



**Minnesota 2-1-1  
Database Inclusion/Exclusion Policy  
2019-2020**

Minnesota 2-1-1 seeks to make a positive difference in people's lives by strengthening the way people throughout Minnesota access help and engage in community life.

The Minnesota 2-1-1 database contains information about service providers that enhance the quality of individual and community life with a focus on health and human/social services, consumer services, educational and/or recreational programming, and environmental issues.

**SHOULD INCLUDE:**

Organizations that provide service in the following areas: Health and Human/Social Services, Disaster Services, Consumer Services, Educational Services, Recreational Programming, or Environmental Issues.

**And meet at least one of the following criteria:**

- Private, nonprofit 501c(3) organizations that offer free or low-cost services to the community at large (not just to members).
- Other nonprofit organizations that offer free or low-cost services to the community at large (not just to members).
- Local, state, and national elected officials and government offices and quasi-public agencies.
- Crisis lines, hotlines, help lines, information lines, and information and referral lines.
- Clearinghouses that provide information about community resources may be included in lieu of listing the resources individually in the database (e.g. child care, housing, support groups, volunteering, etc.).
- Local, statewide, and national toll-free phone services that can be accessed by callers in Minnesota that provide socially beneficial services.
- Self-help support groups that do not charge a fee or charge a nominal fee including state, regional, or national headquarters or clearinghouses that provide listings of local groups.
- Advocacy groups and community coalitions.
- Faith-based organizations (churches, synagogues, temples, etc.) offering services to the greater community and not confined to their own membership or congregation.
- Public educational institutions and school districts.
- For-profit organizations providing health or social services not adequately met by other resource listings.
- For-profit organizations that offer free service, scholarships, reduced fees, sliding fee scale, or that accept Medical Assistance as payment.
- For-profit organizations that meet court diversion requirements.
- Organizations under government or nonprofit contracts.
- Public and private housing providers that offer subsidized rent, or clearinghouses that provide listings of available housing.



- Web-only or smartphone app-based entities that offer health and human service information and assistance through a website or smartphone app, and not by phone or in-person, provided they meet other inclusion criteria.
- Disaster Response/Recovery: During a disaster, 2-1-1 management reserves the right to set Inclusion/Exclusion criteria based on community needs and scope of the disaster. This might include for-profits that do not meet above criteria for the duration of the response and recovery.
  - 2-1-1 will consider for inclusion services, donation needs, and volunteer opportunities identified and verified by Voluntary Organizations Active in Disasters (VOAD) partners.

**MAY INCLUDE AT THE DISCRETION OF THE REGIONAL CENTER/211 MINNESOTA:**

- Private educational institutions.
- Private medical or mental health clinics.
- Clubs with an emphasis on health and human services.
- National or regional organizations that offer socially beneficial services meeting the Inclusion/Exclusion criteria.

**EXCLUDE:**

- This policy does not prohibit the inclusion of any program that targets services based on age, gender, health, disability, or other characteristics designed to meet the special needs of targeted populations. However, the program must be open and accessible to all people in those targeted populations.
- Organizations that deny service on the basis of race, sexual orientation, religious belief, or national origin.
- Organizations that violate local, state, or federal laws or regulations.
- Organizations that serve their members only.
- Organizations that misrepresent their services in any way.
- Organizations that are not licensed in areas where licensing standards exist.
- Home-based, unregulated businesses.
- Private individuals and/or practitioners.

**DISCLAIMERS:**

- Inclusion of an organization in the database does not constitute endorsement by Minnesota 2-1-1, and exclusion does not imply disapproval.
- While we strive to maintain accurate information in the database, its accuracy is not guaranteed.
- Minnesota 2-1-1 reserves the right to refuse listing an agency if, in its sole opinion, such a listing is deemed inappropriate or underused.
- Minnesota 2-1-1 does not guarantee client referrals to organizations listed in the database. Organizations are completely and wholly responsible for screening clients for eligibility of services within their program(s).
- Minnesota 2-1-1 reserves the right to cancel a listing when an agency no longer meets the inclusion criteria.



- Minnesota 2-1-1 reserves the right to remove an organization from the database when the agency does not provide updated information as requested or knows or has reasonable basis to believe services provided are not in accord with commonly accepted professional practices and standards.
- Minnesota 2-1-1 reserves the right to edit an organization's listing for content and to match our entry style guidelines.