



211info Inclusion Policy

Disclaimer

211info accepts no liability for the incorrect usage of the data by consumers. We do make every effort to provide technical assistance whenever necessary.

Policy

This policy provides the criteria for inclusion in the database maintained and used by 211info.

The database provides information about a broad range of community service organizations according to standards set by 211info and the Alliance of Information and Referral Services (AIRS). The AIRS standards are the foundation of 211 service delivery and the prime benchmark of quality information and referral service.

Information in the database is used to help people find health and social service assistance. We are committed to fair and open decision-making that serves the broadest needs of the community. Inclusion in the database does not constitute an endorsement of or liability for any agency, program or service.

211info reserves the right to exclude from our database any organization that spreads hatred or has a philosophy that could harm the well-being of individuals, groups or the community as a whole. 211info reserves the right to refuse to list or to discontinue listings for any agency at the discretion of the 211info Resource Team Manager.

Central clearinghouses or specialized information and referral providers are given preference over specific resources addressing the same need.

211info may solicit agencies to be added to the database, or agencies may request consideration for inclusion.

Inclusion Guidelines

211info's database focuses on agencies that provide health or social services that:

- Address human service problems.
- Follow regulatory or licensing standards. If there are no licensing standards, an agency must operate in a manner consistent with the implied standards of its field of service.
- Are nonprofit or governmental agencies in all health and social service areas.

- Are for-profit organizations that fill a need that's not being met by the nonprofit sector, offer sliding-scale fees or pro bono service, and follow regulatory guidelines.
- Have accessible program hours or a website or answering machine announcing current hours of availability.
- Have provided continuous services for at least the previous six months (exceptions may be made for seasonal programs).
- Respond to update requests.

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