

MICHIGAN 2-1-1

RESOURCE DATABASE MANAGEMENT – STATEMENT OF INCLUSION/EXCLUSION CRITERIA

Michigan 2-1-1 is a statewide collaboration of regional 2-1-1 center partners, coordinated by the Michigan 2-1-1 state office. Jointly, the Michigan 2-1-1 resource team updates and maintains a statewide resource database of health and human services within each 2-1-1 partner's service area, according to common practices.

The resource database is used internally by 2-1-1 call center staff to connect people in need to resources and is available externally through a publicly accessible website. Other uses of the community resource database may include: supporting the analysis of community needs/unmet needs during planning and research, and participation in specialized programs, projects and committees, at state and local levels.

STATEMENT OF PURPOSE

This policy establishes the criteria organizations must meet to be included in the resource database.

To be included in the statewide collaborative resource database maintained by the Michigan 2-1-1 Network, an organization must meet the following criteria:

I Geographic Criteria

An organization must be located within or provide service to residents of Michigan.

II Agency Type Criteria

Agencies appropriate for inclusion in the Michigan 2-1-1 database include:

1 Government bodies and elected officials that provide a health or human services at the following levels:

- A Local
- B State
- C Federal
- D Special district

2 Private nonprofit organizations, such as:

- A 501(c)(3) organizations that provide a direct service or information about a direct service.
- B Religious institutions that offer a human service available to the general public.
- C Professional associations that offer a free or low-cost service to the general public.
- D Labor organizations that provide human services for the general public.
- E Clubs organized for the purpose of recreation or other nonprofit purposes to the general public.
- F Support or self-help groups.
- G Toll-free hotlines or websites that offer information about health and human services or direct assistance.
- H Hospitals and medical facilities that offer a sliding fee scale or accept Medicare and Medicaid.
- I Advocacy groups.

3 Educational institutions

- A Intermediate school districts
- B Trade schools
- C Community colleges
- D Special service components of schools or school districts

- 4 For-profit businesses that offer a health and human service to the general public may be considered for inclusion if they meet one or more of the following criteria:
- A The service offered is a unique service or one that is otherwise unavailable from the nonprofit community.
 - B The service is available for free, low-cost or on a sliding fee scale based on income. The organization must have a documented policy for the provision of the service on a sliding fee scale and provide it at the time of application.
 - C The organization will accept payment for the service by another agency, government entity, or from Medicare or Medicaid.
 - D The agency or service is required under a specialized contract.

Note on licensing: Where applicable, proof of current and valid licensure will be required for inclusion in the Michigan 2-1-1 database.

Note on cost of service: While most government, nonprofit, educational, health and human services are offered to the public for free, at a low cost, or as payable by a third party (such as Medicare or Medicaid), if a service's cost is considered to be generally prohibitive, the service may not be included in the Michigan 2-1-1 database.

Note on provision of service: Organizations that provide services that are available to the general public may be included in the 2-1-1 database. We recognize that secondary services may be provided to established clients of organizations, patrons, members, etc. that are not accessible to the general public and are then not suitable for inclusion in the database. Exceptions may occur in the event an organization's customer base is large, loosely defined and/or the program is largely accessible to community members.

III Stability Criteria

Agencies appropriate for inclusion in the Michigan 2-1-1 database must:

- 1 Have at least one established service site that clients can physically visit should the service require it. This should not be construed to indicate the exclusion of Web- and telephone-based services that otherwise meet the inclusion requirements.
- 2 Have at least one staff person, either paid or volunteer, who is regularly available to communicate with 2-1-1 resource staff and individuals who seek services.
- 3 Have been in existence for at least one full year (365 days) or demonstrate substantial proof of viability to the satisfaction of the resource database managers.

OTHER FACTORS

As needs vary, some communities may opt to prioritize the development of resource information based on the needs most urgent to their local population. The following factors may also be considered when evaluating organizations for inclusion in the Michigan 2-1-1 database:

- 1 Degree of demand/need for the services offered in each community.
- 2 Number of agencies currently included in the database that already offer a particular service.

EXCLUSION/REMOVAL CRITERIA

Approval for inclusion in the Michigan 2-1-1 database is a privilege, not a right. Approval for inclusion does not guarantee permanent inclusion. Michigan 2-1-1 reserves the right to exclude or remove an organization from the statewide community resource database at any time. Examples of reasons for exclusion or removal include:

- 1 Organization does not meet the criteria outlined above.
- 2 Prolonged periods of service unavailability or agency inactivity.
- 3 Service non-delivery.
- 4 Complaints to regulatory bodies regarding agency practices.
- 5 Illegal activity, including fraud, discrimination or misrepresentation.
- 6 Lack of agency response to repeated attempts to acquire updated service information.
- 7 An organizational philosophy that is contrary to the mission of 2-1-1, such as one that promotes hate or violence.
- 8 Lack of demand for a service.

Decisions to exclude or remove an organization from the Michigan 2-1-1 database may be appealed in writing to Michigan 2-1-1, provided that evidence can be presented showing that the decision for exclusion or removal was inaccurate.

STATEMENT OF RESPONSIBILITY

Application for inclusion in the database does not guarantee inclusion. Inclusion in the Michigan 2-1-1 database should in no way be construed to constitute endorsement of an organization or its services, nor should exclusion constitute disapproval. Michigan 2-1-1 provides referrals, not endorsements, recommendations or ratings of potential service providers.

Michigan 2-1-1 reserves the right to edit information to meet software and database formatting requirements, and to share the information in community resource directories, in publicly searchable online databases and for community planning purposes.

Michigan 2-1-1 strives to maintain an unbiased balance when including resources related to political cause and issue-oriented action groups.

This Statement of Inclusion/Exclusion Criteria serves as a foundational document for the Michigan 2-1-1 community resource database and may be slightly modified by each partner agency in order to reflect the needs of its local community.