<u>Guidelines to be in the 211 Helpline Resource Database</u>

- Organizations must be a non-profit (501(c)3 or equivalent status), social service, governmental and crisis program / agency / organization.
- Each organization is required to provide an annual update/verification of their information.
    - This process will be initiated by an email from database@helplinecenter.org.
    - A representative needs to verify if the information is still accurate, and/or make any changes because it is critical that the 211 Helpline is giving out accurate information.
    - Organizations are welcome to call, email, or contact via web form and share new program information with database staff at any point throughout the year, but an official, annual verification is required.
    - 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.
- 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.
- The Helpline Center and 211 Resource Database staff reserve the right to edit information to match our style guidelines.
- For profit businesses can pay to be listed in the 211 Resource Database. Contact the Database Coordinator for more information.
- Feel free to read the full version of the Inclusion/Exclusion guidelines on our website.