

Kane County Behavioral Health Council-Service Directory Criteria

Geographic Area

Agencies to be included within this database must provide behavioral health services to Kane County, Illinois residents.

Agency Types

For inclusion:

1. Non-profit organizations
2. Government entities
 - Federal
 - State
 - County
 - Local government agencies
3. For-profit businesses offering services to the general public at:
 - No cost
 - Sliding-fee
 - Will accept government or nonprofit payment
 - Or meets a unique human service not otherwise available from a nonprofit provider

For exclusion:

1. Organizations that do not expressly meet the inclusion criteria
2. Organizations that provide services to members only
3. Organizations that are sufficiently covered through other referral resources already included in the database
4. Organizations that do not have at least one established service site that clients can physically visit should the service require it; excluding web- and telephone- based services that otherwise meet the inclusion requirements
5. Organizations that do not have at least one full-time staff person that is regularly available to communicate as a referral point person
6. Organizations that are primarily serve for a political cause or an issue-oriented action group
7. Organizations that engage in fraudulent, discriminatory or illegal activities
8. Organizations that misrepresent their services in any way

Other Inclusion Considerations

The following items will also be considered when an agency applies for inclusion in the directory:

1. Degree of demand/need for the services offered
2. Number of agencies in the database currently offering the service

Exclusion/Removal Criteria

The Kane County Behavioral Health Council reserved the right to exclude organizations from the Service Directory that do not meet the inclusion criteria as explicitly stated within the Inclusion/Exclusion criteria. Potential grounds for exclusion or removal from the directory may include, but is not limited to:

1. Failure to provide listed services to eligible applicants

2. Fraud
3. Misrepresentation
4. Discrimination
5. Criminal Activity
6. Agency no longer meets inclusion/exclusion criteria
7. No response from agency to three consecutive requests for updated information (will be sent electronically every 6 months)