

2-1-1 Infoline

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Issue

What entities oversee the 2-1-1 Infoline and verify the organizations and professionals listed in the 2-1-1 community services database?

2-1-1 Infoline

2-1-1 is a program run by the United Way of Connecticut, a nonprofit organization that provides information, education, and connection to services for Connecticut residents. According to its [annual report](#), the organization receives most of its funding from a combination of state and federal contracts.

2-1-1 is accredited by the Alliance of Information and Referral Systems ([AIRS](#)). For AIRS accreditation, an information and referral service must comply with various [standards and quality indicators](#) the organization designates. Among other things, the standards require a service to develop criteria for inclusion or exclusion of agencies and programs from its resource database. The criteria must be (1) uniformly applied and available so that staff and the public are aware of the database's scope and limitations and (2) reviewed by the service's governing board and updated at least every three years.

2-1-1's community services database lists health and human services available to Connecticut residents. Call center staff use the database to provide referrals to individuals who call the Infoline and a similar database is accessible on the 2-1-1 website. The website lists several [criteria](#) for inclusion in the community services database (e.g., private health and human service nonprofits and selected municipal and state agencies). The following are excluded from the database:

1. private practitioners and other individuals or businesses offering services, unless incorporated as a nonprofit entity;
2. hotlines, help lines, information lines, or information and referral lines not administered by nonprofit corporations;
3. support groups offered by therapists or social workers that charge a fee and may be classified as “group therapy” or a “psycho educational group”;
4. clubs, service groups, or other organizations whose services are for members only; and
5. out-of-state agencies or businesses that provide services offered by a Connecticut provider.

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