

PA 2-1-1 Database Inclusion: General Policy:

The purpose of the PA 2-1-1 Database Inclusion Policy is to insure that the PA 2-1-1 database includes the most complete, accurate and up-to-date information available. Also, as required by the accreditation standards of the Alliance of Information & Referral Systems (AIRS), the following policies are to be uniformly and fairly applied and published so that 2-1-1 Center staff and the public will be aware of the scope and limitations of the databases. It is the intent of the 2-1-1 Partnership to provide a statewide database that is consistent. The 2-1-1 Center reserves the right to delete any agency from the database when requests for updates are not provided.

PA 2-1-1 uses the “Alliance of Information & Referral Systems Definition of Human Services adopted for the field of I&R” (2015).

The PA 2-1-1 statewide database is built with the following disclaimers in mind.

Inclusion in the PA 2-1-1 database does not imply endorsement of an agency or its services, nor should exclusion be construed to constitute disapproval.

Disclaimers

- PA 2-1-1 may exclude or remove organizations from its resource database for any reason.
- PA 2-1-1 reserves the right to refuse or discontinue listings for organizations that have had serious complaints lodged against them by any regulatory body, the general public, or with PA 2-1-1.
- At the point a serious complaint about an agency is brought to the attention of PA 2-1-1, the agency and its programs will be made inactive from the PA 2-1-1 database while a review of the complaint is undertaken.
- Inclusion in the database does not imply endorsement, and omission does not indicate disapproval. PA 2-1-1 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database.
- PA 2-1-1 disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the database.
- PA 2-1-1 reserves the right to edit information to meet format, guideline, style and space requirements.
- PA 2-1-1 does not receive payment from any organization to be listed in its database.

ELIGIBLE FOR INCLUSION ARE:

- Organizations 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.
- Agencies that are designated as or affiliated with a non-profit according to IRS 501(c)(3) (4) (6).
- 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 (e.g. emergency alert equipment and driver's intervention programs).
 - Provide services for free or offer a sliding fee scale, subsidies or other coverage (i.e. 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 faith - based 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 the general public.
- Hospital (for-profit as well as nonprofit) services available to the community at large.
- Advocacy and issue-oriented action groups may be listed as long as the database is balanced and presents resources for both sides of the issue.
- Social, special interest or service club/society that offer services to the community-at-large, in addition to their own members.

The following factor may also be considered when evaluating organizations for inclusion:

- Degree of demand/ need for the services offered in each community.

EXCLUSION:

- Organizations that deny service on the basis of race, color, religion, sex, national origin, or age, or that violate federal, state, or local laws and regulations.
- Organizations covered under the services of a local specialized I & R program (i.e. assisted living community, child care, volunteer opportunities, etc.).
- Any organization with a serious substantiated complaint lodged against it with any regulatory body or other health and human service organizations.
- A grade school or high school outside of our service area. School districts and professional organizations that make referrals to providers may be listed.

Database Inclusion/Exclusion Criteria



- 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 newsletter, magazine, speakers' bureau or other service used only to promote the organization and its services.
- A devotional service.