

Helpline Database Inclusion/Exclusion Policy

It is the policy of the Helpline Center for the 211 Helpline to have database inclusion/exclusion guidelines in place and reviewed yearly.

Board approved 12/5/02

Board Reviewed 1/22/09, 2011, 1/23/14

Helpline Database Inclusion/Exclusion Procedure

- I. The Helpline database inclusion/exclusion guidelines will be reviewed by the Helpline President, Helpline Center Vice President of Program Development, Helpline Call Center Director, and Helpline Database Coordinator on a yearly basis.
 - a. The review will take place during the 3rd quarter.
 - b. July 8, 2016 – Inclusion Exclusion Guidelines reviewed by
 - i. Janet Kittams-Lalley, President
 - ii. Betsy Schuster, Vice President of Program Development
 - iii. Wendy Holbrook, Call Center Director
 - iv. Jennifer Abels, Database Coordinator

211 Database Inclusion/Exclusion Guidelines

I. Disclaimers of Responsibility

- The 211 database 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.
- The 211 database reserves the right to include, remove or exclude any organization from the 211 database resource database for any reason. Inclusion in the 211 database resource database is a privilege rather than a right.
- The 211 database has the following disclaimer available for those who desire to read it: *“Inclusion in the 211 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 database was provided by the agencies and organizations. The 211 database makes no representation with respect to the completeness of the information.”*

II. Subject Area Guideline

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

Resources maintained for the whole state of South Dakota

- Programs that meet immediate and basic needs such as emergency shelter, emergency food and emergency clothing
- Programs that provide emergency services, safety and crisis intervention services such as law enforcement, hospitals/emergency rooms, domestic violence shelters, abuse/neglect services, disaster services.
- Non-profit mental health resources.
- United Way agencies and information and referral programs

Resources maintained for 211 funded areas

- financial assistance programs
- government assistance programs
- primary health care services
- social service agencies
- city/county/state/federal government services.
- support groups
- youth programs
- disability services
- substance abuse services
- other non-emergency basic need services.
- national hotlines to for which there is no local office/chapter
- religious organizations, recreation/leisure activities, special interest and community groups.
- outside the Sioux Empire area, non-profit child care centers, preschools, after school and summer care programs (which does not include camps)

Resources maintained for contracts

- Resources deemed necessary to fulfill our contractual obligations

III. Services excluded from the resource database:

- Organizations that provide services which are unlawful.
- Organizations that misrepresent pertinent facts regarding their services or organizational structure.
- Private/for profit daycares (in-home or centers) / nanny services.

- Individual volunteer opportunities. Requests for such services will be referred to local volunteer centers or United Way offices except in times of disaster.

IV. Tax Status/For-Profit Businesses

- The 211 database includes non-profit organizations with a federal tax exempt status of 501(c)3 (or organizations of equivalent status), government organizations and United Way agencies at no charge.
- The 211 database 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 \$230.00 is paid. This fee includes:
 - One main agency (business) listing
 - Up to two different services offered by the agency (business)
 - Additional services beyond the two different services may be included at a rate of \$25.00 per program.
 - c) Exceptions:
 - The 211 database shall list a for profit business at no charge when it provides a unique service (as defined by the Helpline Center) 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.
 - The 211 database 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, does not charge a fee for participation, and is deemed appropriate by the Helpline Center. The group will be listed in the database, but the main for profit entity will not be listed.

V. Service Eligibility Considerations for Membership Organizations

- The 211 database resource files include organizations that provide services and are open to the general public. Organizations that only provide services to their members will be evaluated on an individual basis to determine inclusion in the resource file.

VI. Stability Concerns

- The 211 database 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 database for organizations/programs that have been operational for less than 6 months will be determined on a case by case basis.

VII. Political and Issue-Oriented Groups

- The 211 database 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.

VIII. Editorial Privileges/Rights

- The Helpline Center and 211 Resource Database staff reserve the right to edit information to match our style guidelines.

IX. Removal from Database

- Each organization is required to provide an annual update/verification of their information. After multiple, reasonable attempts by the Helpline Center have been made, the resource file may be removed from the 211 database at the Helpline Center's discretion.