



*Get Connected. Get Answers.*

***2-1-1 Community Resource Database  
Inclusion / Exclusion Criteria***

The mission of the Idaho CareLine is to promote self reliance by assisting people in reaching critical community and public resources. It is our intent to provide as comprehensive a listing of health and human service organizations as possible. Idaho is a rural and sparsely populated state and in some areas may have few service options available. The resource file database will include individuals, businesses, agencies, services, and organizations, both non-profit and proprietary, both private and government agencies. The information provided here is a summary from the full inclusion/exclusion policy. A complete copy of the policy can be requested by E-mail: [careline@dhw.idaho.gov](mailto:careline@dhw.idaho.gov).

**Inclusion Criteria**

1. Non-profit 501 (c) (3) tax exempt organizations or government agencies that provide a free, low cost, or sliding-fee scale services (social, educational or health and human service) and elected officials that either have offices in Idaho or provide services within the State of Idaho.
2. Organizations such as churches, social clubs, professional networks and organizations which offer a service to the community at large (not just their own members), or who have volunteer groups who will provide volunteer services to the community.
3. For-profit businesses or organizations that offer free, low cost, or sliding-fee scale health and human service programs. Individuals, private agencies/ organizations who do not offer a free, low cost, of sliding fee service will be included ONLY if they provide a service not otherwise available within the community (50-mile radius). For-profits may also be included if requested by Idaho Department of Health and Welfare programs, or they are a contractor of the Department for a certain service.
4. Advocacy groups or self-help support groups that are related to health and human service issues.
5. Community service organizations (Lions, Elks, Shriner's, etc.) that offer or sponsor ongoing services to the public at large.
6. National/International organizations located outside Idaho that provide community services, support, or information available online or by telephone.

## **Exclusion Criteria**

1. Agencies or organizations that provide services which are not available to the general public, or which are available only to persons holding membership or status in a specific group or other organization.
2. Agencies that deny service on the basis of color, race, religion, gender, nationality, or on any other basis not permitted by law. Agencies or organizations that offer or provide services which are unlawful under federal, state, or local statute, ordinance, regulation, or order.
3. Agencies or organizations that misrepresent, by omission or commission, pertinent facts regarding their services, organizational structure, or any other pertinent matter.

**The final determination as to inclusion/exclusion shall be at the sole discretion of the Idaho CareLine and the Idaho Department of Health and Welfare, with or without cause.**