

HELPLINE INCLUSION POLICY

The HelpLine Resource Database is intended as a compilation of organizations and individuals available to assist Delaware, Morrow, Union, Logan, Miami, Shelby and Mercer counties. We formally update all database entries on a regular basis, as well as when we learn of changes, closing or new services.

INCLUSION CRITERIA

1. Organizations that are non-profit or governmental which provide services in the areas of health, welfare, recreation or education. No attempt will be made to list all governmental agencies or departments.
2. Service clubs/civic groups offering a service to the service areas at large, not restricting it to their own members unless those groups offer applicable services outside of club membership.
3. Organizations that are not eligible as non-profit status but provide a health-related service such as hospital, home health care and nursing facilities that accept Medicaid and/or Medicare or have a sliding fee scale to zero.
4. Self-help support groups that have not obtained a non-profit status but have an identified contact point.
5. Commercial or for-profit organizations offering a service not available in the non-profit sector, or those who offer a service not adequately provided by the non-profit or governmental sectors; or those who offer programs/services either free or based on a sliding fee scale. (Consideration for inclusion may be based on geographical locations, special target population served or accessible hours.) All organizations considered for inclusion under these criteria must be certified or licensed by the appropriate level(s) of government where provisions for such certification or licensing exist or are monitored by or under the auspice of a larger governed organization.
6. Organizations/groups that have provided a service for at least six months.

All resources must meet at least one of the above criteria. All resources must meet criterion number 6.

EXCLUSION GUIDELINES

1. Agencies that deny services based on race, sexual orientation, religious belief, gender or national origin that violate federal, state or local laws.
2. Private practitioners or group practices of mental health providers, medical doctors, legal providers or dentists.
3. Agencies with no established address, phone or consistently available contact person.
4. Agencies who do not respond to requests for updates.

HelpLine reserves the privilege of final determination of the appropriateness of an organization/group for the HelpLine information database.

HelpLine reserves the right to edit information to meet format, guideline and space requirements.

HelpLine does not make any representation to the quality or appropriateness of any of the services available through the organizations or individuals listed here, nor does inclusion in the database imply endorsement.

In the event that an agency/program provider does not meet the guidelines for inclusion as set forth in the Inclusion Criteria per the reasonable conclusion of the HelpLine of Delaware and Morrow Counties 211 staff, the agency/program provider has the right to file an appeal. Inclusion appeals must be submitted in writing. The appeal of an exclusion will be reviewed by HelpLine of Delaware and Morrow Counties 211 staff, who will decide based on HelpLine of Delaware and Morrow Counties 211 inclusion criteria. The agency/service provider will be notified in writing by the Staff of the decision within two weeks following the meeting. The decision of the 211 staff is final.