

To be included in the 2-1-1 CNY Database as a service provider:  
Review the INCLUSION/EXCLUSION POLICY (below)  
Then call us at 315-251-1400 x139 (Monday – Friday, 8:30 AM – 4:30 PM) or email  
211CNY@contactsyracuse.org

## **2-1-1 CNY Resource Database INCLUSION/EXCLUSION POLICY**

This policy was established by 2-1-1 CNY in accordance with the Alliance of Information and Referral Systems (AIRS) Standards. These Standards meet the criteria for Professional Information and Referral Services, Section II, Standard 5 and is subject to change without notice.

### **1. GENERAL TERMS OF INCLUSION**

To be included in the 2-1-1 CNY Resource Database, organizations serving residents of Jefferson, Lewis, Onondaga, Oswego, and Saint Lawrence counties must meet ALL General Terms of Inclusion unless otherwise indicated.

- a. Organizations that provide health and human services/ advocacy/ education/ I&R defined as: “the activities of human service professionals which help people to 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” (AIRS) or have a related role (funding, planning, coordinating, or monitoring) in the human services network.
- b. Services must be available to the general public of Jefferson, Lewis, Onondaga, Oswego, and Saint Lawrence counties (2-1-1 CNY coverage area) and not exclusive to a membership.
- c. Offers services for free, low cost, or on a sliding scale. (*For-profit exceptions see below*).
- d. Is licensed or certified, when applicable.
- e. Have a physical address and/or phone number.
- f. Have a consistent contact person/people responsible for reporting updates to the resource database.
- g. Provide 2-1-1 CNY with updates of organizational information and services via phone, fax, e-mail, internet, or mail, on a quarterly basis, or as changes occur.

## 2. NON PROFIT INCLUSIONS

- a. Non-profit 501(c) (3) tax exempt organizations that provide a free, low cost, or sliding-fee scale services (health and human service, advocacy, or educational).”
- b. Organizations that are not eligible for 501(c) (3) status, but meet all state licensing requirements, including (but not limited to) hospitals, health clinics, home health care agencies, chemical dependency treatment programs, community counseling agencies and individual mental health professionals.
- c. Non-profit organizations that provide community service opportunities.
- d. Non-profit organizations that provide volunteer opportunities.
- e. Educational organizations within 2-1-1 CNY including (but not limited to) early education providers, elementary schools, junior high schools, public high schools, school districts and boards of education, and private schools that serve children or youth with disabilities or special needs.
- f. Advocacy groups or self-help support groups that are related to health and human service issues.

## 3. FOR PROFIT INCLUSIONS

For-profit businesses that offer free, low cost, or sliding-fee scale health and human service programs may be admitted. If the business does not provide free, low-cost, or sliding-fee services then the for-profit business must provide a service not met by other public or nonprofit agencies in the 2-1-1 CNY coverage area (Examples include, but are not limited to, board and care facilities and sober living facilities).

## 4. GOVERNMENT INCLUSIONS

Health and human service programs offered by Federal, State, County, or local governments which have offices in or serve the residents of 2-1-1 CNY. This also includes Chambers of Commerce and other public institutions such as hospitals, libraries, and schools.

## 5. LOCAL ORGANIZATION INCLUSIONS

- a. Community and self-help support groups.
- b. Social or fraternal organizations which serve the community at large.
- c. Churches, service organizations, and civic groups that offer a service to the community at large.

## 6. OUT OF AREA ORGANIZATION INCLUSIONS

Organizations or groups outside of the 2-1-1 CNY coverage area that can provide service (*i.e. phone, mail, home visits, and internet*) without the client having to travel out of the coverage area AND are not adequately available through 2-1-1 CNY organizations.

## 7. NATIONAL ORGANIZATION INCLUSIONS

National organizations that provide services without a client traveling out of the 2-1-1 CNY coverage area OR are not adequately available through 2-1-1 CNY organizations; for example, the National Runaway Hotline and the Trevor Project.

## 9. DISASTER INCLUSIONS

- a. Permanent local, state and federal disaster-related resources, i.e., organizations with a formal role in emergency response, a clearly defined disaster mission and/or a history of providing services during a previous incident.
- b. Organizations that have no formal role in emergency response BUT emerge in the context of a particular disaster, specific relief.
- c. Recovery services that come to life in response to the specific needs of the community. These disaster resources are updated annually, immediately prior to an anticipated disaster and throughout the response, relief and recovery periods.

## GENERAL EXCLUSIONS

- a. Agencies or organizations that provide services which are not available to the general public of 2-1-1 CNY, or which are available only to persons holding membership or status in a specific group or other organization.
- b. Agencies that deny service on the basis of color, race, religion, gender, nationality, or on any other basis not permitted by law. *(For example: women's shelters would not be excluded for denying service based on gender providing that it is permitted by law.)*
- c. Agencies or organizations that offer or provide services which are unlawful under federal, state, or local statute, ordinance, regulation, or order.
- d. For-profit business establishments not described above.
- e. Organizations that provide free or low-cost services when their primary purpose is to market the organization's main business.
- f. Out of area organizations and groups that require travel to a physical location out of the 2-1-1 CNY coverage area AND provide services that are adequately available through other 2-1-1 CNY agencies.
- g. 2-1-1 CNY reserves the right to exclude from its database any organization that 2-1-1 CNY has adequate reason to believe may have a philosophy that could be hurtful to the well-being of individuals, groups or the community as a whole. Potential grounds for exclusion or removal from the database may include, but are not limited to, service non-delivery, fraud, misrepresentation, discrimination, or criminal activities.
- h. 2-1-1 CNY reserves the right to refuse to list or to discontinue listing organizations that have had serious complaints lodged against them with any regulatory body, with other organizations in the database providing similar services, or with 2-1-1 CNY or its partners.

## DECISION-MAKING PROCESS

Agencies may be denied inclusion in the 2-1-1 CNY database. The Program Manager will send written notification of such a decision upon request. An agency denied inclusion may meet with the Program Manager to discuss the decision.

## DISCLAIMER

Eligibility for inclusion does not guarantee inclusion. 2-1-1 CNY has the right to prioritize and limit entry. 2-1-1 CNY reserves the right to edit information to meet format, guideline, and space requirements.

Inclusion does not imply endorsement and omission does not indicate disapproval.

Information provided by organizations and individual service providers and included in the 2-1-1 CNY database will be made available to the general public in various formats, including telephone information and referral, an online searchable database of services and printed materials upon request.

Staff will make referrals to specialized services for in-depth information and case management. When appropriate, staff will also make referrals to professional associations that provide current listings of individual practitioners in areas such as law, dentistry, or medicine.

While staff will try to give the most accurate and appropriate information / referrals possible, 2-1-1 CNY is not responsible for the quality of service delivered by any agency to which callers are referred, nor is a referral considered an endorsement of services.

Policy established: December 9, 2014

Updated April 29, 2016