

Inclusion/Exclusion Criteria for Info Line

Info Line maintains an accurate, up-to-date resource database that contains information about available community resources including details about the services they provide and the conditions under which services are available. The database includes resources that support the inquirer's right to accurate, comprehensive and unbiased information and the ability of the Information and Referral service to be a non-partisan, non-ideological and impartial information source on available health and human services. The database is maintained by trained resource specialists.

To ensure that the needs of the community are met, Info Line has developed the following criteria for the inclusion or exclusion of agencies and programs in the resource database. These criteria shall be uniformly applied and published so that staff and the public are aware of the scope and limitations of the database.

I. Included in the resource database are the following types of agencies that provide a service in Info Line's service area:

- A. Non-profit organizations, government agencies and educational institutions.
- B. Organizations (such as churches, social clubs) which offer a health or human service to the community at large, not just their own members.
- C. Proprietary organizations which offer services in the areas of health, mental health, recreation, education, financial assistance, legal assistance, home maintenance, arts and culture, to the general public. Proprietary organizations will be limited to those located within Summit County, when available. In addition, proprietary organization must meet the following criteria:
 - provide services not readily met by public or non-profit agencies, or
 - accept Medicaid, Medicare, Passport, or
 - offer goods and/or services for free, low-cost, or on a sliding fee scale not readily available through non-profit agencies.
- D. Self-help/support groups.
- E. Elected representatives (federal, state, county, city).
- F. Hospitals, health clinics, skilled nursing facilities.
- G. Professional associations (especially those in the social services field) that provide specialized information and referral services related to their field of expertise. These may include:
 - Counseling/Psychiatry
 - Medical
 - Dental
 - Legal
- H. Advocacy groups.
- I. Organizations outside Summit County which provide a service not readily available locally.

II. Excluded from the Resource File will be:

- A. Agencies only offering services outside of Info Line's service area.
- B. Services available only to members of a certain group or club (i.e. counseling available to a church's parishioners only).
- C. Illegal services; including agencies which deny service based on color, race, religion, gender, sexual orientation, ancestry, nationality or any other basis not permitted by law.
- D. For-profit businesses offering services readily available through public or non-profit agencies or proprietary agencies located within the county.
- E. Private practices, individual practitioners and groups of consulting practitioners. Professional associations that offer referrals to these agencies will be listed as appropriate.

III. Where licensing standards for a given field of service are known to exist, only those agencies which meet these standards may be included in the database. Agencies may be requested to send copies of their licensing with their application for inclusion in the resource listing.

IV. Where licensing standards are not known to exist, Info Line will use the following guidelines to establish the validity of any agency's service.

- A. Evidence of an established service site
- B. Demonstrated provision of service for a period of at least six months
- C. Evidence of an established service site phone number

V. Info Line may use one or more of the following means in the validation process:

- A. Site visit and face-to-face interview.
- B. References from clients or affiliated professionals.
- C. Consultation with other agencies in the same field of service or geographic proximity.
- D. Check with local law enforcement and/or consumer complaints agencies.
- E. Review of the agency's website

VI. If an agency does not meet the criteria for inclusion in the resource file, a member of the Resource staff will inform the agency by phone or in writing. If there is a challenge to the decision of exclusion, a meeting with the Manager, 211 Information and Referral can be arranged to explain the reasons for the exclusion. If still not satisfied, a meeting with the Vice President of Strategy and Fund Development would be the next step. After this, a meeting with the Executive Director would be the final appeal, followed by a review by the Board of Directors.

VII. Info Line reserves the right to exclude or remove an agency from the database based on concerns regarding service capacity issues, allegations of financial mismanagement and/or allegations of ethical misconduct.

Date of Last Review: January 2017 by Info Line's AIRS Accreditation Committee.