



Texas 2-1-1 Database Inclusion/Exclusion Criteria

The primary function of the Texas Information and Referral Network (TIRN) (2-1-1 Texas) is to collect, organize and disseminate comprehensive and accurate information regarding both statewide and local government and non-profit health and human services available to residents of Texas. This model is based on the Alliance of Information and Referral Systems (AIRS) Standards for Professional Information and Referral.

Inclusion Policy:

Service organizations (Agencies) seeking Inclusion of one or more Programs to the 2-1-1 Database must be providing those Program(s) for six (6) consecutive months prior to consideration for Inclusion in the Database. Information and/or validated internet links about Programs/Agencies falling under the following categories may be considered for Inclusion in the 2-1-1 Database:

- Federal, State, County, and Municipal government health and human service programs.
- Community and faith-based service organizations that offer a health or human service to the community at large.
- Critical for-profit health and human services¹.
- Health and Human Service (HHS) advocacy groups.
- HHS professional organizations.
- Non-profit HHS agencies.
- Toll-free hotlines/warm lines accessible to Texas residents, and websites, which provide information about/or direct access to a health or human service.

TIRN recognizes that the human service structure of each community will influence the makeup of resources in the 2-1-1 Database.

¹ “Critical for-profit” health and human services are those of foundational importance to the health of a community or region. These services provide a unique responsiveness to a core health or human service need, based on the unavailability or lack of capacity of similar non-profit and government services in the community or region.



To remain in good standing and prevent removal, all Agencies in the Database agree to participate in an annual review and provide regular updates of their data, as changes occur.

Exclusion Policy:

TIRN and its Area Information Centers (AICs) reserve the right to exclude Agencies and Programs from the 2-1-1 Database. Potential grounds for Exclusion or removal from the database may include, but are not limited to:

- Inclusion in a “Specialized Database”².
- Service non-delivery.
- Failure to update resource information annually or as changes occur.
- Fraud or misrepresentation.
- Discrimination.
- Criminal activities.
- Serious substantiated complaints lodged against the organization with:
 - Any regulatory body.
 - Any state agency of Texas, including Texas Information & Referral Network (TIRN) or any other program of the HHS Enterprise of agencies.
 - 2-1-1 Texas AICs.

If an Agency, or a Program for which it is requesting Inclusion, does not meet the guidelines for Inclusion into the Database, or meets any of the above Exclusion

² Specialized Databases: TIRN avoids duplication of existing specialized databases whose contents meet this Inclusion Policy by including such databases as resources, rather than duplicating their contents within the 2-1-1 Database. For example, the 2-1-1 Database does not include primary school services, adoption and foster placement services, or various long-term care service types, because it instead includes databases maintained by the Texas Education Agency (TEA), Texas Department of Family Protective Services (DFPS), and Texas Department of Aging and Disability Services (DADS), respectively.



guidelines, the regional AIC will notify that Agency of Exclusion by letter or email. An Agency who receives an Exclusion determination has the right to file an appeal for Inclusion within thirty (30) days. Appeals must be submitted via letter or email to the AIC that issued the Exclusion determination.

Inclusion Appeals will be presented and considered during the following TIRN/AIC Resource Managers monthly meeting. The Resource Managers Group will decide the matter by consensus based on the TIRN Inclusion/Exclusion Criteria. The Agency will be notified by the appropriate AIC Resource Manager of the Appeal decision by letter or email within two weeks following the meeting.

Within thirty (30) days of receipt of a negative Appeal determination, an Agency has the right to a further appeal for Inclusion to the TIRN Program Manager. The TIRN Program Manager will issue a decision by letter or email within thirty (30) days of receipt of the Appeal. The decision of the TIRN Program Manager is final.

The Resource Managers Group will review, and revise as necessary, these Inclusion/Exclusion Criteria once per fiscal year.