

## **Texoma Area Information Center**

### **211 Texas Resource Database Inclusion/Exclusion Criteria**

211 Texoma Area Information Center has their inclusion/exclusion criteria published at [www.call211texoma.com](http://www.call211texoma.com) for the general public. 211 also has the policy published in New Agency Forms and in the Texoma Area Information Center training manual.

The database will contain information about service providers that enhance the quality of individual and community life. The database will be used to assist callers of the 24-hour information and referral telephone line.

#### **Eligible to be included:**

1. Non-profit organizations (classified as 501(c)3 under the Internal Revenue Code) which provide, coordinate and/or advocate for health and human services
2. Critical for-profit health and human service organizations
3. Health and human service government agencies within the state of Texas
4. Federal, State, County, and Municipal government offices
5. Organizations that serve the 3-county Texoma Area Information Center region or a portion of the service area
6. Agencies outside of the 3-county area that meet a need for residents in the 3 counties
7. Civic businesses and personal organizations that provide direct services to the public
8. Advocacy and community groups related to health and human service issues
9. Self-help and mutual support groups
10. Administrative offices of public schools in the 3-county area
11. State and community colleges
12. Information and referral services
13. Licensed childcare and adult day care

Non-profit organizations and for profit businesses must meet the criteria of being in operation for six (6) months prior to being added to the Texoma Area Information Center database. Exception is permitted when the parent company has been in operation for the required time.

#### **Not Eligible for Inclusion:**

1. Commercial business establishments not described above
2. Agencies that violate federal, state or local laws or regulations
3. Unregulated for profit health and human service providers (example: chore assistance)
4. Non-profit organizations that are only able to list volunteer opportunities, but not services for callers
5. Organizations (e.g. churches, social clubs) to the extent which they offer a service only to their members
6. Agencies that provide services based out of the provider's home

7. Agencies promoting or permitting racism or bigotry
8. Agencies that misrepresent their services in any way
9. Employment agencies that charge a fee to applicants
10. \*\*Non-profit organizations and for profit businesses that have not been in operation for a period of six (6) months

### **Guidelines for Review, Appeals, and Elimination from Database**

- If an organization/agency submits an application and is determined to be ineligible to be listed within the Texoma Area Information Center database, the Community Resources Manager will respond with an explanation.
- Texoma Information and Access Center has the right to refuse or discontinue listing for organizations that have had complaints filed with Texoma Area Information Center or a regulatory board.
- Texoma Area Information Center has the right to eliminate programs or organizations failing to update their Resource Database Information Form annually.
- Texoma Area Information Center has the right to eliminate a program/organization when it is determined that the program is not in compliance with federal, state, or local laws.

Inclusion within the Texoma Area Information Center database does not imply endorsement of the organization.

Exclusion within the Texoma Area Information Center database simply indicates that criterion for inclusion has not been met; it does not signify lack of endorsement.