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2-1-1 Northeast Michigan Resource Database – Statement of Inclusion/Exclusion Criteria

The primary function of 2-1-1 Northeast Michigan is to collect, organize, and disseminate useful and accurate information about community resources that provide direct services or information about direct services to residents of Michigan. 2-1-1 Northeast Michigan also uses community resource data and referral transaction data to support community planning and research; the publication of area health and human service directories; host searchable online resource database for public use; and participate in specialized programs, projects and committees, both at the state and local levels.

Collectively, the designated 2-1-1 programs in the State of Michigan work together to provide 24/7 comprehensive information and referral service to residents of their respective communities.

In order to be included in the community resource database maintained by 2-1-1 Northeast Michigan an organization must meet the following criteria.

Geographic Criteria

An organization must be located within or provide service to residents of Michigan in a county that is actively served by 2-1-1 Northeast Michigan. Agencies located outside this geographic area may be considered for inclusion on a case-by-case basis

Agency Type

Agencies appropriate for inclusion in the 2-1-1 Northeast Michigan database include:

- Government bodies which provide a health or human service at the following levels:
 - Local
 - State
 - Federal
 - Special district
- Private nonprofit organizations, such as:
 - 501©3 organizations which provide a direct service or information about a direct service
 - Religious institutions which offer a health or human service available to the general public
 - Professional associations which offer a free or low-cost service to the general public
 - Labor organizations providing health or human services to their members
 - Support or self-help groups (e.g. AA, NA) meeting inclusion criteria

- Toll free hotlines that offer information about health and human services or direct assistance
- 2-1-1 Call Centers, crisis centers, and comprehensive and specialized information and referral services
- Hospitals and medical facilities offering a sliding fee scale or accepting Medicare and Medicaid
- Educational institutions
 - Intermediate school districts
 - Community colleges
 - Special service components of schools or school districts
- For-profit businesses which offer a health or human service to the general public may be considered for inclusion if they meet the following criteria:
 - The service offered is a unique service or one that is otherwise unavailable from the nonprofit community
 - The service is available for free, low-cost, or on a sliding fee scale based on income, and the organization must have a documented policy for the provision of the service on a sliding fee scale and provide it at the time of application
 - The organization will accept payment for the service by another agency, government entity, or from Medicare or Medicaid

Note on licensing: Where applicable, proof of current and valid licensure will be required for inclusion in the 2-1-1 Northeast Michigan database.

Note on cost of service: While most government, nonprofit, and educational health and human services are offered to the public for free, at a low cost, or as payable by a third party (such as Medicare or Medicaid), if a service's cost is considered to be generally prohibitive the service may not be included in the 2-1-1 Northeast Michigan database.

Stability Criteria

Agencies appropriate for inclusion in the 2-1-1 Northeast Michigan database must:

- Have at least one established service site that clients can physically visit should the service require it, but this will not force the exclusion of Web- and telephone-based services that otherwise meet the inclusion requirements
- Employ at least one staff person, either paid or volunteer, who is regularly available to communicate with 2-1-1 resource staff and individuals seeking services
- Have been in existence for at least one full year (365 days), or demonstrate substantial proof of viability to the satisfaction of the resource database managers

Other Factors

As needs vary by community, some communities may opt to prioritize the development of community resource information based on the needs most urgent to their local population. The following factors may also be considered when evaluating organizations for inclusion in the 2-1-1 Northeast Michigan database:

- Degree of demand/need for the services offered in each community
- Number of agencies currently included in the database which already offer a particular service

Exclusion/Removal Criteria

Approval for inclusion in the 2-1-1 Northeast Michigan database is a privilege, not a right. Approval for inclusion does not guarantee permanent inclusion. 2-1-1 Northeast Michigan reserves the right to exclude or remove an organization the community resource database at any time. Examples of reasons for exclusion or removal include:

- Organizations that do not meet the criteria outlined above
- Lack of agency response to repeated attempts to acquire updated service information
- Prolonged periods of service unavailability or agency inactivity
- Service non-delivery
- Complaints to regulatory bodies regarding agency practices
- Illegal activity, including fraud, discrimination, or misrepresentation
- An organizational philosophy that is contrary to the mission of 2-1-1, such as one that promotes hate or violence

Statement of Responsibility

Inclusion in the 2-1-1 Northeast Michigan database should in no way be construed to constitute endorsement of an organization or its services, nor should exclusion constitute disapproval. 2-1-1 Northeast Michigan provides referrals, not endorsements, recommendations, or ratings of potential service providers.

2-1-1 Northeast Michigan reserves the right to edit information to meet software and database formatting requirements, and to utilize the information in community resource directories, in publicly searchable online databases, and for community planning purposes.

This Statement of Inclusion/Exclusion Criteria serves as a foundational document for the collective 2-1-1 Northeast Michigan community resource database, and may be slightly modified by each partner agency in order to reflect the needs of their local community.

Decisions to exclude or remove an organization from the 2-1-1 Northeast Michigan database may be appealed in writing to 2-1-1 Northeast Michigan, provided that evidence can be presented showing that the decision for exclusion or removal was inaccurate.

Approved by 2-1-1 Northeast Michigan Board on June 21, 2011.