2-1-1 Texas Information and Referral Network Selection Criteria

The function of the 2-1-1 Texas Information and Referral Network (2-1-1 TIRN), also referred to as 2-1-1 Texas, is to collect, organize, and disseminate comprehensive and accurate information regarding government and nonprofit social services available to residents of Texas. These criteria are based on Inform USA Standards - Inform USA (formerly AIRS, the Alliance of Information and Referral Systems).

Applying for Database Listing:

If you are eligible and would like to apply to be listed, visit Add or Edit Your 2-1-1 Listing | 2-1-1 Texas. Using one of the menus, choose an area that is served by your organization. Select "Add Your Listing" to begin the process or contact the local resource manager for that region. 2-1-1 TIRN hosts an online database of information on https://www.211texas.org/.

Selection Criteria:

Service organizations seeking to list their agency in the 2-1-1 database must be providing services for six (6) consecutive months prior to consideration to be added in the database. Information and/or validated internet links about programs and organizations falling under the following categories may be considered to be listed in the 2-1-1 database:

- Federal, state, county, and/or municipal government social service programs
- Community, nonprofit, and/or faith-based organizations that offer social services to the community at large
- Critical for-profit health and human services[1]
- Health and human service advocacy groups and professional organizations
- Toll-free hotlines and websites which provide information about/or direct access to a health or human service to Texans

[1] "Critical for-profit" social services are those of foundational importance and/or provide a unique offering to a community or region. A "critical forprofit" service would be considered in the database if similar non-profit or governmental services in the community are missing or lacking. Special consideration of associated fees is necessary.

2-1-1 TIRN reserves the right to remove organizations and programs from the 2-1-1 database. Grounds for removal from the database may include, but are not limited to:

- Listed in a “Specialized Database”[2]
- Non-delivery of services listed
- Failure to update information annually or as changes occur
- Fraud or misrepresentation
- Discrimination
- Criminal activities
- Non-compliance to federal or state legislation requirements
- Serious substantiated complaints lodged against the organization with:
    - Any regulatory body
    - Health and human service organizations
    - 2-1-1 TIRN, or any other program of the Health and Human Services System - 2-1-1 TIRN Area Information Centers (AICs)

[2] A specialized database offers information about services for a particular need or demographic. 2-1-1 TIRN makes all efforts to avoid duplication of existing databases. If an existing database offers information about specialized services and meets this selection criteria, 2-1-1 TIRN may link to such databases, rather than duplicating these services within the 2-1-1 database.

Disclaimer:

2-1-1 Texas reserves the right to be selective in listing an agency and in removing agencies and/or services that we find do not meet the selection criteria. To remain in good standing and prevent removal, all organizations in the database agree to participate in an annual review and maintain regular updates of their data as changes occur. Being listed in the 2-1-1 Texas database does not constitute endorsement of the purpose, method, or quality of services, nor should removal reflect in any way of on the service.

Appeal Process:

If an organization, or the programs for which the organization is requesting to be listed, does not meet the selection criteria, or meet any of the removal criteria, the regional AIC will notify that organization of denial by letter or email. An organization who receives a denial determination may file an appeal. Appeals must be submitted via letter or email to the AIC that issued the denial determination.

Appeals will be considered during a monthly meeting of 2-1-1 Resources Managers. Resource Managers will decide the matter by consensus based on the 2-1-1 TIRN Selection Criteria. The organization will be notified of the appeal decision by letter or email within two (2) weeks following the meeting.
An organization has the right to a final appeal to the 2-1-1 TIRN Program Manager within thirty (30) days of receipt of an denial appeal determination. The 2-1-1 TIRN Program Manager will issue a decision by letter or email within one (1) month of receipt of the appeal. The decision of the 2-1-1 TIRN Program Manager is final.

Revision Policy:

HHSC TIRN will review, and revise as necessary, these criteria once per year.