



## 211info Inclusion Policy

### **Disclaimer**

211info accepts no liability for the incorrect usage of the data by consumers. We do make every effort to provide technical assistance whenever necessary.

### **Policy**

This policy provides the criteria for inclusion in the database maintained and used by 211info.

The database provides information about a broad range of community service organizations according to standards set by 211info and the Alliance of Information and Referral Services (AIRS). The AIRS standards are the foundation of 211 service delivery and the prime benchmark of quality information and referral service.

Information in the database is used to help people find health and social service assistance. We are committed to fair and open decision-making that serves the broadest needs of the community. Inclusion in the database does not constitute an endorsement of or liability for any agency, program or service.

211info reserves the right to exclude from our database any organization that spreads hatred or has a philosophy that could harm the well-being of individuals, groups or the community as a whole. 211info reserves the right to refuse to list or to discontinue listings for any agency at the discretion of the 211info Resource Team Manager.

Central clearinghouses or specialized information and referral providers are given preference over specific resources addressing the same need.

211info may solicit agencies to be added to the database, or agencies may request consideration for inclusion.

### **Inclusion procedures**

A review committee chaired by the Resource Team Manager and composed of 211info staff reviews requests to be included in the resource database. Agencies and organizations that do not meet the criteria will be informed via email. Any agency that is found to be ineligible for inclusion in the database may appeal the decision. To appeal, send an email that presents new information that addresses the reason for exclusion. The appeal will be reviewed and responded to within 30 days of receipt of the appeal.

# Inclusion Guidelines

211info's database focuses on agencies that provide health or social services that:

- Address human service problems.
- Follow regulatory or licensing standards. If there are no licensing standards, an agency must operate in a manner consistent with the implied standards of its field of service.
- Are nonprofit or governmental agencies in all health and social service areas.
- Are for-profit organizations that fill a need that's not being met by the nonprofit sector, offer sliding-scale fees or pro bono service, and follow regulatory guidelines.
- Have program information that's easily accessible through a locator tool or specialized information and referral service.
- Have been open for at least six months (exceptions may be made for seasonal programs).
- Fill a need demonstrated by community members who contact 211info.
- Are located in an underserved area.
- Respond to update requests.

These types of agencies are generally included in the database:

- Agencies addressing the needs of older adults and people with disabilities (Aging and Disability Resource Connections, Area Agencies on Aging, Centers for Independent Living, senior centers)
- Disaster resources (state-level American Red Cross)
- Child welfare resources (Court-Appointed Special Advocates programs, children's advocacy centers)
- Colleges, universities and community colleges
- Department of Human Services Children and Family and Aging and People with Disabilities Divisions
- Domestic violence and sexual assault resources
- Employment resources (state offices, nonprofit job centers)
- Energy and rent assistance programs
- Food pantries, community meals, clothing closets and other basic needs resources
- Homeless shelters, transitional housing and low-income housing organizations
- Legal aid resources
- Police and sheriff departments
- Public health departments and community clinics

- Youth enrichment resources (Boys and Girls Clubs, YMCAs)

Agencies that are generally excluded are for-profit agencies, individual practitioners (lawyers, mental health professionals, private health care agencies), local chapters of statewide or nationwide organizations, and agencies that can only be accessed through a referral from another agency.

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