





**CITY OF EL PASO DEPARTMENT OF PUBLIC HEALTH
2-1-1 TEXAS RIO GRANDE REGION AREA INFORMATION CENTER (RGAIC)
POLICY AND PROCEDURE**

SUBJECT: INCLUSION/EXCLUSION CRITERIA	NUMBER:	
	PAGE:	1 of 2
APPROVED:	D A T E S	
 <hr style="width: 30%; margin-left: 0;"/> Robert Resendes, MBA, MT(ASCP) Health Director	 <hr style="width: 30%; margin-left: 0;"/> Date	Effective: 02/08/2005 05/08/2019 Revised: 05/16/2018 05/10/2017 05/11/2016 Reviewed: 02/11/2015 02/25/2014 12/17/2013
 <hr style="width: 30%; margin-left: 0;"/> Joy Leos 2-1-1 Director	 <hr style="width: 30%; margin-left: 0;"/> Date	

POLICY: 2-1-1 Texas Rio Grande Region Area Information Center (RGAIC) will adopt the Texas Information and Referral Network (TIRN) Inclusion/Exclusion Criteria to identify which agencies/organizations are eligible to be included in the 2-1-1 Texas (RGAIC) Resource Database.

PURPOSE: To identify the criteria for organizations who are eligible for Inclusion/Exclusion in the 2-1-1 Texas Rio Grande Region Resource Database. These criteria are consistent with the Standards established by the Alliance of Information and Referral Systems (AIRS) and TIRN.

REVIEW: The 2-1-1 Texas RGAIC Director, Health Director, 2-1-1 Advisory Board, and 2-1-1 staff will review this policy and procedure annually.

PROCEDURE:

The functions of the 2-1-1 Texas Information and Referral Network (2-1-1 TIRN), also referred to as 2-1-1 Texas, is to collect, organize, and disseminate comprehensive and accurate information regarding government and non-profit social services available to residents of Texas. These criteria's are based on the AIRS Standards for Professional Information and Referral.

For Inclusion:

Service organizations seeking inclusion of one or more program(s) in the 2-1-1 database must be providing those program(s) for six (6) consecutive months prior to consideration for inclusion in the database. Information and/or validated internet links about programs and organizations falling under the following categories may be considered for inclusion in the 2-1-1 database:

- Federal, state, county, and/or municipal government social service programs
- Community, non-profit, and/or faith-based organizations that offer social services to the community at large
- Critical for-profit health and human services*
- Health and human service advocacy groups and professional organizations
- Toll-free hotlines and websites which provide information about, or direct access to, a health or human service to Texans

To remain in good standing and prevent removal from the 2-1-1 database, all organizations agree to participate in an annual review and maintain regular updates of their data as changes occur.

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	PAGE:	2 of 2

Exclusion Policy:

2-1-1 RGAIC and TIRN reserve the right to exclude and remove organizations and programs from the 2-1-1 database. Grounds for exclusion or removal from the database may include, but are not limited to:

- Inclusion in a "Specialized Database"***
- Service non-delivery
- Failure to update information annually or as changes occur
- Fraud or misrepresentation
- Discrimination
- Criminal activities
- Serious substantiated complaints lodged against the organization with:
 - Any regulatory body
 - Other health and human service organizations
 - 2-1-1 TIRN, or any other program of the Health and Human Services System
 - 2-1-1 RGAIC

If an organization, or the programs for which the organization is requesting inclusion, does not meet the guidelines for inclusion into the 2-1-1 database, or meet any of the exclusion guidelines, 2-1-1 RGAIC will notify that organization of exclusion by letter or email. An organization who receives an exclusion determination may file an appeal. Appeals must be submitted via letter or email to 2-1-1 RGAIC.

Inclusion appeals will be considered during a monthly meeting of 2-1-1 Resource Managers. Resource Managers are responsible for maintaining the 2-1-1 database and will decide the matter by consensus based on the 2-1-1 TIRN Inclusion/Exclusion Criteria. The organization will be notified of the appeal decision by letter or email within (2) weeks following the meeting.

The organization has the right to a final appeal to the 2-1-1 TIRN Program Manager within thirty (30) days of receipt of an exclusion appeal determination. The 2-1-1 TIRN Program Manager will issue a decision by letter or email within one month of receipt of the appeal. The decision of the 2-1-1 TIRN Program Manager is final.

The Resource Manager group will review, and revise as necessary, these Inclusion/Exclusion Criteria once per year.

* "Critical for-profit" social services are those of foundational importance and/or provide a unique offering to a community or region. A "critical for-profit" service would be considered for inclusion in the database if similar non-profit or governmental services in the community are missing or lacking.

** A specialized database offers information about services for a particular need or demographic. 2-1-1 TIRN makes all efforts to avoid duplication of existing databases. If an existing database offers information about specialized services and meets this inclusion policy, 2-1-1 TIRN may link to such databases, rather than duplicating these services within the 2-1-1 database.