

Inclusion Criteria:

- A. All not-for-profit organizations registered as federally exempt 501(c)(3), or organizations of equivalent status, public agencies (municipal, county, state or federal), and self-help groups are eligible for consideration. (Note: no effort is made to include all governmental agencies or departments.)
- B. For-profit organizations may be included if they meet a community need and where there exists insufficient nonprofit or government services to meet the need.
- C. Organizations shall have been in existence for six months or shall have a formal affiliation with another organization that has been in existence for at least one year.
- D. Organizations must be able to demonstrate that they have the ability to provide the service they say they provide.
- E. 2-1-1 Helpline serves the people of Allegany, Chemung, Schuyler, Steuben, and Yates Counties; priority will be given to agencies providing human services¹ in these areas. State, National or equivalent services will be included to the extent possible if they are accessible to people in this region. Organizations that have a related role in the human services network (funding, planning, coordinating or monitoring) may also be included.

Exclusion Criteria:

- A. Any agency that consistently claims that it performs certain functions or is open certain hours and is not will be reviewed and may be deleted from the database.
- B. Any agency that provides a service that is characterized as illegal in nature shall not be included in the database. (This category could also include agencies which deny service on the basis of nationality, religion, color, race, sexual orientation or any other category protected by civil rights laws.)
- C. Individual practitioners shall not be included in the database unless they meet the standard for for-profit organizations above, subject to the discretion of 2-1-1 Helpline staff.

¹ A human service is defined by the Alliance of Information & Referral Systems (AIRS) Standards (2006) as: "The activities of human services professionals which help people to become more self-sufficient, prevent dependency, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific human services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; consumer advice and education; criminal justice or legal services; education and employment; health and mental health care including substance abuse services; and environmental protection; both routinely and in times of disaster or other emergencies. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and people with disabilities; offer social, religious and leisure time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life."

D. Agencies denied inclusion may request a review by the director of 2-1-1 Helpline by submitting a written request for review to Director, 2-1-1 Helpline, The Institute for Human Services, 6666 County Road 11, Bath, NY 14810.

Methodology:

A. All information is validated at least annually.

B. The name and title of the person verifying information from each agency is noted.

C. Information may be edited for clarity, format and/or space requirements.

D. The inclusion/exclusion policy is reviewed, at a minimum, every three years. Inclusion status is at the discretion of 2-1-1 Helpline data resource and information & referral staff, in consultation with the director, at the Institute for Human Services.

E. Returned and approved agency profiles will be retained for a minimum of three years.

F. The resource database is secured through computerized back-up. The back-up database is kept in a secure location where it is protected from destruction or theft.

There is no charge for inclusion in the 2-1-1 Helpline database.

2-1-1 Helpline is a program of The Institute for Human Services, Inc.