



Iowa 211

Resource Database Inclusion/Exclusion Criteria

Inclusion

It shall be the practice of the Information and Referral Services (211) to maintain a comprehensive file of agencies and programs whose services are directed toward the solution of human service problems. The following may be included:

1. Agencies which have demonstrated provision of services for a period of not less than six months
2. Non-profit agencies or for-profit agencies that provide community services/human services on a sliding scale fees or accept Medicare/Medicaid payments.
3. For-profit agencies that offer services not readily available in the non-profit sector.
4. Organizations, e.g., such as churches and social clubs, that offer a community service, not limited to membership only.
5. Advocacy groups, self-help and mutual support groups and help lines with expertise in specific fields.
6. Information and referral lines in local communities.
7. Government agencies providing health, education, social service, recreation, legal or consumer protection services.
8. Transportation services for seniors, disabled or special needs callers.
9. Private companies that provide a community service either free or using a sliding fee scale.
10. Offices of elected representatives at the state and federal levels.
11. 1-800 lines that provide information or services accessible by Iowa residents.
12. School districts, but not individual schools unless they provide a unique service open to the public.*
13. Government offices and law enforcement agencies
14. Information on service providers as required by contracts between individual 211 centers and other entities.
15. Professional organizations e.g., AMA, ABA, who provide information and referrals to local practitioners.

**In instances where a website maintains detailed, current lists, it is not necessary to include all the programs in the database (i.e. AIRS has a website which provides all of the 211s in the country; the state Department of Education lists all of the schools in the state).*

May Be Included:

1. National organizations

Exclusions

For a variety of reasons, including the availability of low cost, or non-profit programs, and the demand for services, the resource database will not include the following:

1. Agencies that do not offer programs relating to the health and human service field.
2. Individual practitioners of any type, including individual private providers. An exception may be made if they provide a service not otherwise available in the community and accept a sliding fee scale or state/national insurance (Medicaid, Medicare, CHIP).
3. Private recreational clubs or organizations.
4. Agencies that provide services that are not in accord with commonly accepted professional practices and standards.
5. Agencies that meet criteria, but are currently under investigation or have had repeated allegations for malpractice.
6. Agencies that deny service on the basis of color, race, religion, ancestry, sexual preference, nationality or creed, or whose service is illegal.
7. Senior Citizen Centers/Services/Residences that are not specific to health, financial services, or advocacy.
8. Nursing homes and assisted living facilities (will be maintained by specialized I&R).
9. Individual day care facilities. (May be included if the day care is a program of a larger organization that fits the inclusion criteria.)
10. Tourist attractions that do not include educational classes.

Decisions regarding the inclusion or exclusion of individual agency information are based on the determination of client needs and made by the 211 Director and the Database Manager.

Inclusion in the Information and Referral Services database file does not constitute endorsement.

211 may remove an agency's listing in the database if repeated attempts to update database information through emails, fax, mailings, and telephone calls have been unanswered.

Appeals Process

Agencies may appeal denial of inclusion in the database by contacting the Database Coordinator. If there continues to be a dispute the agency Director will be contacted. The Governing Board would be the final step in the appeal process.