



Inclusion Guidelines

infoMONTGOMERY uses the following guidelines for the inclusion and exclusion of organization in the database:

Criteria for Inclusion

1. Organizations which offer services in physical, mental and behavioral health; education; social service; and individual and family supports, or other direct services to Montgomery County residents. These organization would have the following status:
 - a. Government-operated;
 - b. Government-funded non-profit or for-profit organizations;
 - c. Private non-profit organizations (with Internal Revenue Status 501(c)(3) status);
 - d. Licensed individuals in private practice or for-profit, incorporated organizations only if:
 - i. They provide Montgomery County residents unique and critical services that are not adequately being met by the of government or non-profit agencies
 - ii. Are recommended by the Resource Specialists and approved by the Steering Committee.
 - e. Organizations must have existed for at least one year and be expected to continue operation indefinitely.
 - f. No attempt will be made to include *all* government or non-profit organizations serving Montgomery County. Omission does not reflect lack of effort on the part of the Resource Specialist team nor imply the organization does not provide appropriate services for inclusion.
2. Programs which are accessible to the public, particularly those who can not afford private sector services.
 - a. Such as programs which offer free or low-cost services.
 - b. Programs which do not have negotiable, or sliding fee scale, costs will be reviewed on a case-by-case basis, and must be recommended by the Resource Specialists and approved by the Steering Committee.
3. Inclusion of organizations and programs in the database does not imply endorsement by the Steering Committee members, Resource Specialists, or the administrators of *infoMONTGOMERY*.
 - a. While every effort is made to include those programs offering quality services, the Steering Committee and Resource Specialists are not liable for organizations or programs included in the database. Neither the Steering Committee nor the Resource Specialists evaluate each program included for achievement of best practice principles or performance.
 - b. Some organizations may provide services or issues controversial in nature. Information that may be relevant for referrals about the organizations policies, views or issues will be included only if it will assist potential clients. Examples include religious observances which are required for participation or organizations with particular political affiliation.
 - c. Every effort will be made to ensure that the database will include organizations which represent a variety of points of view on any given issue in order to provide users with a choice.



Inclusion Guidelines (cont.)

4. The Steering Committee reserves the right to exclude any organization or program.
 - a. If an organization or program's standing in the community is questioned, this information will be brought to the attention of the Steering Committee for a decision on its continued inclusion in the database.
5. The System Administrator reserves the right to edit information included in the database to meet format guidelines, criteria and space requirements.

Included Programs & Primary Services

An organization is asked to enter information on each of their programs. While an organization may use the term "program" differently for purposes of internal administration, the resource database classifies a program as: *a system of services intended to meet a public need for a discrete set of individuals, who are identified by specific criteria for enrollment or eligibility.* Detailed information about eligibility, referrals, fee structure, etc., will be stored for these services as a group, i.e. program.

Only an organization's primary services are included in the categorized services listed under each program. Primary services are the entry point services a person can receive without already being involved with the organization. In contrast, secondary services are additional services only available to participants because they are enrolled or are a participant in the program. This distinction is important; only services that are open to all eligible populations are included here and not services exclusively available to existing participants in the program.

Service Terms and the Alliance of Information and Referral Systems

Among best practices for information and referral services is the use of a standard service classification system to facilitate retrieval of community resource information, to increase the reliability of planning data, to make evaluation processes consistent and reliable, and to facilitate national comparisons of data. *infoMONTGOMERY* uses a standardize set of definitions to classify services.

These service terms only refer to an organization's primary services. Primary services are the entry point services a person can receive without already being involved with the organization. In contrast, secondary services are additional services only available to participants because of the fact that they are in the program. This distinction is important; only services that are open to all eligible populations are included here and not services exclusively available to existing participants in the program.

The service term definitions used are from the Alliance for Information & Referral (AIRS) Taxonomy of Human Services; a uniform structure for classifying resources in a database. As a program entry is made into the database, a service definition is identified that best describes what the organization provides to a targeted and discrete group of individuals.

The Alliance for Information & Referral (AIRS) taxonomy's terms and definitions are copyrighted materials are used by permission from INFO LINE of Los Angeles and cannot be reprinted without similar permission. www.211taxonomy.org