

HeartLine Resource Database Inclusion/Exclusion Criteria

The database will contain information about service providers that enhance the quality of individual and community life. The database will be used on the 211Oklahoma.org website and HeartLineOklahoma.org to assist callers.

Eligible to be included:

- Non-profit organizations which provide, coordinate and advocate for health and human services
- Health and human service programs offered by State, county or municipal governments which have offices in or serve residents of HeartLine's 40-county area
- Organizations that serve the 40-county HeartLine area
- Agencies outside of the 40-county area that meet a need for residents in the 40 county areas, that is not met by a non-profit or public agency within said area
- For profit agencies that provide a service not met by public or non-profit agencies
- For profit agencies offering low-cost goods that are not readily available through community non-profit agencies
- For profit agencies that offer free or low cost services to the community
- Civic and business associations
- Professional organizations that provide a public service
- Advocacy groups related to health and human service issues
- Community groups
- Self-help support groups
- Social or fraternal organizations which serve non-members
- Administrative offices of public schools in the 40-county areas
- Private schools for special needs
- Professional and regulatory boards
- Information and referral services
- Non-profit nursing homes
- Chambers of Commerce
- Licensed childcare facilities

Not Eligible to be Included:

- Commercial business establishments not described above
- Agencies that violate federal, state or local laws or regulations
- For-profit nursing homes and personal care homes
- Agencies promoting or permitting racism or bigotry
- Organizations (e.g., churches, social clubs) to the extent which they offer a service only to their members
- Agencies that provide services based out of the provider's home
- For profit medical facilities

****Disclaimer**:** HeartLine may exclude or remove organizations from its resource database for any reason. Inclusion in the database does not imply endorsement, neither does omission indicate disapproval. HeartLine does not guarantee or make

any representation to the accuracy or completeness of the information contained in the database. HeartLine disclaims any and all responsibility that could be claimed resulting from and reliance on the information in the database. HeartLine reserves the right to edit information in order to meet guidelines, formats and space requirements.