

Database Inclusion/Exclusion Policy

The guidelines for the inclusion or exclusion of items in the database of First Call For Help:

INCLUSION

- Must fall into one of the eligibility categories listed below.
- Must be an ongoing or periodic service, as opposed to a one-day event.
- The organizing body must have been in business for three months.
- Service must be provided to residents of the service area, regardless of the physical location of the program (For example, National Runaway Switchboard.)

Eligibility Categories:

1. Non-profit organizations or programs that provide social services.
2. Government organizations or programs that provide social services such as subsidized housing, food and medical benefit programs.
3. Organizations contracted by the government to provide specific social services such as job placement/training assistance. .
4. Public and Private Schools for ages 5-adulthood including preschools.
5. Resource listings for special groups of services that the community has indicated a need for. For example: faith-based programs; and homeless shelters in Bloomington, Indianapolis, and Louisville
6. Specialized resource listings that meet a demonstrated need of consumers not generally met by a program in one of the above categories, such as thrift stores and businesses specializing in used appliances; employment-“temp” agencies.

EXCLUSION

- Individual listings that a specialized information and referral service already maintains, such as legal referral information through Bartholomew Area Legal Aid.
- Listings that are inaccessible because they cannot be contacted for one month.
- Programs that are not needed, neither requested by the community nor consumers, over the course of two years. (Eligibility Categories 5 and 6)
- Child Care Providers. All related inquiries will be directed to Child Care Resource and Referral Services.
- Private legal practitioners. All related inquiries will be directed to Bartholomew Area Legal Aid.
- Private medical practitioners unless a sliding scale fee or free services are offered.
- Private mental health practitioners unless public health insurance or a sliding scale fee is used.
- Nursing home services. All related inquiries will be directed to Aging and Community Services. Facilities providing respite/adult daycare will be included.

APPEAL PROCESS

Any individual or organization that would like to make a formal complaint regarding database inclusion or exclusion may do so through the following formal appeal process:

- 1) A written complaint should be composed by the appealing party and sent to:
First Call For Help
1531 13th St., Ste. 1100
Columbus, IN 47201
- 2) The First Call For Help Advisory Committee will review the complaint and make a recommendation concerning resolution. The recommendation for resolution will be pursued by First Call For Help staff and summarized in a written response to the appealing party.

Note: When serving as a 211 Call Center, First Call For Help is required to incorporate the database inclusion policy of the Indiana 211 Partnership, Inc. When First Call For Help is acting as a 211 Call Center, should the appealing party find the initial attempt to resolve a database dispute unsatisfactory, an additional written appeal can be made by contacting:

Indiana 211 Partnership, Inc. Board
3901 M. Meridian St., Ste. 306
Indianapolis, IN 46208-4026

Approved by the Advisory Committee 3/20/03