



Inclusion Policy

Purpose

The purpose of the Indiana 211 Resource Department is to collect and classify comprehensive and accurate information about human services available throughout the state of Indiana. IN211 uses the [Alliance of Information & Referral Systems \(AIRS\) /211 LA County Taxonomy of Human Services](#) adopted for the field of I&R (October 14, 2000), which is as follows:

“Activities that help people to become more self-sufficient, sustain independence, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific human services include ensuring that people have access to adequate food, shelter, clothing, and transportation; financial resources to meet their needs; consumer educations and decision support; criminal justice or legal services; education and environmental protection; both routinely and in times of disaster or other emergencies. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and people with disabilities; offer social, faith-based, and leisure time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.”

Policies

IN211 established the Inclusion and Exclusion Policy in accordance with the accreditation standards of the [Alliance of Information & Referral Systems \(AIRS\)](#). The following policies are to be uniformly and fairly applied and published so that IN211 Community Navigators and the public will be aware of the scope and limitations of the databases.

We will include the following types of organizations that have provided services for at least six months; that are licensed as required by regulating agencies; and that have an independent governing body. Exceptions are made for emergency services during disasters.

- Government agencies and government supported programs
- Community, nonprofit, and/or faith-based organizations that offer social services to the community at large
- Community and self-help support groups
- Community collaborations and coalitions
- Services that are provided solely via the Internet, if regular contact with an administering body is available and maintained

To remain in good standing and prevent removal, all organizations in the database agree to participate in an annual review and maintain regular updates of their data as changes occur.

We will consider including for-profit and private or group practices:

- Agencies or programs providing service related to IN211 contracts.
- For-profit agency services when those services are not adequately met by the non-profit sector. For example:
 - Programs that have a fee structure that meets the needs of low to moderate-income individuals
 - Programs that satisfy court ordered requirements
 - Programs that provide unique, specifically targeted or difficult to access services
 - For-profit agencies that accept Medicaid payment or provide free or low-cost health or human services.

We will not include:

- Agencies that deny service on the basis of race, sexual orientation, religious belief, or national origin, or that violate federal, state, or local laws or regulations
- Agencies that violate federal, state, or local laws or regulations
- Programs where standards of service quality are heavily regulated and for which there exists a governmental entity that adequately provides central referral for the service; (e.g. attorneys)
- Agencies that give information or provide public awareness that is only of a political nature.
- Agencies or programs which offer a service to members only, such as churches and social clubs except for hospitals.

Disclaimer

No endorsement or lack of endorsement of any agency/program shall be construed from its inclusion in or omission from the IN211 database.

Information collected by IN211 for inclusion in its database, is provided voluntarily by the organizations that are listed. Staff makes only routine editorial revisions for consistency of style and format and do not evaluate the programs and services.

Any organization that has a service listed in the IN211 database is prohibited from using that to promote their service.

Appeal Process

Organizations that want to appeal a decision regarding their inclusion or exclusion of information in the IN211 database or consumers who wish to make a similar appeal regarding a potential resource will follow these guidelines:

1. Verbally clarify program services in relation to this policy with the IN211 Community Resource Manager at [888-211-2402](tel:888-211-2402).
2. If a resolution is not accomplished by step (1), a written request providing rationale or concerns must be sent to the IN211 Community Resource Manager to be presented to a designated board committee for a final decision.

Inclusion Requests

Click [HERE](#) to submit a new inclusion request.