



**2-1-1**  
Get Connected. Get Answers.  
**2-1-1 Helpline Resource Database**  
**Inclusion/Exclusion Criteria**

2-1-1 Helpline, a program of the Community Service Council of Greater Tulsa, maintains an information and referral database that contains descriptive records of agencies and organizations providing human services or direct support for those services.

In the interest of maintaining standards for the inclusion and exclusion of agencies within the database, and per the requirements of the Alliance of Information & Referral Systems, Inc. (AIRS), criteria have been established.

## **CRITERIA FOR INCLUSION**

**The agency must provide a human service.** Per 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 2-1-1 Tulsa's 12-county service area.**

**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, which shall include:

- Hospitals or medical services that accept Medicare and/or Medicaid.
- Private home health care agencies that accept Medicare and/or Medicaid assignments or charge on a predominantly sliding fee scale.
- Nursing homes which accept patients having only Social Security, Medicare or Medicaid, or which offer services predominantly at a reduced cost.
- Health maintenance organizations serving Medicaid members.

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

Examples of Inclusions:

- Health and human service organizations considered to be charitable and/or educational.
- 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).
- Area colleges and universities.
- Major city and county libraries.
- Non-profit services to animals.
- Professional organizations providing human care services.
- Religious institutions providing a social service at no cost, at low cost, or on a sliding fee scale.
- Ongoing support groups for human care needs (e.g. AA, Al-Anon).
- 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 Oklahoma's border that offer essential services and that otherwise meet the inclusion criteria are 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.
- Professional organizations or service clubs that do not provide human care services.
- Individual practitioners of any type, 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.

## **REVIEW AND APPEAL PROCESS**

Agencies that are determined not to meet the inclusion criteria will be notified by the 2-1-1 Information Services department in writing. 2-1-1 Tulsa Helpline 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 requests to validate current agency information. Agencies that are removed from the database will be notified in writing. Agencies may appeal the decision to be excluded or removed from the database within 30 days of the date of written notification. 2-1-1 Tulsa Helpline 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 in writing and will have the opportunity to request a hearing with 2-1-1 Tulsa Helpline staff and/or advisory committee members.

The inclusion/exclusion criteria will be reviewed on an annual basis.

## **DISCLAIMER**

2-1-1 Tulsa Helpline and the Community Service Council of Greater Tulsa 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.

\*Interpretation of words such as *reasonable* and *sufficient* is the responsibility of the Information and Communications Committee of the Community Service Council Board.

Inclusion in the 2-1-1 resource database does not constitute an endorsement.

2-1-1 Tulsa Helpline makes every effort to maintain an accurate 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 2-1-1 Tulsa Helpline resource database may also include information obtained from publicly available sources such as agency websites, agency-generated publications or telephone directories.