

DIRECTORY INCLUSION/EXCLUSION GUIDELINES

The following guidelines are used in determining whether an agency or organization is eligible to be listed in the *FLAIRS Directory of Helpline Services in Florida*.

Inclusion Criteria

Agencies and programs in Florida eligible for inclusion (Inclusion of an agency in the directory does not imply endorsement, nor does omission indicate lack of endorsement):

- ★ **Agencies and individuals** who are members of the Florida Alliance of Information and Referral Systems (FLAIRS) as of 2003
- ★ **Nonprofit and government agencies** providing free comprehensive information and referral services including sharing of names of agencies offering human resources and community services through a toll-free telephone access covering a specified geographic area preferably 24 hours a day, seven days a week
- ★ In areas where comprehensive information and referral is not available, agencies providing information and referral to **financial assistance services** and/or limited referrals to **basic human services**
- ★ Agencies providing 24-hour telephone **crisis intervention** and **suicide prevention**
- ★ Agencies providing **elder helplines** including members of the Florida Association of Area Agencies on Aging
- ★ Agencies providing telephone helplines addressing **domestic and sexual violence** certified by the Florida Coalition Against Domestic Violence
- ★ Agencies listed by the Children's Forum as providing telephone **child care resource and referral** services
- ★ Military services that operate telephone **military family information and referral** services
- ★ Public libraries that serve as the main **library reference** source for a county or region

Agencies included in this directory may be listed in multiple sections, or may be listed in individual sections (e.g. FLAIRS Member List, Selected Statewide Hotlines).

Exclusion Criteria

Agencies and/or programs in Florida *that are not* eligible for inclusion:

- ★ **Private for-profit** service providers **unless** they meet one or more of the specific inclusion criteria listed above and offer free information and referral services by phone to the general public
- ★ Services that are **available to only members of a certain group** or affiliation, (e.g. counseling available to a church members only or requiring specific religious beliefs)
- ★ Agencies providing services in areas where Florida Alliance of Information and Referral Systems (FLAIRS) member agencies, Florida Coalition Against Domestic Violence (FCADV) certified agencies, or Florida Association of Area Agencies on Aging (FAAAA) member agencies already exist and provide parallel services

Where special circumstances exist that are not effectively covered by the preceding guidelines, a designee of the FLAIRS Board will review the organization in question for inclusion. Agencies or organizations that want to appeal this decision should submit a written request providing rationale for the appeal or concerns and clarify program services in relation to this policy to President of FLAIRS. If unresolved, the President will appoint a review panel to make a recommendation to the Executive Committee of the Board of Directors. Based on this review and vote, the decisions of the Executive Committee will be considered final. The current contact information is available at www.flairs.org.

Inclusion of organizations in the Directory does not imply endorsement by FLAIRS, nor does exclusion indicate lack of endorsement. If an agency or program is not listed and needs updating, write or email the Information and Referral Department at 2-1-1 Big Bend, P.O. Box 10950, Tallahassee, FL 32302-2950, ircoord@211bigbend.org.

There are many excellent services in Florida that may not appear in this directory. For assistance in locating other agencies and services, or if you need additional information about programs, call the comprehensive information and referral agency listed for your county. You may also check the searchable online listing of programs at www.flairs.org.