

INCLUSION/EXCLUSION CRITERIA FOR PENNSYLVANIA 211 EAST DATABASE



PA 211 DATABASE INCLUSION: GENERAL POLICY:

The purpose of the PA 211 Database Inclusion Policy is to insure that the PA 211 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 211 Center staff and the public will be aware of the scope and limitations of the databases. It is the intent of the 211 Partnership to provide a statewide database that is consistent. The 211 Center reserves the right to delete any agency from the database when requests for updates are not provided.

PA 211 uses the “Alliance of Information & Referral Systems Definition of Human Services adopted for the field of I&R” (2015).

The PA 211 statewide database is built with the following disclaimers in mind.

Inclusion in the PA 211 database does not imply endorsement of an agency or its services, nor should exclusion be construed to constitute disapproval.

DISCLAIMERS

- PA 211 may exclude or remove organizations from its resource database for any reason.
- PA 211 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 211.
- At the point a serious complaint about an agency is brought to the attention of PA 211, the agency and its programs will be made inactive from the PA 211 database while a review of the complaint is undertaken.
- Inclusion in the database does not imply endorsement, and omission does not indicate disapproval. PA 211 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database.
- PA 211 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 211 reserves the right to edit information to meet format, guideline, style and space requirements.
- PA 211 does not receive payment from any organization to be listed in its database.

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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 211 (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.
- An auxiliary unless it offers specific services to a group deemed necessary by 211.
- 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.