

Inclusion/Exclusion Criteria for the 2-1-1 TN Community Information Database

The following inclusion/exclusion criteria outlines the general policy followed by all the 2-1-1s throughout the state. However, each 2-1-1 Center may vary in what is included in their respective databases, depending on local community needs and the focus of the center. The 2-1-1 TN database covers services provided for the state of TN and some regions of neighboring states. It also includes agencies that provide services for these areas but are located outside of the area.

Inclusion:

- Advocacy programs related to health and human service issues
- After-school education programs for youth
- Churches and religious institutions that offer services to the general community
- Civic groups/service clubs
- Government offices located in the area and offices outside the area that offer popular services to the residents of the area
- Hospices
- HUD and THDA approved counseling agencies
- Non-profit groups that offer a human service and provide a reliable telephone contact. Agencies must be in existence long enough to show stability (usually six months) to be included, but exceptions to this rule can be made on a case-by-case basis
- Non-profit hospitals, clinics, home health agencies and nursing facilities
- Administrative contacts for all area hospitals
- Private for-profit companies that 1) provide a community service that is not offered by a non-profit 2) offer their services for free or on a sliding scale.
- Private schools for special needs
- Professional/business organizations
- Public schools
- Early Head Start and Head Start Programs
- Self-help/support groups that are ongoing
- Special interest clubs, including recreational and leisure groups
- Toll-free lines and online databases on human service topics offered by government and non-profit groups
- United Way funded agencies

Exclusion

- Agencies/organizations that misrepresent their services in any way or provide illegal services
- Private practitioners, unless serving as the sponsor of a free or sliding fee service such as a support group
- For-profit medical facilities, unless providing a free or sliding fee service such as health education or support groups (however, administrative contacts for all area hospitals are included, regardless of their status as non-profit or for-profit organizations)
- Organizations and/or agencies that deny services or membership on the basis of race, color, religion, national origin, sexual orientation, disability or gender, unless such category is meaningfully connected to the service provided
- Organizations that only provide services to their own members or congregations

Note: Exceptions may be made for temporary services in times of disaster or emergency.

*These standards comply with and support the national AIRS Standards for Professional Information and Referral. These standards shall be uniformly applied and published so that staff and the public will be aware of the scope and limitations of the database. **Submission of agency information to the database does not guarantee inclusion in the database, as each 2-1-1 TN Center reserves the right to approve or deny inclusion based on local community needs and the focus of the center.** However, any agency or organization representative who feels her/his agency or organization has been inappropriately excluded from the database may address those concerns in writing to the 2-1-1 Director of the agency to which the information has been submitted for reconsideration. A decision regarding the request for reconsideration shall be made within 30 days. If the agency or organization is not satisfied, the decision may be appealed to the 2-1-1 TN State Director in writing for further review.*

**For final appeals, put your request in writing to Ron Reid, 2-1-1 TN State Director,
LINC/2-1-1, Memphis Public Library & Information Center
3030 Poplar Avenue, Memphis, TN 38111**

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