**Cecile Erwin Young, Executive Commissioner**

**Request for Applications (RFA)**
**for**
**2-1-1 Texas Information and Referral Network Operations**
**RFA No. HHS0009792**

**Exhibit T, 2-1-1 TIRN Database Inclusion/Exclusion Criteria**

# 2-1-1 Texas Information and Referral Network
# Database Inclusion/Exclusion Criteria

The function 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 are based on the Alliance of Information and Referral Systems (AIRS) Standards for Professional Information and Referral.

## Inclusion Policy:

Service organizations seeking inclusion of their agency in the 2-1-1 database must be providing services 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, nonprofit, and/or faith-based organizations that offer social services to the community at large
- Critical for-profit health and human services[1]
- 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, all organizations in the database agree to participate in an annual review and maintain regular updates of their data as changes occur.

## Exclusion Policy:

2-1-1 TIRN reserves 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”[2]
- Service non-delivery

[1] “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. Special consideration of associated fees is necessary.

[2] 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.

- 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
  - Health and human service organizations
  - 2-1-1 TIRN, or any other program of the Health and Human Services System
  - 2-1-1 TIRN Area Information Centers (AICs)

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, the regional AIC 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 the AIC that issued the exclusion determination.

Inclusion appeals will be considered during a monthly meeting of 2-1-1 Resources Managers. Resource Managers 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 two (2) weeks following the meeting.

An 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 (1) month of receipt of the appeal. The decision of the 2-1-1 TIRN Program Manager is final.

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