

## 211 Eastern Oklahoma Resource Database INCLUSION/EXCLUSION CRITERIA

211 Eastern Oklahoma (211EOK), a program of the Community Service Council, maintains an Information and Referral Resource Database that contains descriptive records of agencies and organizations providing human services or direct support for those services. The following policy applies to the 211 Eastern Oklahoma resource database. This policy is intended as a general guideline and may be changed as needed.

The inclusion/exclusion criteria will be included in outreach to agencies for inclusion, made available upon request by the organization, and included in any formal notice of exclusion from the database. The criteria will be included in the 211 Eastern Oklahoma Resource Policies & Procedures manual and distributed to all 211 Eastern Oklahoma staff members.

### CRITERIA FOR INCLUSION

**The agency must provide a human service.** Per the Alliance of Information and Referral Systems (AIRS), human services are defined as:

The activities of human services professionals which help people become more self-sufficient, sustain independence, 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 education and decision support; 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, faith-based, 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.

**The agency services must be available for all of or a subset of the residents of 211 Eastern Oklahoma's 37-county service area.** The counties served by 211 Eastern Oklahoma are: Adair, Atoka, Bryan, Carter, Cherokee, Choctaw, Coal, Craig, Creek, Delaware, Garvin, Haskell, Hughes, Johnston, Latimer, Le Flore, Love, Marshall, Mayes, McCurtain, McIntosh, Murray, Muskogee, Nowata, Okfuskee, Okmulgee, Osage, Ottawa, Pittsburg, Pontotoc, Pushmataha, Rogers, Seminole, Sequoyah, Tulsa, Wagoner, Washington.

**The agency must have been in existence for at least one year.** Exceptions to this criterion may be allowed if the agency is providing essential services and otherwise meets inclusion criteria.

**The agency must offer clearly defined services that are substantial in scope for a sufficient number of people in the community to make them worthwhile as referrals.**

**The agency must be reasonably accessible by telephone.** Exceptions to this criterion may be allowed for agencies that offer health and human service information and assistance through a website, and not by phone or in person.

**The agency must be either a government agency (city, county, state or federally-administered) or a private or public non-profit or faith-based organization.** Non-profits must hold federal tax exempt status and a state-issued certificate of incorporation.

**A for-profit organization or unincorporated group may be included** if it provides a critical, scarce, free or reduced-price service, or if it has been funded by the United Way, a government agency, or other major funder to provide a specific no-cost or low-cost service.

**On-going support groups, website-only resources, community collaborations, hotlines and other resources** that may not have a specific agency affiliation may be included in the database provided they meet other inclusion criteria.

**211 Eastern Oklahoma strives to maintain balanced information representing both sides of potentially controversial human service programs** such as Reproductive Services, Pregnancy Counseling, Adoption and Abortion Issues.

**Examples of Potential Inclusions:**

- Health and human service organizations which offer services for free or on a sliding fee scale, or a reduced or subsidized rate that would make their services accessible to someone of low income.
- Full-service hospitals (including for-profit institutions).
- Governmental agencies providing human care, consumer or legal services.
- Educational facilities and/or school districts providing special human care and public services (e.g., diagnosis, evaluation).
- Professional organizations providing human care services.
- Religious institutions providing a social service at no cost, at low cost, or on a sliding fee scale.
- Agencies which provide information about human care services.
- Non-profit agencies providing indirect services in the human care area, such as management assistance, public policy planning, research, gifts in kind, and volunteer recruitment.
- Law enforcement and emergency response agencies.
- Out-of-state agencies near the Oklahoma border that offer essential services and that otherwise meet the inclusion criteria maybe included when their services are more accessible to residents living near the border than equivalent services offered in-state.

### CRITERIA FOR EXCLUSION

- Agencies that do not wish to be listed in the resource database.
- Agencies that require membership to access services.
- Agencies that are engaged in fraudulent or illegal activities.
- Agencies and/or professionals who are not licensed where licensing standards exist.
- Agencies which give information or provide public awareness that is only of a political or business nature.
- Religious groups that do not provide human care services or that provide services only to their members.
- Professional organizations or service clubs that do not provide human care services.
- Individual practitioners not offering significantly reduced or sliding fee scale services, e.g., social workers, psychologists, psychiatrists, medical doctors, dentists, lawyers, etc. Groups of consulting practitioners who have incorporated under another name will be treated in the same manner as individual practitioners.

### DURING A DISASTER

211 Eastern Oklahoma has the right to set Inclusion/Exclusion criteria based on community needs and scope of the disaster and extent of recovery response. This might include for-profits that do not meet above criteria for the duration of the response and recovery. 211 Eastern Oklahoma reserves the right to exclude any disaster related service that cannot be verified.

## REVIEW AND APPEAL PROCESS

211 Eastern Oklahoma retains the right to remove agencies from the resource database that are determined no longer to meet inclusion criteria or for failure to respond to repeated requests to validate current agency information or agencies that are deemed unreachable by reasonable means of contact. Agencies may appeal the decision to be excluded or removed from the database. 211 Eastern Oklahoma shall maintain a Review Committee to evaluate these appeals. If the review committee determines that an agency is ineligible for inclusion in the resource database, the agency will be notified and will have the opportunity to request a hearing with 211 Eastern Oklahoma leadership and/or advisory committee members.

## DISCLAIMER

211 Eastern Oklahoma and the Community Service Council disclaim any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the resource database.

Inclusion in the 211 Eastern Oklahoma resource database does not constitute an endorsement and omission does not imply disapproval.

211 Eastern Oklahoma makes every effort to maintain an accurate resource database. Consent for inclusion in the database and verification of agency information is routinely obtained prior to entering information in our resource database. However, the 211 Eastern Oklahoma resource database may also include information obtained from publicly available sources such as agency websites, agency-generated publications, social media or telephone directories.

211 Eastern Oklahoma reserves the right to place an upper limit on database entries, based on the number of agencies which can reasonably be updated for accuracy in a year. The agencies (in the database and those waiting to be outreached) are prioritized based on several criteria including nature of services, record of usage and availability of the information from other sources.

## QUALITY ASSURANCE

To ensure that the 211 Eastern Oklahoma resource database is meeting the changing needs of the community, the Inclusion/Exclusion Policy will be reviewed annually as part of the 211 Eastern Oklahoma annual evaluation and planning process and will be updated as needed.

Adopted: September 2007

Revised: August 2011

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