



Inclusion/Exclusion Criteria

2-1-1 Colorado maintains a 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 "2-1-1 Database"). The 2-1-1 Database includes resources that support the inquirer's right to accurate, up-to-date, 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 2-1-1 Database is maintained by trained resource specialists.

In our efforts 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, organizations, and programs in the 2-1-1 Database. These criteria shall be uniformly applied and published so that staff and the public are aware of the scope and limitations of the 2-1-1 Database.

Inclusion/Exclusion

- I. Agencies, organizations, and programs that provide primary and direct services¹ in the 2-1-1 service area may be permitted inclusion in the 2-1-1 Database, 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 service² 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" service³ offered either free of charge, low-cost, or with client fees underwritten by contract with a government entity such as Medicaid/Medicare (e.g., 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 resources 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. 2-1-1 Colorado will not permit the following agencies, organizations, or services to be included in the 2-1-1 Database:
 - A. Services available only to participants of a certain group or club (e.g., 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 childcare).
- III. 2-1-1 Colorado will use the following guidelines to establish the validity of any organization's or 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.

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

² Refer to Attachment A

³ Significant "needed" services are identified by 2-1-1 Colorado records based on community needs expressed to 2-1-1 over the past year.

IV. If an agency, organization, or service does not meet the criteria for inclusion, 2-1-1 Colorado will inform the agency or organization 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.

2-1-1 Database Updating/Removal

Organizations who have been accepted into the 2-1-1 Database must:

- A. Return a signed "2-1-1 Colorado Database Inclusion Authorization"⁴ for authorization and a completed "Agency Form"⁵ to 2-1-1 Colorado. 2-1-1 Colorado will not list an organization in the 2-1-1 Database without these completed documents or without satisfactory completion of an on-site visit;
- B. Be responsible for reviewing all associated agency, organization, and/or service listings on a regular basis, but in any event, no less than once a year; and
- C. Promptly contact 2-1-1 Colorado to update its associated listings in the 2-1-1 Database if any changes occur.

Inclusion in the 2-1-1 Database should be viewed as a privilege rather than a right. 2-1-1 Colorado reserves the right to deny any agency, organization, or service inclusion to, and 2-1-1 Colorado reserves the right to remove any agency, organization, or service from, the 2-1-1 Database, at any time, for any reason, in its sole discretion, and without liability. Without limiting the foregoing, 2-1-1 Colorado reserves the right to immediately remove listings from the 2-1-1 Database, with or without notice and in its sole discretion, where:

- A. The agency or organization fails to respond to requests for update and verification;
- B. The agency or organization, or its service, changes such that it no longer meets the inclusion criteria delineated hereunder;
- C. The agency or organization fails to satisfactorily provide its services or engages in any fraudulent, illegal, or discriminatory activities or practices;
- D. The agency or organization has received five or fewer referrals over the past two years AND meets at least one of the following criteria:
 - All services have been inactive for two years or more under an active agency or organization.
 - The agency's or organization's services do not meet current inclusion criteria.
 - The organization's or agency's services do not:
 - Meet a regional need;
 - Relate to a special initiative or contract with 2-1-1 Colorado;
 - Represent an opposing service/viewpoint needed to maintain a balanced database;
 - Represent a government entity, library, school district; or
 - Reflect a seasonal resource; or
- E. The agency or organization otherwise violates the 2-1-1 Colorado Terms of Service, which are hereby incorporated by reference.

During a Disaster

- A. 2-1-1 Colorado reserves the right to set or modify Inclusion/Exclusion criteria based on community needs in the event of a disaster. This might include for-profits that do not meet the above criteria for the duration of the response and recovery.
- B. 2-1-1 will consider for inclusion 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 agency, organization, or service that cannot be verified.

Disclaimer

- A. A listing in the 2-1-1 Database does NOT constitute endorsement by 2-1-1 Colorado or its affiliates of any agency, organization, program, or service. In no event will 2-1-1 Colorado or its affiliates be responsible or liable to any party for any services provided (or not provided) by any third parties, nor shall they be responsible or liable for any loss or damage that may arise from any receipt or use thereof.
- B. Information provided for inclusion in the 2-1-1 Database will be considered non-confidential and non-proprietary and may be made available to third parties, including 2-1-1 Colorado's affiliates, licensees, and service providers, and their respective successors and assigns, as well as to the general public and users of the 2-1-1 Database. 2-1-1 Colorado may also make such information available in various formats, such as telephone information and referral directories, online searchable databases of services, and/or printed materials, and in any case, with or without prior notification.
- C. By providing information for inclusion in the 2-1-1 Database: (i) the relevant organization, agency, or individual grants 2-1-1 Colorado and its affiliates and service providers, and their respective licensees, successors, and assigns, the right to use, reproduce, modify, display, distribute, and otherwise disclose such information for any purpose and in any manner in connection with the maintenance and provision of the 2-1-1 Database; and (ii) without limiting the generality of the foregoing, each such organization, agency, or individual acknowledges and agrees that 2-1-1 Colorado reserves the right to license data from the 2-1-1 Database, in whole or in part, to certain other organizations for their use or display to users of their services or properties.

⁴ The authorization on the *2-1-1 Colorado Database Inclusion Policy* will provide legal authorization to 2-1-1 Colorado 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 Colorado clients.

⁵ 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 *2-1-1 Colorado Database Inclusion Policy* or *Agency Form*.

- D. 2-1-1 Colorado is NOT responsible for the quality of service delivered by any participating organization. Specialists *refer* individuals to available organizations; they do not recommend certain organizations over others.
- E. 2-1-1 Colorado does not guarantee referrals to organizations listed in the 2-1-1 Database. Organizations are completely and wholly responsible for screening individuals for eligibility for their services.

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 and otherwise in accordance with the terms and conditions herein.

Organization Name _____

Authorized Representative _____

Authorized Representative's Signature _____

Date _____

Contact for Updates Email Address _____

Attachment A

Types of Human Services Included – will generally conform to the structure of the AIRS/INFO LINE Taxonomy of Human Services.

B Basic Needs

Definition:

Programs that furnish survival level resources including food, housing, material goods, transportation and temporary financial assistance for low and fixed-income, indigent, elderly or disabled people who are otherwise unable to adequately provide for themselves and their families. Also included are related services that are available to the community at large.

D Consumer Services

Definition:

Programs that provide for the education and protection of individuals who purchase, use, maintain and dispose of products and services. Included are programs that establish and/or enforce pricing policies, credit reporting and debt collection practices, quality and safety standards for goods and services and other trade practices that affect the consumer; programs that provide information and/or counseling to help consumers manage their finances and make informed credit and purchasing decisions; and programs that provide access for consumers to fair hearings, mediation or binding arbitration when they have complaints regarding consumer products and services and appropriate remedies when their complaints are justified.

F Criminal Justice and Legal Services

Definition:

Programs that promote and preserve the conditions that enable community residents to live in a safe and peaceful environment through the enforcement of laws that protect life and property and the administration of justice according to the principles of law and equity. Included are crime prevention programs as well as programs that investigate and make arrests for criminal behavior; provide support for witnesses to and victims of crimes; and provide for the arraignment, prosecution and defense, judgment, sentencing, confinement and eventual release and resettlement of offenders.

H Education

Definition:

Programs that provide opportunities for people in the community to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

J Environmental Quality

Definition:

Programs that preserve protect and, where possible, improve both the artificial and natural aspects of the physical environment and/or which develop and implement measures for accident prevention and intervention in the case of emergencies in order to promote the public health and safety and enable human beings to live in ecological balance and harmony with their surroundings.

L Health Care

Definition:

Programs whose primary purpose is to help people in the community achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries or disabilities; and the provision of family planning, maternity and other services that relate to human reproduction.

N Income Security

Definition:

Programs that provide for the economic needs of the community by helping those who are able and willing to prepare for and obtain gainful employment; by securing public assistance and support for the eligible needy; and by ensuring that retirees, older adults, disabled people and other eligible individuals receive the social insurance benefits to which they are entitled.

P Individual and Family Life

Definition:

Programs that promote the personal, social and spiritual development of people in the community by providing services that replace or supplement the care and support that is generally available through the family unit, and by offering social, religious and leisure-time activities that are personally satisfying and lead to optimal social functioning.

R Mental Health Care and Counseling

Definition:

Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people to achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without excessive stress. Treatment may include emotional support, introspection and problem-solving assistance utilizing a variety of modalities and approaches, and medication, as needed, for individuals who range from the severely chronically mentally ill through those who are experiencing difficult life transitions or who are having problems in coping with daily living.

T Organizational/Community Services

Definition:

Programs that provide any of a broad spectrum of services for the community as a whole including opportunities for individuals or groups to participate in community improvement or service projects, to have a voice in the political process, to have access to information services, or to benefit from the availability of a variety of services for residents, travelers, newcomers, community agencies, organizations, businesses and industry.