



## CRITERIA FOR INCLUSION IN THE INFORMATION AND REFERRAL DATABASE

The following guidelines will be used in determining whether an agency or organization is eligible to be listed in the Arkansas 211 Information and Referral Database.

### Agencies/Programs Eligible for Inclusion

Service Area:

The state of Arkansas. Call and text support is available across the entire state.

- Nonprofit agencies which provide community services.
- Government (public) agencies which provide social, education or health services.
- Self-help support groups.
- Community advocacy organizations.
- Professional organizations in the health or human services field.
- Elected government officials at the federal, state and local levels representing service area residents.
- Hospitals, health clinics, personal care homes and nursing facilities.
- Toll-free telephone services if they can be accessed by residents and if they offer a social, health or community service.
- Organizations located out of the geographic service area which offer services not provided locally, but which are available to residents of the service area and which otherwise meet the inclusion criteria.
- For-profit, human service agencies which are providing services not adequately provided by the nonprofit sector or which offer free services or services with a sliding fee scale.
- For-profit organizations, offering services parallel to a nonprofit service, to which clients are referred and fees paid by a government agency (e.g. agencies offering homemaking services to qualified clients on the same basis as the nonprofit agencies, paid by government sources).
- Private geriatric care managers who are currently licensed for private practice by the state of Arkansas.
- Parent/Grandparent support agencies.
- Agencies that provide services for adults with developmental disabilities.
- Agencies that offer testing, education, counseling and other services to those infected or affected by HIV/AIDS (including support groups, and behavioral health counseling).
- Domestic/sexual violence shelters and support services, including hotlines.
- Comprehensive information and referral helplines.
- Crisis hotlines and crisis intervention agencies.



### **Agencies/Programs Not Eligible for Inclusion**

- Private, for-profit service providers unless they meet one or more of the specific inclusion criteria listed.
- Services which are only available to members of a certain group or affiliation (e.g. counseling available to a church's parishioners only).
- Churches that offer no special community-based service components.
- Any organization which promotes or delivers illegal services.
- Agencies or organizations which aid in obtaining reduced-cost prescription drugs not approved by the FDA.
- Agencies or organizations who have been in existence less than one year. Agencies must have demonstrated a provision of services for a minimum of one year unless they meet one of the following criteria:
  1. Talk to Arkansas 211 to clarify program services in relation to this policy.
  2. If concerns are not resolved by step one, a written request providing rationale for the appeal or concerns must be sent to the Arkansas 211 Program Manager. Decisions of the Arkansas 211 Program Manager will be considered final.

### **Agencies/Programs Wishing to Apply for Inclusion**

Agencies wishing to be included in the Arkansas 211 Information and Referral Database may submit an online application for inclusion located at the following link:

<https://na0.icarol.com/pub/VerifyResourcePublic2.aspx?org=80733&r=0&k=a61782ca-a80e-400d-a3bb-a1b0e7207fbb>