

# **Inclusion/Exclusion Guidelines**

## **Mental Health / Behavioral Health Resource Guide**

The Mental Health and Behavioral Health Resource Guides (MHRG and the BHG) were established to help the consumer more readily identify and select licensed/credentialed practitioners and agencies that provide a variety of mental health, behavioral health and substance abuse treatment and support services. These guides are possibly only where a local community partner has funded the creation and maintenance of a Guide. The Helpline Center reserves the right to include, remove or exclude any organization from a Guide for any reason. Inclusion is a privilege rather than a right.

### **I. Inclusion**

Non-profit or for profit businesses providing mental health or substance abuse services, that are in good standing, fall in the defined coverage areas and have at least one licensed or credentialed mental health or behavioral health professional can be listed in the Guide

Ongoing, regular, educational/support groups (ex. NAMI, survivors of suicide groups) are generally not included in a Guide. However, other support groups will be determined on a case by case basis.

Defined coverage areas include:

- Sioux Falls Mental Health Guide – must have office in the Sioux Empire (McCook, Minnehaha, Lincoln, and/or Turner counties)
- Black Hills Behavioral Health Guide – must have office in the Black Hills (Butte, Lawrence, Meade, Pennington, Custer, and/or Fall River counties)
- Brookings Mental Health Guide – must have office in Brookings County
  - Satellite offices within the coverage area can include details about location, times, phone number and practitioners
    - Satellite offices that are outside the coverage area can be mentioned in the description but will not include all details
- Statewide – Telemental Health Guide

The Guides have the following disclaimer available for those who desire to read it: *“Inclusion in this Guide should in no way be construed to constitute an endorsement of a practitioner, an agency, organization, or its service, nor should exclusion be construed to constitute disapproval”.*

### **II. Exclusion:**

- Organizations that provide services which are unlawful.
- Organizations that misrepresent pertinent facts regarding their services or organizational structure.
- If an organization or the programs for which the organization is requesting inclusion do not meet the guidelines for inclusion into a Guides, the organization will be notified of exclusion by letter or email. An organization who receives an exclusion determination may file an appeal within 30 days of receipt. Appeals must be submitted via letter or email to the Database staff that sent the exclusion. Appeals will be reviewed by the Vice President and CEO of the organization and the organization will be notified of the appeal decision by letter or email within two (2) weeks or receipt of appeal.

### **III. Subject Area Guideline**

- The Guides are intended to list mental health, behavioral health and substance abuse services. The Helpline Center makes no representation with respect to the completeness of the information. The information and certifications which appear in the Guide are self-reported by the organizations and practitioners.

### **IV. Editorial Privileges/Rights**

- The Helpline Center reserves the right to edit information to match our style guidelines.
  - Descriptions must be written using neutral / non-marketing type language
  - Descriptions must be written from the third person perspective
  - Descriptions must be factual/free from bias/personal perspective
  - Descriptions should be kept short/written for the public at an 8<sup>th</sup> grade reading level

### **V. Stability Concerns**

- Inclusion in the Guides for organizations/programs that have been operational for less than 6 months will be determined on a case by case basis.

### **VI. Political and Issue-Oriented Groups**

- The Guides will make every attempt to strive for balance in its resource file with regard to political and issue oriented groups, thus preventing bias in any direction.

### **VII. Requirements to remain in the Guide**

- All organizations in the database agree to participate in annual verification/update of their information and notify database staff of any modifications needed as the need arises
  - The online searchable version of the Guide will be updated upon processing an update
  - The printable versions of the Guide are updated annually

### **VII. Removal from Database**

- All organizations are required to provide an annual update/verification of their information. After multiple, reasonable attempts by the Helpline Center have been made to verify this information without success, the resource file may be removed from the Guide at the Helpline Center's discretion.