



## 211 Connects Alabama Network Inclusion/Exclusion Criteria

The 211 Connects Alabama Network Inclusion Criteria is based on the Alliance of Information and Referral Systems Standards for Professional Information and Referral. Accordingly, the information maintained by 211Connects Alabama Network and its community partners should include any governmental, nonprofit, or critical for-profit agency that provides a health or human service required to address the needs of all groups in that service area/region.

The 211 Connects Alabama Network inclusion criteria are meant to:

- Assure that information about all state-funded health and human services is available;
- Assure that health and human service information provided by local/regional government agencies, nonprofit organizations, and critical for-profit organizations is available;
- Support use of, and collaboration with local, specialized I&R organizations and other existing community resources to access appropriate information and referrals;
- Support communities in creating and sustaining a database that is appropriate and complete.

Information about the following should be included in the 211 Connects Alabama Network database or it will be readily available by referral to an existing community resource:

1. Community service organizations that offer a social service to the community at large
2. Critical for-profit health and human service organizations [1]
3. Federal, State, County, and Municipal government offices
4. Health and human service advocacy groups
5. Health and human service professional organizations
6. Health care providers
7. Licensed and registered day care centers
8. Nonprofit health and human service agencies
9. Self-help and mutual support groups
10. Health and human service government agencies within the state of Alabama

While all community partners are required to meet these minimum standards, the 211 Connects Alabama Network recognizes that the size and make-up of each community will influence the depth and complexity of its database. Therefore, the decision rests with each regional call center to include/exclude an agency/service provider into its database.

The 211 Connects Alabama Network regional call center reserves the right to exclude certain organizations from its database. Potential grounds for exclusion or removal from the database may include, but are not limited to, service non-delivery, fraud, misrepresentation, discrimination, serious substantiated complaints lodged against them with any regulatory body, with other health and human service organizations, or with the 211 Connects Alabama Network itself (which includes any or all of the 2-1-1 Alabama Area Information Centers) or criminal activities.

Since regional databases make up the shared statewide database, if an agency/service provider is excluded from one regional call center's database but included in another regional call center's database, the 211 Connects Alabama statewide Standards Committee should be notified to make the final determination for inclusion. Additionally, a regional call center may request assistance from the Standards Committee when reaching a decision for inclusion of an agency/service provider.

If an agency/service provider who is requesting inclusion does not meet the guidelines for inclusion into the database, the 211 Connects Alabama Network regional call center will notify that agency/service provider of this decision by letter or email.

In the event that an agency/service provider does not meet the guidelines for the inclusion as set forth in the Inclusion/Exclusion criteria per the reasonable conclusion of the 211 Connects Alabama Network, the agency/service provider has every right to file a complaint. Complaints must be submitted in writing, including via email.

The complaint will then be presented to the 211 Connects Alabama Standards Committee who will decide the matter by consensus based on the 211 Connects Alabama Network Inclusion/Exclusion criteria, and the agency/service provider will be notified of the decision in writing within two weeks. The agency/service provider has the right to appeal this decision in writing to the 211 Connects Alabama State Director within one month of the Standards Committee's decision. The 211 Connects Alabama State Director must issue a decision in writing within two weeks of the appeal. The decision of the 211 Connects Alabama State Director is considered final.

Document written on 7/1/2008  
Revised November 8, 2010