

Connect2Help™

Resource Database Inclusion Policy

The following policy applies to the Connect2Help™ Resource Database. This policy is intended as a general guideline and may be changed as needed.

Purpose of the Resource Database

The purpose of the Connect2Help™ Resource Database is to provide a comprehensive listing of human services available to meet the needs of people in the Connect2Help service area. Resource staff implements this purpose by determining community needs and by collecting, organizing, and maintaining information about relevant human service programs provided by a wide range of groups and organizations. This information is then disseminated to the public through a 24-hour call center, an online database, and various publications.

Disclaimer

The Connect2Help™ Resource Database is intended only as a listing of many available services. Information collected by Connect2Help™ is provided voluntarily by the organizations that are listed. Connect2Help™ staff make only routine editorial revisions and do not evaluate the agencies or programs. Organizations listed in the database are prohibited from using that fact in any way to promote their services.

Inclusion of a program or service in the Connect2Help™ Resource Database does not in any way represent or imply a determination of approval of the quality of those services. Similarly, exclusion from the database does not reflect on any organization's contribution to the community.

Connect2Help™ neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in the Resource Database. Connect2Help™ disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the Connect2Help™ Resource Database.

Information that is included in the Resource Database without a charge

Connect2Help™ includes information about human service programs based on needs of the individuals and organizations that rely on the database. No organization has the right to be included in the database and Connect2Help™, in its sole discretion, may exclude an organization regardless of the services offered by such organization. Generally, priority for inclusion is given to programs and services that:

- Directly serve the public at-large and that are offered by nonprofit human service organizations; or
- Respond to needs that are *substantially unmet* by the nonprofit sector, but are offered by a for-profit organization; or
- Are available from groups/organizations that play a special role in the local human service delivery system and are not already adequately catalogued in other community lists and databases.

The inclusion of for-profit organizations depends in part on whether those organizations offer services at a reduced rate for lower-income individuals and whether their inclusion would adversely affect the usability of the database.

Other information that is included in the Resource Database

Connect2Help™ may also include, based on special uses, information about some human services that do not fall within the above guidelines. This type of inclusion usually involves a fee, regardless of whether the services are provided by a nonprofit or for-profit organization. Depending upon the circumstances, the fee may be paid by the included organization or by a sponsor.

Information that may not be included in the Resource Database

Inclusion in the database is entirely at the discretion of the staff of Connect2Help™, based upon the overall purpose of the database and the needs of the database users. Any service or program may be omitted from the Connect2Help Resource Database if, in the opinion of the staff, it does not serve the overall purpose or does not meet the needs of the users.