

2-1-1 Arizona Database Inclusion/Exclusion Criteria

Revised November 2011

Included Organizations

All agencies and organizations in the categories listed below are eligible for inclusion in 2-1-1 Arizona's database if they serve people in part or all of Arizona.

- Federal, tribal, state, county, and local government agencies.
- Nonprofit organizations registered with the Internal Revenue Service and/or the Arizona Corporation Commission as a nonprofit in good standing.
- Organizations that are staffed completely by volunteers.
- Faith-based organizations with social services (i.e. food boxes, clothing, financial assistance) accessible to the general public beyond the organization's own members.
- All hospitals and hospices.

Excluded Eligible Programs

In an effort to use available resources more efficiently, 2-1-1 Arizona does not list the following programs and services, but does list their parent organizations.

- Individual fire stations and police substations.
- Individual public schools.
- Public parks and swimming pools.

For Profit Businesses

With the exception of hospitals and hospices, for profit businesses are generally excluded from our referral database. We place this limit to ensure we have the resources necessary to keep our already extensive database current. Excluding these resources does not imply disapproval.

We do not list the following for profit businesses in our database, though we often list qualifying agencies who offer referrals to these businesses. This is not an exhaustive list, but businesses from these categories often ask to be included.

- Long-term care facilities and group homes
- Day care centers and children's activity centers
- Individual practitioners (physicians, counselors, lawyers, veterinarians, etc.)
- Taxi, limo, and other private transportation companies

Terms and Conditions

2-1-1 Arizona is a program of Community Information and Referral Services.

2-1-1 Arizona reserves the right to edit information for brevity, clarity and content; and to publish the information in a variety of media, subject to confidentiality issues.

2-1-1 Arizona strives for balance in our database and includes organizations that represent all sides of issues where such organizations that meet our inclusion criteria are available.

2-1-1 Arizona has the right to eliminate programs and organizations for failing to update their records annually.

If an organization submits an application and is determined to be ineligible to be listed in 2-1-1 Arizona's database, the Resource Specialist will respond with an explanation. Decisions to include, exclude, or remove an organization or program may be appealed in writing to the CEO of Community Information and Referral Services after a reasonable attempt has been made to resolve the issue with 2-1-1 Arizona resource staff.

Inclusion in our database does not imply endorsement nor does exclusion imply disapproval.