



Information & Referral Database Inclusion/Exclusion Criteria

Service Area: Hampshire County, selected tri-county resources, selected regional, state and national organizations.

Database Inclusion Criteria: The agency/service provider must:

- serve women and families of the Hampshire County region
- have been providing service for a minimum of six months and reasonably expect assured funding to continue operation for at least one year
- have a publishable address and/or phone number

Inclusions Include:

- Non-profit agencies with IRS 501(c) status providing a direct community service and/or advocacy
- Non-Profit agencies with IRS 501(c) status located in bordering counties if they serve the residents of our region. Included are agencies that serve specific cultural populations.
- Hotlines, help lines, and information and referral lines that are administered by a nonprofit or government entity, including specialized Information & Referral services
- Federal, regional, and municipal government services and elected representatives
- Educational institutions, public school systems and vocational rehabilitation programs
- Government hospitals and health clinics, personal and intermediate care homes, and continuing care facilities, and hospices
- Member organizations, such as service clubs and churches, offering services beyond their own membership to the community at large
- Governmental (public) agencies that provide human services (financial assistance, food, transportation), disability services, education, housing, low-income health clinics, and low-income dental services.
- Web-only entities that offer health and human service information and assistance through a web site, and not by phone or in-person, provided they meet inclusion criteria (*on-going development of criteria for this area needed)
- National organizations with local chapters that directly administer services (list local chapters and describe their affiliation with the national organization. However, list the national organization if it also delivers services to the public)
- For-profit companies may be included if they provide a community service free of charge; are contracted by a government agency to provide services at no direct cost to the client; or meet a unique service need not addressed by the non-profit sector

Exclusions Include:

- Individual practitioners unless explicitly addressing or meeting a gap in service
- For-Profit Agencies
- Organizations that exist solely to serve the clients of another service provider (ex if a counseling program only serves clients of Child Protective Services under a contract, we do not include the counseling service in the database. Instead, we indicate in the local Child Protective Services program description that counseling can be provided to their clients by the separate counseling service).
- Direct service providers who are consistently and systematically tracked by a specialized referral service (lawyers who are tracked by a Comprehensive Legal Referral Service) in which case we list the referral entity only.
- Faith community-based programs that provide services only to members of their own congregations
- For-profit home care businesses that offer homemakers, companions, chore assistance services, but that do not offer home nursing and are therefore not licensed or regulated.

We reserve the right to edit information for brevity, clarity, format and space requirements. Inclusion of an agency or organization does not imply endorsement by Center for Women & Community, exclusion does not signify disapproval.