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

SUBJECT: INCLUSION AND EXCLUSION CRITERIA		NUMBER:	
		PAGE:	1 of 3
APPROVED:		DATES	
Robert Resendes, MBA, MT(ASCP), CLS(RI), Health Director	3-16-14 Date	Effective:	02/08/2005
		Revised:	02/25/2014 12/17/2013
Sue E. Beatty, 2-1-1Director	3/4/14 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 agencies/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 the Texas Information and Referral Network (TIRN).

REVIEW: The 2-1-1 Texas RGAIC Supervisor and the 2-1-1 Texas Rio Grande Region Director will review this policy and procedure annually or as necessary.

PROCEDURE: TIRN Inclusion/Exclusion Criteria

The Texas Information and Referral Network (TIRN) Inclusion/Exclusion Criteria is based on the Alliance of Information and Referral Systems (AIRS) Standards for Professional Information and Referral Standards. The following criteria are to be uniformly applied by all Area Information Centers (AIC) and published so that all will be aware of the scope and limitation of the database. Inclusion or exclusion in the resource database does not constitute or in any way imply endorsement or disapproval by the Texas Information and Referral Network or its designated Area Information Center.

Accordingly, the information maintained by the TIRN and its community partners should include any governmental, nonprofit, or critical for-profit agencies that provides a health or human service required to address the needs of groups in that service area/region.

The Texas Information and Referral Network inclusion criteria are meant to:
- Assure that information about all state-funded health and human services is available;
- Assure that health and human service information provided by local/regional government agencies, nonprofit organizations, and critical for-profit organizations is available;
- Support the use of, and collaboration with, local, specialized Information & Referral (I&R) organizations and other existing community resources to access appropriate information and referrals;
- Support communities in creating and sustaining a database that is appropriate and complete.

For Inclusion: agencies meeting the inclusion criteria must be providing services in Texas to the public for at least six consecutive months prior to consideration for inclusion in the database. Data and/or validated Internet links about the following resource categories will be included in the Texas Information and Referral Network web-based database:

1. Community and faith-based services organizations that offer a social service to the community at large
2. Critical for-profit health and human service organizations [1]
3. Federal, State, County, and Municipal government offices
4. Health and human service advocacy groups
5. Health and human service professional organizations
6. Licensed and registered day care centers [2]
7. Nonprofit health and human service agencies
8. Health and human service government agencies within the state of Texas
9. Toll-free lines which provide information about/or direct access to a social service resource, AND can be accessed by Texas residents

TIRN recognizes that the size and make-up of each community will influence the depth and complexity of recourse in the database. TIRN and its AICs, actively maintain cooperative relationships to avoid duplicative databases. For improved efficiencies, organizations validated as providing and adequately maintaining current social service resource data will be posted as Internet links to the organization's website. To remain in good standing, all organizations in the TIRN database agree to participate in the annual review and update of data.

Exclusion Policy:
TIRN reserves the right to exclude from its database any organization that it has adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups, or the community as a whole. Potential grounds for exclusion or removal from the database may include, but are not limited to, service non-delivery, fraud, misrepresentation, discrimination, or criminal activities.

If an agency/service provider who is requesting inclusion does not meet the guidelines for inclusion into the database the appropriate regional AIC will notify that agency/service provider of this decision by letter or email.

TIRN and its AICs reserve the right to exclude certain organizations from its database. Potential grounds for exclusion or removal from the database may include, but are not limited to

- service non-delivery,
- failure to update resource information annually or as changes occur,
- fraud,
- misrepresentation,
- discrimination,
- criminal activities, or serious substantiated complaints lodged against the organization with
    - Any regulatory body
    - Other health and human service organizations
    - Texas Information & Referral Network
    - 2-1-1 Texas Area Information Center

In the event that an agency/service provider does not meet the guidelines for inclusion as set forth in the Inclusion/Exclusion criteria per the reasonable conclusion of the regional AIC representative and/or the TIRN Resource Specialist, the agency/service provider has the right to file an appeal. Inclusion/Exclusion appeals must be submitted in writing.

The appeal of an exclusion decision will be presented and considered during the next TIRN/AIC Resource Managers meeting. The AIC Resource Managers will decide the matter by consensus based on the TIRN Inclusion/Exclusion criteria. The agency/service provider will be notified by the appropriate AIC Resource Manager of the decision in writing within two weeks following the meeting.

The agency/service provider has the right to appeal the AIC Resource Managers' decision in writing to the TIRN Program Manager within one month from the date of the AIC Resource Managers' decision. The TIRN Program Manager must issue a decision in writing within one month of receipt of the appeal. The decision of the TIRN Program Manager is final.

---

[1] Critical for-profit health and human service organizations are usually defined as those that provide a community service and either of the following: a sliding fee scale or a free service, and offer a service not available in the nonprofit sector.
[2] Licensed and registered child care centers provided by TX Department of Family Protective Services