



NC 211 Database Inclusion/Exclusion Policy

Revised March 2022

North Carolina 211 (NC 211) is a United Way and local partner-based system with two call centers and a dedicated team of resource 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.

Inclusion

Organization must have been in business for a minimum of 12 months and meet all criteria A through D 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 211;
 2. Is a public, governmental organization (including federal, state, county, municipality, or Tribal);
 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) that provides direct services;
 6. Is a religious organization that offers a direct service to the community at large and not restricted to its members;
 7. Is a licensed nursing home, residential care home, assisted living facility, adult day health facility, continuing care facility, hospital, home health provider, hospice provider, palliative care 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 211 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. Complies with NC 211 annual database updates and notifies NC 211 of service changes as they occur.



Exclusion

Organization that meets any criteria E through K will be excluded.

- E. Illegally discriminates based on race, color, religion, sex, gender identity or expression, national origin, disability, veteran status, age, or sexual orientation or that violates federal, state, or local laws and regulations;
- F. Provides services that are listed by a specialized information and referral program with whom NC 211 has a cooperative working agreement;
- G. Is a private, for-profit service that offers services that can be met by C1-C8 above;
- H. Misrepresents its services in any way;
- I. Is unwilling to provide current updated information;
- J. Provides services that are available only to members of a certain group, club, or affiliation;
- K. Provides services that are limited to people who are already receiving another service from an organization.

NC 211 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 211 neither guarantees nor makes any representation as to the accuracy or completeness of information within the database. NC 211 reserves the right to edit information to meet AIRS standards and styles, formatting, space requirements, and reading level accessibility.