



INCLUSION & EXCLUSION GUIDELINES

INTRODUCTION

211 Illinois is the lead entity that oversees the 211 Illinois Statewide Network. Our statewide network is part of a national 211 network that provides comprehensive health and human service information and referral services to the public twenty-four hours a day, seven days a week. At 211, we strive for impartial, balanced, and comprehensive coverage regarding resources, issues, causes, and information. The goal of our resource directory is to be the most complete, accurate, and up-to-date directory for health and human services available for Illinois.

These guidelines support the indexing, organizing, and maintenance of the 211 Illinois Statewide Network Resource Directory. They are uniformly applied across the 211 Illinois Statewide Network. Our resource directory is indexed, organized, and maintained according to Inform USA standards and information and referral (I&R) industry best practices. We publish these guidelines to be transparent about our practices and accountable when we are not.

This resource directory contains Illinois and national health and human service organizations that provide free services to the general public. Our information can be searched for free from our website. Customized subscriptions are also available for a negotiated fee to regional, statewide, and national data subscribers. Subscription fees are not listed in this document. Upon contract execution and payment, our information may be available on a specialty portal or integrated between systems.

For more information, visit our website at 211illinois.org. Questions about these guidelines should be emailed to info@211illinois.org.

DISCLAIMER

The 211 Illinois Statewide Network does not guarantee referrals or services by any organization listed in our resource directory. Each organization is responsible for screening clients for their program or service referred to them by 211.

Inclusion in the resource directory does not imply approval, nor does exclusion imply disapproval of any organization or service. These guidelines are not intended to discriminate

against any organization or service but to protect clients referred by the 211 Illinois Statewide Network. They were created to strategically balance meeting the presenting inquirer's needs with the availability of Illinois resources.

The 211 Illinois Statewide Network reserves the right to edit, change, delete, publish, or not publish any information and content contained within its resource directory without the organization's permission to meet legal, standard, style, and space requirements. Demand determines inclusion and exclusion or the need for the services offered in each community.

GOVERNING BODY

The guidelines were collaboratively developed by the 211 Illinois Statewide Network, which provides the data curation of Illinois health and human service information. They have been reviewed and approved by the 211 Illinois Board of Directors for publication. These guidelines are reviewed at least every two years for potential revision. The 211 Illinois Board of Directors has final authority over these guidelines.

GRIEVANCES OR REMOVAL

Grievances about these guidelines or requests for removal can be submitted to 211 Illinois in writing. Written grievances should be emailed to info@211illinois.org. They may also be mailed to:

211 Illinois
c/o United Way of Lake County
330 S Greenleaf St.
Gurnee, IL 60031

MINIMUM CRITERIA

An organization must meet the following criteria in both this and the Inclusion section to be listed in our resource directory.

1. Provide services to Illinoisians or have services with a physical location in Illinois.
2. Have a business with a physical location not zoned as residential in any state or country.
3. Have been in business for more than one year.
4. The business must be registered and active or in good standing with the State of Illinois or the state where it is headquartered.
5. Provide health and human services to Illinoisians.
6. Accreditation, licensure, and certification must be verifiable by an independent third

party where business accreditation, licensure, and certification exist.

7. Must provide current and visible contact information on the organization's website and social media channels.
8. Content provided must be readable (i.e., legible, understandable, relevant), credible (i.e., registered, licensed, accredited), and from a verifiable resource (national, federal, state, or county authority).

INCLUSION

Our Resource Directory will include any government and nonprofit organization that provides a free or low-cost service open to the general public and addresses a requested need within the health and human service delivery system. For-profit organizations that provide a free or low-cost service may also be included. Service must be free and open to the general public without membership.

- Specialized information and referral services or locator services for specialized client populations and those that connect specialized clients to screening opportunities, services, or accredited or licensed businesses.
- Infrastructure programs that provide vital client, services, or business information or registration.
- Short and long-term disaster preparedness and recovery-focused organizations.
- National, regional, or state coordinating entities can make a referral to a local support group associated with a national entity.
- Local school boards that list local school locations.
- Local, state, and national political delegations of elected officials.
- Political causes, issue-oriented action groups, and services, as well as any other group or service, represent both sides of the issue.
- National and statewide advocacy groups.
- Any national organization or service that fulfills an unmet need.
- Foundations that fund health and human service programs and services.
- Organizations mandated by contract or MOU to be listed in the referral database by local funding entities (i.e., local municipality or county, United Way, children's services council, foundation, etc.).
- Faith-based organizations provide health or human services if eligibility is not restricted to their congregation.
- A social, special interest, or service club/society that offers services to the community in addition to its own members.

- Educational institutions like intermediate school districts, trade school community colleges, and special service components of schools or school districts.
- Support or self-help groups that are open to the general public.
- Hospital (for-profit as well as nonprofit) services are available to the community at large.
- Advocacy and issue-oriented action groups may be listed if the database is balanced and presents resources for all sides of an issue.
- Online services without a physical location may be considered.

EXCLUSION

The 211 Illinois Statewide Network may exclude or remove any listing from our resource directory at our discretion. In addition, we will exclude

- Any organization that
 - engages in fraudulent, discriminatory, or illegal activity.
 - misrepresents their assistance in any way.
 - ignores requests for updates and does not provide updated information.
 - is not licensed in areas where licensing standards exist.
 - provides services to their members only.
 - does not meet the minimum qualifications and the inclusion guidelines listed in this document.
 - accumulates a significant number of community complaints that are verified to be accurate.
 - discriminates based on race, color, religion, gender, national origin, sexual orientation, or age or that violates federal, state, or local laws and regulations.
- Independent individuals, regardless of accreditation, licensure, or certification.
- Independent support groups not associated with an incorporated entity.
- Individual schools.
- Churches and places of worship do not provide health and human services that are consistently open to the general public.
- Political candidates.
- Local advocacy groups that are not associated with a national or statewide advocacy group.
- Service, coordinating, and networking groups or clubs.

INACTIVE RECORDS

Organizations that are under investigation for any type of fraudulent, discriminatory, or illegal activity will have their records “inactivated” in the 211 Illinois Resource Directory. Inactivated means the record will not be found in online searches. Additionally, the services are deactivated locally, so our statewide contact centers will not find it in their searches as a possible referral. When the investigation concludes and the organization is cleared, the organization’s records will be once again activated in the 211 Illinois Resource Directory. If the investigation finds the organization is at fault, the database listings will be deleted from the 211 Illinois Resource Directory.

EXEMPTIONS

The 211 Illinois Statewide Network maintains the right to make exemptions to these guidelines. Changes may include eligibility criteria waivers or inclusion and exclusion guideline nullification. An exemption may be granted by either the 211 Illinois Executive Management or the Board of Directors and documented in writing for future changes to this document.