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## **Inclusion/Exclusion Criteria for the 2-1-1 Texas Community Resource Database**

The 2-1-1 Texas community resource database contains detailed information about available health and human services provided by government agencies, nonprofit organizations, and faith-based entities serving the residents of our 10-county service area.

The following are general guidelines for agencies or organizations that want to be included in the 2-1-1 database. 2-1-1 Texas reserves the right to include or exclude any organization at its discretion. Inclusion of an entity does not constitute endorsement, and exclusion does not indicate disapproval.

Information provided by organizations listed in the 2-1-1 Texas database will be made available to the general public in various formats, including the 2-1-1 helpline, and upon approval of each organization, in the online version of the 2-1-1 database and in print resource directories.

2-1-1 Texas does not charge a fee for listing an organization's service information in our resource database.

### **A. ENTITIES ELIGIBLE FOR INCLUSION IN THE RESOURCE DATABASE**

1. Organizations that want to be included in the 2-1-1 Texas community resource database must meet the following general terms of inclusion:
  - a. Must provide a health or human service for residents living in Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, or Williamson counties.
  - b. Must be licensed or certified, when applicable, or the staff providing services must be licensed or certified, when applicable.
  - c. Must have a consistently available contact person, location, telephone number, or telephone answering machine. On a case-by-case basis, 2-1-1 Texas may include an information resource that is primarily web-based.
2. The following types of organizations may be considered for inclusion once they have met the above requirements:
  - a. Health and human service organizations with 501(c)(3) designation.
  - b. City, county, state, and federal government agencies providing human care services and/or direct services to the community at large.
  - c. Nonprofit, government, or faith-based organizations offering counseling services from licensed professionals.

- d. Area educational organizations, including early education providers, public school districts and campuses, and private schools serving children or youth with disabilities, and private and public colleges and universities offering social services or library services to the general public.
- d. Churches, service organizations, and civic groups that offer a social service to the community at large.
- e. Ongoing support groups for human care needs.
- f. Entities that maintain current and accurate information on specialized topics and have expertise in specialized areas, such as services for older adults and people with disabilities; elections, voting, and elected officials; and private practitioners such as physicians, dentists, lawyers, and therapists. 2-1-1 Texas will not duplicate the maintenance of this information.
- g. Nonprofit organizations providing services for other nonprofits, such as management assistance, public policy planning, research, gifts in kind, and volunteer recruitment.
- h. Nonprofit organizations affiliated with a for-profit entity that provides a human care service.
- i. Advocacy groups focusing on health and human service issues.
- j. Health and human service professional organizations/associations.
- k. Governmental licensing bureaus that provide certification for health and human services professionals.
- l. Nonprofit services for animals.
- m. For-profit organizations or individual proprietors are eligible for inclusion at the discretion of the 2-1-1 Community Information staff if they meet the general terms of inclusion stated above (1. a-c), and if they provide a unique service not offered by a nonprofit or government entity. Examples may include physicians who make house calls, licensed therapists with a sliding fee scale of \$30/hr or below, boarding homes, sober living houses, and media/news organizations that provide updates to the community during disasters and/or provide consumer protection services. (Private, licensed therapists must offer their counseling services at \$30/hr or below in order to be included.)
- n. Must be licensed or certified, when applicable, or the staff providing services must be licensed or certified, when applicable.

## **B. ENTITIES EXCLUDED FROM THE RESOURCE DATABASE**

1. Individual practitioners of any type (e.g. social workers, psychologists, psychiatrists, medical doctors, dentists, lawyers, etc.), *unless* they meet the guideline (A.2.m.) stated

above. Groups of consulting practitioners who have incorporated under another name will be treated in the same manner as individual practitioners.

2. Religious groups/churches that provide services to members of their congregations only.
3. Agencies that give information or provide public awareness that is only of a political nature.
4. Nursing homes, assisted living facilities, and private home health care agencies. 2-1-1 Texas directs most calls related to these services to the local Area Agency on Aging, which maintains information about these types of entities.
5. Organizations performing or promoting unlawful and unethical activities, practices, services, discrimination, fraud, or misrepresentation.

2-1-1 Texas reserves the right to include or exclude any organization at its discretion. After a decision to exclude an organization is made, 2-1-1 Texas will contact excluded agencies to explain the reasons for exclusion. Agencies that need more information or that disagree with the exclusion decision may contact:

Amy Price  
Community Information Manager, 2-1-1 Texas  
(512) 323-5566 x55020  
(512) 836-1036 fax  
amy.price@unitedwaycapitalarea.org

### **C. REQUIRED INFORMATION**

All agencies/organizations meeting the above inclusion criteria must submit the following information to be included in the database:

- Name of organization
- Physical and mailing address
- Phone number(s)
- Fax number
- Person(s) in charge of organization and his/her contact information
- Person(s) in charge of individual programs/services and his/her contact information
- Email address for organization/programs
- Web address for organization/programs (if applicable)
- Type of organization
- Complete description of service(s)/program(s) provided
- Geographic area served
- Eligibility requirements
- Fees for services, including information about sliding scale fees offered
- For health and dental care services, the type of health coverage accepted
- Intake procedure
- Hours of operation for agency and services/programs

- Languages spoken
- Documents required
- Location description
- Disability accessibility
- Transportation offered
- Signed Memorandum of Understanding

#### **D. COMPLIANCE WITH UPDATE REQUESTS**

All organizations listed in the 2-1-1 resource database must agree to respond to requests for updated information from 2-1-1 Texas. We are committed to providing accurate and complete information about the services listed in our database, and we rely on the cooperation of each organization to aid in this effort.

Last updated 6/2008