions under which services are available. SFFamilies.org is committed to maintaining accurate and up-to-date information about community resources. We formally update all listings in the database annually, but we also continuously update as we learn about changes and new services.

**1) In keeping with SFFamilies.org purpose and mission, the database will include social service organizations and governmental services. These include the following:**

- All nonprofits that serve San Francisco's residents and SFUSD students.
- For-profit agencies or private practices that offer services not available or not provided by other resource listings if they offer scholarship, reduced fees or sliding-fee scales or accept low-cost health coverage.
- All public or publicly-funded resources that serves San Francisco's residents and SFUSD students.
- Health and human services programs offered by the state or municipal governments which either have offices in San Francisco or outside of San Francisco that provide services to San Francisco children and their families.
- Professional organizations related to community service.
- Organizations outside of San Francisco region which provide a service not available locally.

- Advocacy groups related to health and human services issues.
- San Francisco School District, City College of San Francisco and San Francisco State University, and services offered via those schools.
- Private schools' choice programs for children with special needs (Special needs scholarship programs are private school choice programs designed specifically for students with special needs. These programs allow students to attend a public or private school that can address their specific learning needs).

**2) Inclusion Criteria: Eligible agencies must**

- Be operational, not aspiration (functional for at least 6 months).
- Provide a contact person who can answer questions regarding the agency's SFfamilies.org listing.
- Respond to update requests annually or upon reasonable request (agencies that fail to respond to update request may be dropped from the database without notice).
- Provide a telephone number, accessible during the day. Voicemail is acceptable.

**3) Exclusions:**

- Organizations with incomplete applications – all applications and any necessary addendum forms must be complete; all required documentation must be submitted.
- Agencies or organizations that provide services which are not available to the general public, or which are available only to persons holding membership or status in a specific group or other organization.
- Agencies or organizations that deny services on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality or on any other basis not permitted by law.
- Resources outside of San Francisco unless they provide services not available locally and are open to all San Francisco residents.
- Illegal services
- Unlicensed agencies that operate in an industry where licensing standards exist.
- Individual and private practitioners (i.e. therapists, physicians, etc.); These practitioners may be listed if they offer sliding-fee or reduced fee pay scales. Those which accept Medi-Cal will be referenced if valid and in good-standing with Medi-Cal program.
- Employment agencies that charge a fee to applicants.
- Agencies or organizations that misrepresent by omission or commission, pertinent facts regarding their services, organizational structure or any

other pertinent matter, in any way. SFfamilies.org reserves the right to verify the agencies information with the Better Business Bureau (BBB) or public records.

#### **4) Public Disclaimers**

- A listing in the SFFamilies.org database does not constitute an endorsement of or liability for any agency program or service.

#### **5) Agency or Organization Disclaimers - *inclusion is a privilege not a right:***

- OCOF/ SFFamilies.org reserves the right to make all decisions regarding the inclusion or exclusion of information relative to individuals and/or organizations within the resources file database.
- Inclusion/exclusion decisions regarding categories or classifications of services' availability or eligibility will be made based upon the perceived needs of the clients/users of SFFamilies.org. Final determination as to inclusion or exclusion, application of the provisions of the criteria listed above notwithstanding, shall be in the sole discretion of Our Children Our Families Council staff (OCOF).
- OCOF/ SFFamilies.org reserves the right to delete any agency from the database when requests for updates are not provided.

#### **6) Denial**

- If a program is found ineligible for listing in the SFFamilies.org database, an OCOF Family Support Navigator will inform the service provider of their finding. Notification shall be by email, with a brief statement of reason for ineligibility, within 30 days from the service provider's submission of program information.

#### **7) Appeal**

- Decisions to include, exclude or remove a service listing may be appealed by writing to the OCOF Deputy Director after a reasonable attempt has been made to resolve the issue with OCOF Family Support Navigator. Service Providers must request an appeal decision in writing no later than 30 days from the date of denial. A representative of the excluded agency will be offered a meeting with the OCOF Deputy Director prior to an appeal decision.

#### **8) Complaints Regarding a Service Provider**

- Before OCOF will act on a complaint regarding a service provider, the complaint shall be submitted to the OCOF Family Support Navigator in writing. Complaints may come from the complainant or from a third party

taking the information from the complainant. This written complaint shall be dated, with a detailed description of the complaint and signed by the complainant. Complainants may be either inquirers or human service professionals.

- Once a complaint has been made, the complaint shall be reviewed by OCOF Director, Deputy Director and Family Support Navigator within 7 days of the receipt complaint. Within 3 days of completion of the review, the subject service provider shall be notified in writing of the complaint, along with the recommended action.
- If OCOF decides on the basis of a complaint that this service provider shall be removed from the database, notification shall include the agency's right to appeal. If OCOF decides that this service provider shall remain in the database, notification of the recommended action shall be emailed to the complainant.

#### **9) Concurrent Reviews**

- The complainant may also be referred to other City agencies with appropriate subject-matter authority to pursue their complaint.

#### **10) Confidentiality**

- To protect the confidentiality of the complainant, neither SFFamilies.org or Our Children Our Families Council shall reveal the name of the complainant protesting the inclusion or exclusion of a particular organization in the database.
- Exclusion from the database indicates that criterion for inclusion has not been met; it does not signify lack of endorsement. Likewise, inclusion does not imply endorsement.
- OCOF/SFFamilies.org neither guarantees nor makes any representations as to the current accuracy or completeness of the information contained in the database as these resources' information can change rapidly.