



Indiana 211 VISION

Every Hoosier can connect to a known and trusted source of information and resources that support their well-being and resilience.

Indiana 211 MISSION

To improve quality of life for Hoosiers by promoting equity and connecting people to health and human service resources through highly skilled Navigators, continuous community collaboration and a robust community database, and technological innovations.

Community Calendar Guidelines and Inclusion Parameters

As part of the consideration for inclusion in the Indiana 211 Community Calendar, agencies and associated events should meet the following criteria: exceptions may be made for emergency services during disasters. Events should center around Health, Human Services, Consumer, Educational, Environmental, Community Outreach or Disaster Related.

We will Include	We Will Consider	We Will Not Include
<ul style="list-style-type: none"> • Government agencies and government supported programs • Community, nonprofit, and/or faith-based organizations that offer social services to the community at large • Crisis lines, hotlines, and help lines administered by nonprofit organizations or government entities • Community and self-help support groups that offer free or sliding-scale fee services • Advocacy groups that offer direct services to the community at large • Community collaborations and coalitions • Agencies that offer easily accessible program information through a locator tool or specialized information and referral database 	<ul style="list-style-type: none"> • Agencies or programs providing service related to Indiana 211 contracts • Temporary programs that are active in response to special circumstances such as natural or man-made disasters • Programs that provide any of a broad spectrum of services for the community including opportunities for individuals or groups to participate in community improvement or service projects, or to have a voice in the political process • For-profit agency services providing services not adequately met by the non-profit sector and follow regulatory guidelines. For example: Programs that have a sliding-scale fee structure that meets the needs of low to moderate-income individuals 	<ul style="list-style-type: none"> • Agencies that deny service on the basis of age, gender, race, sexual orientation, disability, religious belief, or national origin • Agencies that violate federal, state, or local laws or regulations • Agencies with any serious substantiated complaint lodged against it by any regulatory body or other health or human service organizations • Agencies or programs which offer a service to members only, such as churches and social clubs • Individual resources that are already maintained by other comprehensive registries when that information is regularly maintained and accurate (e.g., agencies exclusively providing childcare) • Agencies that are not licensed in areas where licensing standards exist