

## **Guidelines for Inclusion in the Help Line Resource Database**

*Help Line*

*31W. Market Street*

*Wilkes-Barre, PA 18701*

*570-829-1341 or 1-888-829-1341*

### **Criteria**

- The service must be accessible to the public. Accessibility implies ensuring that people who cannot afford private sector services can obtain services. Inclusion of services available to a limited target population will be determined on a case-by-case basis.
- Organizations which provide services in health, welfare, support, recreation, education or advocacy and are not-for-profit corporations or do not charge fees for service are eligible for the Help Line database.
- Government agencies (federal, state, county and city), which provide services in the areas of health, welfare, support, recreation, education or advocacy, may also be included. No attempt will be made to list all governmental agencies or departments in the Help Line database.
- For-profit organizations are considered on an individual basis. Inclusion is based upon uniqueness of service, lack of comparable services available in the not-for-profit sector, the degree of need for the service and the level of subsidized services available.
- Help Line reserves the right to edit information to meet format, guideline, and space requirements.
- Help Line reserves the right to refuse or discontinue listings for resources that have serious complaints lodged against them with any regulatory body, law enforcement agency or with Help Line.
- Help Line reserves the right to remove any resource from its database if the resource fails to provide requested program updates or continually fails to provide the most up to date information regarding its programs.

### **Quality of Service**

Help Line does not evaluate the quality of services provided by resources listed in its database. Help Line caseworkers will provide information on any programs that may meet or alleviate the caller's need. If more than one resource is available, it will be the caller's responsibility to determine which resource(s) is right for them. Callers should not construe the inclusion of any agency, program or service in the Help Line database as an endorsement.

If callers are dissatisfied with results they receive from a referral, they should contact Help Line to voice their concerns and determine if there are any other resources that may be able to meet their need. If a serious complaint or a number of complaints are received about a particular resource, Help Line reserves the right to remove that resource from its database. Help Line will investigate the resource using the methods described in the section below.

### **Organizations That Engage in Fraudulent or Questionable Practices**

Organizations that may be defrauding the public, violating laws or engaging in questionable practices shall not be listed in the Help Line database. If there is a question

regarding the legitimacy of any resource, Help Line will base its decision regarding inclusion/exclusion on any information obtained from the following sources:

- Law enforcement agencies;
- Regulatory bodies;
- Better Business Bureau;
- State organizations that monitor fraud and consumer rights;
- Federal organizations that monitor fraud and consumer rights

**Controversial Activities**

Some resources may provide services or advocate on issues that may be controversial in nature. Help Line reserves the right to exclude any resource, which it determines is contrary to the goals of Help Line and/or the mission of Family Service Association of Wyoming Valley, Help Line's parent organization.

4/5/02