

Alaska 211 Resource Database Inclusion Policy

The Alaska 211 Inclusion Policy is a standardized method to determine if certain agencies or services will be listed in the database.

This policy helps to ensure that the Alaska 211 database includes the most complete, accurate, and up-to-date information available. Also, as required by the accreditation standards of Inform USA, the following policies are to be uniformly and fairly applied and published so that 211 center staff and the public will be aware of the scope and limitations of the database.

Alaska 211 intends to provide a statewide database that is consistent, comprehensive, and useful. Alaska 211 reserves the right to inactivate any agency from the database when requests for updates are not provided.

An agency must meet the following criteria:

- Provide a health or human service and serve Alaska residents.

If this initial criterion is met, the organization is eligible for inclusion if it fits into one of the following categories:

- Nonprofit organizations offering direct service(s) to the public.
- Organizations offering specialized information and referral to agencies not listed; e.g., child care resource and referrals, a bar association, or aging / disability resource centers.
- State and local municipal offices.
- School Districts, Boards of Education, Colleges, and Universities.
- Hospitals (for profit as well as nonprofit).
- For profits (proprietary organizations) that meet at least one of the following criteria:
 - Provides service(s) for free or offer a sliding scale or subsidies (other than Medicaid) that would make their services accessible to someone of low income.
 - Provides a service determined essential by Alaska 211.

An agency will be excluded if it is:

- A grade school, high school, or child care provider.
- An individual practitioner or group of consulting practitioners.
- A nursing home, senior apartment, assisted living or other long-term care facility.
- An organization that denies service based on color, race, religion, gender, sexual orientation, ancestry nationality, or any other basis not permitted by law or whose services are divisive or discriminatory; or, if the agency misrepresents its status or services.

A service will be excluded if it is:

- A speakers bureau used only to promote the organization and its services.

Alaska 211 reserves the right to prioritize and limit entry in the database; also, to edit any information provided by a community-based organization. Factors such as staffing, funding, and agency participation affect the extent to which eligible agencies can be included. Inclusion does not imply endorsement and omission does not imply disapproval.

DISCLAIMERS

- Alaska 211 may exclude or remove organizations from its resource database for any reason including- but not limited to- fraud, misrepresentation, or discrimination.
- Alaska 211 reserves the right to refuse or discontinue listings for organizations that have had serious complaints lodged against them by any regulatory body, the public, or with Alaska 211.
- Alaska 211 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database.
- Because information is constantly changing and being updated, listings are subject to change without notice. With respect to the accuracy and completeness of the contents of the database, Alaska 211 makes no representation and specifically disclaims any implied responsibility for the accuracy of the information provided and shall in no event be held liable for any loss or damage.
- Alaska 211 reserves the right to include or exclude resources. Resource inclusion may be delayed due to limits on available staffing or other database resources.
- Alaska 211 reserves the right to edit information to meet format, guideline, style, and space requirements.
- Alaska 211 does not require, receive, or accept payment from any organization to be listed in its database.
- Agencies/organizations/programs removed from the database may submit a written request to Alaska 211 for reconsideration.

If you have questions or concerns, please contact alaska211@ak.org

Alaska 211 uses *the Inform USA Definition of Human Services [Taxonomy] adopted for the field of I&R (2017)*.