

## NC 2-1-1 Database Inclusion/Exclusion Policy

North Carolina 2-1-1 (NC 2-1-1) is a United Way and local partner-based system with two call centers and a dedicated team of database coordinators that partner to collaboratively maintain a robust database of health and human services resources available by calling 2-1-1 or through an online search at [nc211.org](http://nc211.org).

### Inclusion

Organizations must have been in business for a minimum of 12 months and meet all criteria A through E to be considered for inclusion.

- A. Provides a community service that can be classified within the AIRS/211 Taxonomy of Health and Human Services.
- B. Offers services to the community at large, not just its own members.
- C. Has a legal status that meets one of the following criteria:
  1. Is a tax exempt, non-profit organization (charitable organization, church/religious organization or private foundation), verifiable by an online search or by providing a copy of the IRS Tax Determination letter to NC 2-1-1;
  2. Is a public, governmental organization (including federal, state, county or municipality);
  3. Is a business contracted by local government to provide an essential community service (Note: Unless the organization is nonprofit or governmental, the only services eligible to be listed are those provided through local government contract.);
  4. Is a business providing one or more of the following basic public utility services: electricity; gas; water; phone; cable; and/or Internet;
  5. Is an inter-agency health and human service organization (coalition, committee, or task force);
  6. Is a religious organization and offers a food pantry or soup kitchen to the community-at-large which is not restricted to their members;
  7. Is a licensed nursing home, residential care home, assisted living facility, adult day health facility, continuing care facility, hospital, home health provider or other for-profit service that meets the Activities of Daily Living or Independent Activities of Daily Living of older adults or persons with disabilities. NC 2-1-1 will maintain a general listing for those agencies licensed by the State and will refer to the State-maintained registry of licensed facilities rather than listing each facility individually;
  8. Other organizations may be considered for inclusion if they offer a unique service not available in the local nonprofit community or present other compelling reasons for inclusion.
- D. Has completed an NC 2-1-1 Add Your Agency form - available at [www.nc211.org/add-your-agency](http://www.nc211.org/add-your-agency)
- E. Complies with NC 2-1-1 annual database updates and notifies 2-1-1 of service changes as they occur.

**Exclusion**

Organizations/services that meet any criteria F through L will be excluded.

- F. Illegally discriminates on the basis of race, color, religion, gender, national origin, disability, veteran status, age, sexual orientation or that violate federal, state, or local laws and regulations;
- G. Provides services that are listed by a specialized information and referral program with whom 2-1-1 has a cooperative working agreement;
- H. Is a private, for-profit service that offers services that can be met by C1-C8 above;
- I. Misrepresents their services in any way;
- J. Is unwilling to provide current updated information;
- K. Provides services that are available only to members of a certain group, club, or affiliation;
- L. Provides services that are limited to people who are already receiving another service from an organization.

NC 2-1-1 reserves the right to include or exclude any organization based upon direct working experience or knowledge of their services. Inclusion does not signify endorsement or recommendation. NC 2-1-1 neither guarantees nor makes any representation as to the accuracy or completeness of information within the database. NC 2-1-1 reserves the right to edit information to meet AIRS standards and styles, formatting, space requirements, and reading level accessibility.