

211 HELP!Line Resource (Database) File Guidelines

HELP!Line Center

1. Disclaimers of Responsibility

- The 211 HELP!Line general resource files (database) focuses on non-profit (501(c)3 or organizations of equivalent status), social service, governmental and crisis programs/agencies/organizations located within 211 funded areas.
- Programs/agencies/organizations that provide emergency crisis services will not be limited to 211 funded areas and will include all of South Dakota.
- The 211 HELP!Line reserves the right to remove or exclude any organization from the 211 HELP!Line resource database for any reason. Inclusion in the 211 HELP!Line resource database is a privilege rather than a right.
- The 211 HELP!Line has the following disclaimer available for those who desire to read it: *“Inclusion in the 211 HELP!Line database should in no way be construed to constitute an endorsement of an agency or organization or its service, nor should exclusion be construed to constitute disapproval. The information that appears in the 211 HELP!Line database was provided by the agencies and organizations. The 211 HELP!Line makes no representation with respect to the completeness of the information.”*

2. Subject Area Guideline

- 211 HELP!Line maintains a comprehensive resource file, meaning that the 211 HELP!Line does not specialize in a particular subject area or focus on a particular target group.

Focus for the resource database will be on the following areas:

- The 211 HELP!Line will make it a priority to list those programs that provide an immediate basic need such as: emergency shelter, emergency food, and emergency clothing throughout South Dakota.
- The 211 HELP!Line will make it a priority to list those programs that provide safety and crisis intervention services such as: police, sheriff, hospitals/emergency rooms, domestic violence shelters, abuse/neglect services, disaster services, and mental health services throughout South Dakota.
- The 211 HELP!Line will make it a priority to list United Way agencies/programs within the 211 funded areas.
- The 211 HELP!Line will then focus on listing agencies/programs within the 211 funded areas that include: financial assistance programs, government assistance programs, health care services, social service agencies, chamber of commerce information and city/county/state/federal government services.
- The 211 HELP!Line will then focus on listing agencies/programs within the 211 funded areas that include: support groups, youth programs, disability services, substance abuse services and other non-emergency basic need services.
- The 211 HELP!Line resource files will also contain a limited amount of National Hotlines for which there is no local or state office/organization.

Less focus for the resource database will be on the following areas:

- Special interest groups, religious organizations, recreation/leisure activities, community groups.

3. Services excluded from the resource database:

- Organizations that provide services which are unlawful.
- Organizations that misrepresent pertinent facts regarding their services or organizational structure.
- Day care providers, preschools, or nanny services. Requests for such services will be referred to the local Child Care Resource and Referral agency, local Early Childhood Enrichment program, or to the Office of Child Care Services in the caller's area.
- Individual volunteer opportunities. Requests for such services will be referred to local volunteer centers or United Way offices.

4. Tax Status/For-Profit Businesses

- The 211 HELP!Line include non-profit organizations registered as federally exempt 501(c)3 or organizations of equivalent status, government organizations and United Way agencies at no charge.
- The 211 HELP!Line may include for-profit businesses in its resource file when the following criteria are met:
 - a) The for-profit business primary service falls within a social service arena.
 - b) A 12-month subscription fee of \$200.00 is paid. This fee includes:
 - One main agency (business) listing
 - Up to three individual program listings within the agency (business)
 - Additional programs beyond the first three programs may be included at a rate of \$25.00 per program.

Exceptions:

- a) The 211 HELP!Line shall list a for-profit business at no charge when it provides a unique service not provided by another non-profit or government entity, the service is commonly requested by callers, and the service is of a social service nature.
- b) The 211 HELP!Line shall list a support/therapy/education group that is attached to a for-profit entity at no charge when the group is mental health or health related and deemed appropriate. The group will be listed in the database, but the main for-profit entity will not be listed.

5. Service Eligibility Considerations for Membership Organizations

- The 211 HELP!Line limits the resource files to include organizations which provide services to those who aren't members. Organizations that only provide services to their members will be evaluated on an individual basis to determine inclusion in the resource file.

6. Stability Concerns

- The 211 HELP!Line may list organizations that operate without formal offices such as clubs and support groups. Whenever possible the state, regional or national headquarters will need to be listed in the description of these organizations.
- Inclusion in the 211 HELP!Line database for organizations/programs that have been operational for less than 6 months will be determined on a case by case basis.

7. Political and Issue-Oriented Groups

- The 211 HELP!Line will make every attempt to strive for balance in its resource file with regard to political and issue oriented groups, thus preventing bias in any direction.

8. Editorial Privileges/Rights

- The 211 HELP!Line shall reserve the right to edit information to meet format, guideline, and space requirements.

9. Removal from Database

- Attempts are made to update all resource files annually. A program/organization that does not update its information for 2 years after multiple, reasonable attempts have been made to update the program will have their listing removed from the resource file (database).