

HSC/ I&R/ 2-1-1 Tompkins Database Inclusion Exclusion Criteria

The Human Services Coalition's (HSC) Information and Referral (I&R) maintains a database of Tompkins County not-for-profit and governmental organizations and their services. The I&R database serves a vital function in informing professionals and the public at large on the range of services available to Tompkins County residents.

The following guidelines are used in determining whether an organization, agency, or group is eligible to be listed in I&R's resource database.

Organizations/ Agencies/ Groups Eligible for Inclusion:

- Organizations (such as churches, social clubs, social or fraternal organizations) which offer a health and human service to the community at large, not just their own members
- Proprietary organizations which offer services in the areas of health, mental health, recreation, education, financial, legal, home maintenance, arts and culture to the general public
- Self-help/support groups
- Elected representatives (federal, state, local)
- Organizations outside the general geographic range which provide a service locally
- Professional organizations (especially those organizations in the social services field:)
- Non-profit organizations which provide, coordinate and advocate for health and human services
- Non-profit organizations that provide community service opportunities
- Health and human service programs offered by state, county or local governments which have offices in or serve residents of HSC's geographic service area
- Organizations outside of I&R's geographic range that meet a health and human service need not met within the geographic service area
- For-profit organizations that accept Medicaid or provide free or low-cost services
- Administrative offices of public schools in HSC/ I&R's service area
- Private or public schools for special needs
- Non-profit nursing homes
- Chambers of Commerce
- Consumer protection and basic business services that are either government designated or contracted
- Public resources and services such as libraries, free or low-cost support groups, family pet services, etc
- Local hospitals and licensed long-term care services
- Agencies that are intake points for housing programs or that maintain updated lists of licensed facilities

NOTE: To maximize efficient use of scarce resources, listings maintained by other specialized services will not be duplicated in the I&R database. Large, highly visible service providers in these specialty fields may be included in the database but I&R does not attempt to maintain exhaustive listings nor will it generally include such information in I&R publications.

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Organizations/ Agencies/ Groups NOT Eligible for Inclusion:

- Services available only to members of a certain group or club (i.e. counseling available to a church's parishioners only)
- Agencies found to be not in compliance with federal non-discrimination standards or other legal standards
- Commercial business establishments not excepted under inclusion guidelines above
- Commercial housing facilities
- For-profit organizations that refer to counseling, medical, dental or legal services
- Organizations that provide free or low-cost services when their primary purpose is to market the organization's main business
- In general Organizations/ Agencies/ Groups that:
 - Are found to misrepresent their services, mission, or goals
 - Fail to respond to updating contacts
 - Are found to have documented unresolved complaints
 - Proselytize as a condition of service
 - Deny service based on prejudice or discrimination

This policy does not prohibit the inclusion of any programs that target services based on age, gender, health, disability or other characteristics designed to meet the special needs of targeted populations. However, the programs must be open to all people in those targeted populations.