



Resource Database Management – Statement of Inclusion/Exclusion Criteria

The primary function of 211 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.

The resource database is used both internally by 2-1-1 center staff to connect people in need to resources, and available externally through a publicly accessible website. Other uses of the community resource database may include: supporting the analysis of community needs/unmet needs to use during planning and research; and participation in specialized programs, projects and committees, both at state and local levels.

Statement of Purpose

This policy establishes the criteria organizations must meet in order to be included in the resource database.

In order to be included in the statewide collaborative resource database maintained by 211 Northeast Michigan, an organization must meet the following criteria:

I. Geographic Criteria

An organization must be located within or provide service to residents of our region.

II. Agency Type Criteria

Agencies appropriate for inclusion in the 211 Northeast Michigan database include:

1. Government bodies that provide a health or human service, including elected officials, at the following levels:
 - a. Local
 - b. State
 - c. Federal
 - d. Special district
2. Private nonprofit organizations, such as:
 - a. 501(c)3 organizations that provide a direct service or information about a direct service
 - b. Religious institutions that offer a human service available to the general public
 - c. Professional associations that offer a free or low-cost service to the general public
 - d. Labor organizations providing human services to the general public
 - e. Clubs organized for the purpose of recreation or other nonprofit purposes to the



- general public
- f. Support or self-help groups
- g. Toll free hotlines or websites that offer information about health and human services or direct assistance
- h. Hospitals and medical facilities offering a sliding fee scale or accepting Medicare and Medicaid
- i. Advocacy groups
- 3. Educational institutions
 - a. Intermediate school districts
 - b. Trade schools
 - c. Community colleges
 - d. Special service components of schools or school districts
- 4. For-profit businesses that offer a health and human service to the general public may be considered for inclusion if they meet one or more of the following criteria:
 - a. The service offered is a unique service or one that is otherwise unavailable from the nonprofit community
 - b. The service is available for free, low-cost, or on a sliding fee scale based on income. 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
 - c. The organization will accept payment for the service by another agency, government entity, or from Medicare or Medicaid
 - d. The agency or service is required under a specialized contract

Note on licensing: Where applicable, proof of current and valid licensure may be required for inclusion in the 211 Northeast Michigan database.

Note on cost of service: While most government, nonprofit, 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 211 Northeast Michigan database.

Note on provision of service: Organizations providing services that are available to the general public may be included in the 2-1-1 database. It is recognized secondary services may be provided to established clients of organizations, patrons, members, etc which are not accessible to general public and are then not suitable for inclusion in the database. Exceptions may occur in the event an organization's customer base is large, loosely defined and/or the program is largely accessible to community members.

III. Stability Criteria

Agencies appropriate for inclusion in the 211 Northeast Michigan database must:

1. Have at least one established service site that clients can physically visit should the service require it. This should not be construed to indicate the exclusion of Web- and telephone-based services that otherwise meet the inclusion requirements
2. 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
3. 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, some communities may opt to prioritize the development of 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 211 Northeast Michigan database:

1. Degree of demand/need for the services offered in each community
2. Number of agencies currently included in the database that already offer a particular service

Exclusion/Removal Criteria

Approval for inclusion in the 211 Northeast Michigan database is a privilege, not a right. Approval for inclusion does not guarantee permanent inclusion. 211 Northeast Michigan reserves the right to exclude or remove an organization from the statewide community resource database at any time. Examples of reasons for exclusion or removal include:

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

Statement of Responsibility

Application for inclusion in the database does not guarantee inclusion. Inclusion in the 211 Northeast Michigan database should in no way be construed to constitute endorsement of an organization or its services, nor should exclusion constitute disapproval. 211 Northeast Michigan provides referrals, not endorsements, recommendations, or ratings of potential service providers.

211 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.

211 Northeast Michigan strives to maintain an unbiased balance when including resources related to political cause and issue-oriented action groups.

This Statement of Inclusion/Exclusion Criteria serves as a foundational document for the 211



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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 211 Northeast Michigan database may be appealed in writing to 211 Northeast Michigan, provided that evidence can be presented showing that the decision for exclusion or removal was inaccurate.

The above criteria describes what organizations that can be included and excluded, though decisions may be made at the discretion of 211 Northeast Michigan's Executive Director and/or Board of Directors based on criteria that may include crisis and/or emergency situations.

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