



Inclusion/Exclusion Criteria

2-1-1 Colorado 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 nonprofit, government and commercial services. The database is maintained by trained resource specialists.

To ensure that the needs of the community are met, 2-1-1 Colorado 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.

Inclusion/Exclusion

- I. Included in the Resource Database will be agencies that provide primary and direct services¹ in the 2-1-1 service area, including:
 - A. Nonprofit organizations, state and government agencies, and educational institutions providing a community service in the 2-1-1 service area.
 - B. Organizations (such as churches and social clubs) which offer a health or human service to the community at large, not just their own members.
 - C. For-profit organizations which offer services in the areas of health, mental health, recreation, education, financial assistance, legal assistance, home maintenance, or arts and culture, to the general public and that meet the following criteria:
 - Provide services not met by public or non-profit agencies, not readily available through those agencies, or offering a significant "needed" service² offered either free of charge, low-cost, or with client fees underwritten by contract with a government entity such as Medicaid/Medicare (i.e., Hospitals, health clinics).
 - D. Self-help/support groups.
 - E. Statewide and Nationwide organizations outside the 2-1-1 service area which provide a service to the service area. Inclusion for Nationwide resource will be based on accessibility of service, need for service to cover a gap, and lack of local resources.
 - F. 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.
 - G. Advocacy groups.
- II. Excluded from the Resource Database will be:
 - A. Services available only to participants of a certain group or club (i.e. counseling available to a church's parishioners only) and not to the community at-large.
 - B. Organizations that deny service on the basis of color, race, religion, ancestry, sexual orientation, gender identity, disability, nationality, creed, or whose services are illegal.
 - C. For-profit businesses offering services available through public or non-profit agencies.
 - D. When 2-1-1 Colorado knows or has reasonable basis to believe that services provided to clients are not in accordance with commonly accepted professional practices and standards.
 - E. Individual resources that are already maintained by other comprehensive registries when that information is regularly maintained and accurate (e.g., agencies exclusively providing child care).
- III. 2-1-1 Colorado will use the following guidelines to establish the validity of any agency's service.
 - A. Evidence of an established service site or mailing address.
 - B. Demonstrated provision of service for a period of at least twelve months.
 - C. Evidence of an established service site phone number or email/web address when a phone number is not available.
- IV. If an agency does not meet the criteria for inclusion in the resource database; 2-1-1 will inform the agency by phone or in writing. If there is a challenge to the decision of exclusion, a meeting with the Resource Supervisor can be arranged to discuss the reasons for the exclusion. If still not satisfied, a meeting with the Call Center Manager would be the next step, followed by a review by the Colorado 2-1-1 Statewide Director.

¹ Primary services are obtainable without being required to enroll in other services. Direct services are those that an agency provides themselves (e.g., not through a partner organization).

² Significant "needed" services are identified by MHUW records based on community needs expressed to 2-1-1 over the past year.

Database Updating/Removal

Organizations who have been accepted into the database will also agree to the following:

- A. Return a signed "Database Inclusion Authorization"³ for authorization and a completed "Agency Form" to 2-1-1⁴. We will not list an organization in 2-1-1 without these completed documents or without satisfactory completion of an on-site visit.
- B. Be responsible for reviewing all associated agency and service listings once or twice a year and contacting 2-1-1 to update the database as changes occur.

Inclusion in the 2-1-1 Colorado database should be viewed as a privilege rather than a right. 2-1-1 Colorado reserves the right to remove any agency from the database at any time, for any reason; however, the following circumstances will result in immediate removal:

- A. The agency fails to respond to requests for update and verification.
- B. The agency's status changes such that it no longer meets the inclusion criteria delineated throughout this document.
- C. Failure to deliver service, a finding of fraud, misrepresentation and/or discrimination.
- D. The agency has received five or fewer referrals over the past two years AND meets one of the following criteria:
 - All services have been inactive for two years or more under an active agency.
 - Agency's services do not meet current inclusion criteria.
 - Agency's services do not:
 - Meet a regional need OR
 - Relate to a special initiative or contract with 2-1-1 OR
 - Represent an opposing service/viewpoint needed to maintain a balanced database OR
 - Represent a government entity, library, school district OR
 - Reflect a seasonal resource

During a Disaster

- A. 2-1-1 management reserves the right to set Inclusion/Exclusion criteria based on community needs and scope of the disaster. This might include for-profits that do not meet above criteria for the duration of the response and recovery.
- B. 2-1-1 will consider, for Inclusion services, donation needs and volunteer opportunities identified and verified by partners of the Colorado Voluntary Organization Active in Disasters (VOAD).
- C. 2-1-1 reserves the right to exclude any service that cannot be verified.

Disclaimer

- A. A listing in the 2-1-1 Colorado database does NOT constitute endorsement of, or liability for, any organization's programs or services.
- B. Information provided by organizations and individual service providers for inclusion in the 2-1-1 Colorado database may be made available to the general public in various formats, including telephone information and referral directories, an online searchable database of services, printed materials, without prior notification to the organization.
- C. 2-1-1 Colorado is NOT responsible for the quality of service delivered by any organization to which the caller is referred. Specialists are to *refer* to available organizations, not to recommend one organization over another.
- D. 2-1-1 Colorado does not guarantee client referrals to anyone listed in the database. Organizations are completely and wholly responsible for screening clients for eligibility of services within their programs.

Addendum Link

AUTHORIZATION

I have reviewed the information listed on all programs and services with my organization and hereby authorize the use of information on my organization for referrals generated by 2-1-1 Colorado.

Organization Name _____

Authorized Agency Representative _____

Authorized Agency Representative's Signature _____

Date _____

Contact for Updates Email Address _____

³ The authorization on the *Database Inclusion Policy* will provide legal authorization to 2-1-1 to include the organization within the 2-1-1 database and provide referrals to the organization. The *Agency Form* conveys the organization information that is to be released to 2-1-1 clients.

⁴ State and Federal government agencies are considered public information and therefore shall be listed within the 2-1-1 database when appropriate without a signed *Database Inclusion Policy* or *Agency Form*.