Helpline Center Resource Database utilized by 211
Inclusion/Exclusion Policy

It is the policy of the Helpline Center for the Resource Database inclusion/exclusion guidelines to be in place and reviewed yearly.

Board approved 12/5/02
Board Reviewed 1/22/09, 2011, 1/23/14

Helpline Center Resource Database utilized by 211 - Inclusion/Exclusion Procedure
The Helpline database inclusion/exclusion guidelines will be reviewed by the Helpline CEO, Helpline Center Vice President of Program Development, and Helpline Database Manager on a yearly basis.

Helpline Center (HLC) Resource Database utilized by 211 - Inclusion/Exclusion Guidelines
I. Disclaimers of Responsibility
- The HLC Resource Database includes on non-profit (501(c)3 (or organizations of equivalent status), social service, governmental and crisis programs/agencies/organizations in South Dakota.
- The HLC Resource Database reserves the right to include, remove or exclude any organization from the HLC Resource Database for any reason. Inclusion in the HLC Resource Database is a privilege rather than a right.
- The HLC Resource Database has the following disclaimer available for those who desire to read it: *"Inclusion in the HLC Resource 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 HLC Resource Database was provided by the agencies and organizations. The HLC Resource Database makes no representation with respect to the completeness of the information."*

II. Inclusion Subject Area Guidelines
- HLC Resource Database maintains a comprehensive resource file, meaning that the HLC Resource Database does not specialize in a particular subject area or focus on a particular target group.
- Organizations with a 501(c)3 tax status (or organizations of equivalent status), and government entities from South Dakota, or serving South Dakota can be listed.
  - **Examples of resources included:**
    - Community or nonprofit organizations
    - Federal, tribal, state, county and/or municipal government offices/programs
    - Programs that meet immediate and basic needs: such as shelter, food, 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.
    - Primary health care services
    - Support groups
    - Health and human services advocacy groups/professional organizations
    - Youth programs
    - Disability services
    - Substance use services / addiction/recovery supports
    - National hotlines (for which there is no SD local office/chapter)
    - Religious organizations
    - Recreation/leisure activities/clubs
    - Special interest groups
    - Community groups/civic/service organizations
    - Resources deemed necessary to fulfill our contractual obligations

    *211 will refer child care calls (for centers, home based care, early learning or after school programs) to the local specialized I&R

    For profit businesses providing a critical health or human service that meet one of the following criteria will be considered on an individual basis:
    - They offer a free (or reduced cost) service to the community, or take Medicaid or Medicare. In which case, the service may be listed in the database.

- They fulfill a need within the community that is deemed by the Helpline Center as unique, or unmet, or essential.

III. Service Eligibility Considerations for Membership Organizations
- The HLC Resource 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.

IV. Stability Concerns
- Inclusion in the HLC Resource Database for organizations/programs that have been operational for less than 6 months will be determined on a case by case basis.

V. Political and Issue-Oriented Groups
- The HLC Resource 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.

VI. Editorial Privileges/Rights
- The Helpline Center reserves the right to edit information to match our style guidelines.
  - Descriptions must be written using neutral / non-marketing type language
  - Descriptions must be written from the third person perspective
  - Descriptions must be factual/free from bias/personal perspective
  - Descriptions should be kept short/written for the public at an 8th grade reading level

VII. Exclusion from the HLC Resource Database
- If an organization or the programs for which the organization is requesting inclusion does not meet the guidelines for inclusion into the 2-1-1 database, or if they meet any of the exclusion guidelines, the organization will be excluded. They will be notified of exclusion by letter or email.
- **Examples of resources excluded:**
  - Organizations that provide services which are unlawful.
  - Organizations that misrepresent pertinent facts regarding their services or organizational structure.
  - Child care or nanny services (in-home or centers) in the Sioux Empire area, and for profit daycares outside of Sioux Empire
  - Volunteer opportunities (requests for such services will be referred to local volunteer centers or United Way offices except in times of disaster).
  - Requests for monetary gifts/donations
- *Appeals*: If an organization who receives an exclusion determination wishes to file an appeal, they may do so within 30 days of receipt. Appeals must be submitted via letter or email to the Database staff that sent the exclusion. Appeals will be reviewed by the Vice President and President of the organization and the organization will be notified of the appeal decision by letter or email within two (2) weeks or receipt of appeal.

VIIII. Requirements to remain in the HLC Resource Database
- All organizations in the database agree to participate in annual verification/update of their information and notify database staff of any modifications needed as the need arises

- After multiple, reasonable attempts to update the information have been made by the Helpline Center, the resource file may be removed from the HLC Resource Database at the Helpline Center's discretion.