

HSC/ I&R/ 2-1-1 Tompkins Database Inclusion Exclusion Criteria

The Human Services Coalition's (HSC) Information and Referral (I&R) maintains a database of Tompkins County not-for-profit and governmental organizations and their services. The I&R database serves a vital function in informing professionals and the public at large on the range of services available to Tompkins County residents.

The following guidelines are used in determining whether an organization, agency, or group is eligible to be listed in I&R's resource database.

Organizations/ Agencies/ Groups Eligible for Inclusion:

- Organizations (such as churches, social clubs, social or fraternal organizations) which offer a health and human service to the community at large, not just their own members
- Proprietary organizations which offer services in the areas of health, mental health, recreation, education, financial, legal, home maintenance, arts and culture to the general public
- Self-help/support groups
- Elected representatives (federal, state, local)
- Hospitals, health clinics, intermediate care homes
- Organizations outside the general geographic range which provide a service locally
- Professional organizations (especially those organizations in the social services field: Counseling/Psychiatry, Medical, Dental, Legal)
- Non-profit organizations which provide, coordinate and advocate for health and human services
- Non-profit organizations that provide community service opportunities
- Health and human service programs offered by state, county or local governments which have offices in or serve residents of HSC's geographic service area
- Organizations outside of I&R's geographic range that meet a health and human service need not met within the geographic service area
- For-profit organizations that accept Medicaid or provide free or low-cost services
- Administrative offices of public schools in HSC/ I&R's service area
- Private or public schools for special needs
- Specialized information and referral services
- Non-profit nursing homes
- Chambers of Commerce
- NYS Office of Children and Families licensed day care centers (see *NOTE:*)
- Consumer protection and basic business services that are either government designated or contracted
- Public resources and services such as libraries, free or low-cost support groups, family pet services, etc
- Local hospitals and licensed long-term care services
- Agencies that are intake points for housing programs or that maintain updated lists of licensed facilities

NOTE: To maximize efficient use of scarce resources, listings maintained by other specialized services will not be duplicated in the I&R database. Large, highly visible service providers in these specialty fields may be included in the database but I&R does not attempt to maintain exhaustive listings nor will it generally include such information in I&R publications.

The following organizations maintain such specialized listings:

- **Day Care and Child Development Council** – *Programs for Young Children* (booklet), and a comprehensive database of childcare providers
- **Tompkins County Office For the Aging** - *Housing for Seniors, Long Term Support Services, Financial and Legal Resources for Seniors, and Leisure Time Activities for Seniors*
- **Mental Health Association in Tompkins County** - *Guide to Psychotherapists in Private Practice in Tompkins County, and The Support Group Directory*
- **Youth Services Department of Tompkins County** - *Summer Camp Listing for Tompkins County, Fresh Squeezed Orange Juice: A Healthy Guide to Teen Services, 2000 Demographic Profile of Children, Youth and Families, Youth Job Training and Employment Guide, and Youth Make a Difference!: A Guide to Youth Volunteer Opportunities.*

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Organizations/ Agencies/ Groups NOT Eligible for Inclusion:

- Services available only to members of a certain group or club (i.e. counseling available to a church's parishioners only)
- Agencies found to be not in compliance with federal non-discrimination standards or other legal standards
- Commercial business establishments not excepted under inclusion guidelines above
- Commercial housing facilities
- For-profit organizations that refer to counseling, medical, dental or legal services
- Organizations that provide free or low-cost services when their primary purpose is to market the organization's main business
- In general Organizations/ Agencies/ Groups that:
 - Are found to misrepresent their services, mission, or goals
 - Fail to respond to updating contacts
 - Are found to have documented unresolved complaints
 - Proselytize as a condition of service
 - Deny service based on prejudice or discrimination

This policy does not prohibit the inclusion of any programs that target services based on age, gender, health, disability or other characteristics designed to meet the special needs of targeted populations.

However, the programs must be open to all people in those targeted populations.

Organizations/ Agencies, or Groups who believe they operate under special circumstances not covered by the preceding guidelines may appeal to the Information and Referral Advisory Committee for review. Exceptions resulting from such appeals will be approved by the HSC Board of Directors on the advice of the I&R Advisory Committee. Decisions on inclusion/ exclusion by the HSC Board are final.

Guidelines for Review:

- Service providers may be requested to submit verification of licensing to be eligible for inclusion in the resource database
- Other criteria to be considered in inclusion decisions:
 - Evidence of an established service site
 - Demonstrated provision of service for a period of at least six months. Decisions on inclusion of programs of a temporary nature (i.e. support groups for transitory issues, etc. are made on a case by case basis.
 - One or more of the following means would be used in the validation process:
 - Site visit and face-to-face interview
 - References from clients or affiliated professionals
 - Consultation with other organizations in the same field or geographic area
 - Check with local law enforcement and/or consumer complaints agencies

Appeals

- If after the I&R Advisory Committee's review an organization, group, or program's request for inclusion in the resource database is not deemed to meet the criteria for inclusion, the Director of Information and Referral shall notify the appropriate contact person in writing.
- If there is a challenge to the Committee's decision of exclusion, the Director of Information and Referral and the HSC's Board Representative to the I&R Committee will offer to meet with the excluded organization's representatives to explain the reasons for the exclusion.
- The HSC Board of Directors at the discretion of its Executive Committee may consider further review of an organization's appeal for inclusion.
- Inclusion/ exclusion decisions made by the HSC Board are final.

Editing

- HSC/ I&R reserves the right to edit information provided by organizations for inclusion in the database to meet format, style, and space requirements.