

## 211 METRO CHICAGO DATABASE INCLUSION: GENERAL POLICY

---

The purpose of the 211 METRO CHICAGO Inclusion/Exclusion Policy is to ensure that the 211 METRO CHICAGO database includes the most complete, accurate and up-to-date information available. Also, as required by the accreditation standards of the Alliance of Information and 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. 211 reserves the right to delete any agency from the database when requests for updates are not provided.

211 METRO CHICAGO uses the “Alliance of Information and Referral Systems Definition of Human Services adopted for the field of I&R” (2017).

## DISCLAIMERS

---

- 211 METRO CHICAGO may exclude or remove organizations from its resource database for any reason but is not limited to fraud, misrepresentation, or discrimination.
- 211 METRO CHICAGO 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 211 METRO CHICAGO.
- At the point a serious complaint about an agency is brought to the attention of 211 METRO CHICAGO, the agency and its programs will be made inactive from the 211 METRO CHICAGO database while a review of the complaint is undertaken.
- Inclusion in the database does not constitute endorsement, and omission does not indicate disapproval. 211 METRO CHICAGO neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database.
- Information is constantly changing and is being updated, listings are subject to change without notice. With respect to the accuracy and completeness of the contents of the database, 211 METRO CHICAGO makes no representation and specifically disclaims any implied responsibility for the accuracy of the information provided and shall in no event be held liable for any loss or damage.
- 211 METRO CHICAGO reserves the right to include or exclude resources. Resource inclusion may be delayed due to limits on available staffing or other database resources.
- 211 METRO CHICAGO reserves the right to edit information to meet format, guideline, style, and space requirements.
- 211 METRO CHICAGO does not receive payment from any organization to be listed in

# INCLUSION/EXCLUSION CRITERIA



its database.

- Agencies/organizations/programs excluded from the database may submit a written request to 211 METRO CHICAGO for reconsideration of removal.
- Please note that by submitting your agency's information, you are agreeing that 211 METRO CHICAGO may use your agency information for referral and publication purposes. All information submitted may be edited by 211 METRO CHICAGO to adhere to our style guide.

## ELIGIBLE FOR INCLUSION ARE (meet one or more of these criteria)

---

- 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 if the database is balanced and presents resources for all sides of an issue.*
- Social, special interest, or service club/society that offer services to the community 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.

# INCLUSION/EXCLUSION CRITERIA

- *Agencies with no physical location may be included if they provide unbiased professional advice via website. For a web-only based site to be considered the following criteria must be met:*
  - *It is mandatory to have a contact that can communicate with 211 to provide updates to the I&R database. This can be either an info email or a specific contact email.*

## EXCLUSION

---

- Organizations that discriminate based on race, color, religion, gender, national origin, sexual orientation or age, or that violate federal, state, or local laws and regulations.
- Organizations that offer services only for their own members (e.g., counseling or food available only to a church's parishioners).
- Organizations covered under the services of a local specialized I & R program (i.e., shelter coordinated entry systems)
- Failure to update resource information annually (or as changes occur), after the final notification was made.
- An individual practitioner or group of consulting practitioners, unless they meet these 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.
- 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 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 that do not offer services outside of membership.