

Database Inclusion/Exclusion Criteria

Inclusion:

Agencies eligible for inclusion are those that:

- Provide health and human services to the residents of our primary service region or have a related role (funding, planning, coordinating or monitoring) in the human services network for this region.
- Are Designated as or affiliated with:
 - A non-profit according to IRS 501(c)(3).
 - Government offices or programs providing health and human services.
- For-profits that meet one of the following criteria:
 - Provide a service not available in the nonprofit sector when such a service is determined essential by 2-1-1. Such services include emergency alert equipment and driver's intervention programs.
 - Provide services for free or offer a sliding fee scale, subsidies or other coverage (other than Medicaid) that would make their services accessible to someone of low income.
- Toll free hotlines that offer information about health and human services or direct assistance.
- Health or human services provided by religious organizations if eligibility is not restricted to their own congregations.
- Educational Institutions like Intermediate school districts, trade school community colleges and special service components of schools or school districts.
- Support or self-help groups that are open to general public and/or have a 501(c)3.

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- Hospitals (for-profit as well as nonprofit): services available to community at large.
- The following factors may also be considered when evaluating organizations for inclusion in the PA 2-1-1 database:
 - Degree of demand/need for the services offered in each community.
- Agencies with no physical location may be included if they provide unbiased professional advice via a website. For a web-only based site to be considered the following criteria must be met:
 - They need to have a contact that can communicate with 2-1-1 to provide updates to the I&R database.
 - They cannot provide referrals as 2-1-1 does.
 - If Agency wants to provide referrals they must provide a link to our website and/or contact details for 2-1-1 which may include phone, chat, and/or text in lieu of providing direct referrals to specific Agencies on their website. 2-1-1 must request a list of their preferred referral Agencies and verify they are in 2-1-1 referral database. If they are missing from database 2-1-1 will contact the Agency to request information so they can be added to the database.
 - Exception – Agency may provide a link to their recommended Agencies for additional help if it is a link to the Agency information on the regional PA 211 website.

Exclusion:

- Illegal services (this category includes agencies which deny service on the basis of nationality, religion, color, race, sexual orientation or any other category protected by civil rights laws).
- Failure to update resource information annually or as changes occur.
- An individual practitioner or group of consulting practitioners.
- Organizations that offer services only for their own members (e.g., counseling or food available only to a church's parishioners).



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- Organizations covered under the services of a local specialized I & R program (i.e. child care, volunteer opportunities etc.).
- Any organization with a serious substantiated complaint lodged against an organization with any regulatory body or other health and human service organizations.
- A grade school or high school outside of our service area, or an early education provider.
- A nursing home or assisted living community that does not accept public assistance.
- An auxiliary unless it offers specific services to a group deemed necessary by 2-1-1.
- A PTO/PTA (Parent Teacher Organization/Parent Teacher Association).
- A credit union.
- A volunteer recruitment effort of the agency (for volunteers of its organization) located in our service area.
- A newsletter, magazine, speakers' bureau or other service used only to promote the organization and its services.
- A devotional service.
- A social, special interest or collecting club/society for adults (except for disability or health condition related clubs).

Items Considered for an Inclusion/Exclusion but Rejected

- Provide a specific type of service in our larger service region for various Suicide and Crisis Intervention services and contracts which operate statewide, nationally and internationally depending on the service. These types of listings include those for which there is no other referral source such national/international referrals for crisis hotlines, Comprehensive (non-2-1-1) information & referral services in NYS, Mobile Crisis Teams in NYS, and



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New York State Governmental Agencies (Department of Social Services and Community Mental Health) agencies.

- Have an established service site.
- Do not have a history of problems with law enforcement or consumer complaint agencies.

Stability Criteria

Agencies appropriate for inclusion in the database must:

- Have at least one established service site that clients can physically visit should the service require it.
 - Exception - This should not be construed to indicate the exclusion of Web- and telephone-based services that otherwise meet all inclusion requirements.
- Employ at least one full-time staff person, either paid or volunteer, who is regularly available to communicate with 2-1-1 resource staff.
- Have been in existence for at least one full year (365 days), or demonstrate substantial proof of viability to the satisfaction of the resource database managers.

A site will be excluded if it is:

- Not located within the covered counties even when the main agency is located in the covered counties, unless the services offered by that site are essential and do not duplicate services already provided within the covered counties OR transportation is provided for clients.
- Have a demonstrated inability to provide the service they say they provide, as indicated by information from clients or affiliated professionals.