



# Help Me Grow<sup>®</sup>

## North Texas

### **FINDconnect<sup>™</sup> Inclusion & Exclusion Policy**

**The Help Me Grow North Texas FINDconnect<sup>™</sup> Knowledge Base** is a health and human service referral and information directory functioning to provide resources for families being served by a Help Me Grow North Texas Family Navigator. All Knowledge Base listings must be deemed appropriate for the call center serving early childhood families with concerns regarding their child's health, wellness, education, or development. The Help Me Grow North Texas FINDconnect<sup>™</sup> resource database is operated and managed by the Centralized Access & Navigation Systems Team.

#### **Inclusion Policy**

Government organizations, private businesses, non-profit programs, practitioners or any other entity must be recognizable by the Centralized Access & Navigation Team as an accessible resource beneficial for families with young children. Additionally, FINDconnect<sup>™</sup> Knowledge Base entries must be identifiable as a referral resource or service within the state of Texas under at least one of the following criteria in order to be considered for inclusion:

1. Government, faith-based, or other non-profit social service programs
2. Community health and human service programs providing direct care or assistance
3. For-profit or non-profit medical, educational, or developmental programs providing direct early childhood services
4. Toll-free hotlines and websites providing health and human service information in Texas
5. Community support groups for early childhood development and wellness
6. Advocacy groups for health, education, and social services
7. Private practitioners who offer a necessary health service

Routine updates to the FINDconnect<sup>™</sup> Knowledge Base will occur at least annually to maintain current and relevant information for families accessing information. If an organization or entity does not maintain inclusion policy guidelines, Help Me Grow North Texas reserves the right to remove the organization's information at any time.

## **Exclusion Policy**

Help Me Grow North Texas reserves the right to exclude or remove organizations, programs, or entities from the FINDconnect™ Knowledge Base for any one of the following reasons:

1. Non-deliverable services to families
2. Misrepresentation or fraudulent information
3. Discriminatory, controversial, or politically charged programs or services
4. Substantiated complaints by families
5. Blogs or Facebook pages by individual persons or entities
6. Unlicensed individuals providing a service which requires a licensure by law
7. Faith based organizations which do not offer health and human service assistance
8. Non-Texan organizations or websites with the exception of crisis hotlines
9. Information only websites which do not include accessibility to care
10. Private medical companies not providing direct service care
11. Temporary services with rotating schedules

If an organization or entity does not meet the inclusion policy requirements, the Help Me Grow North Texas Program Director of the Centralized Access and Navigations Systems will contact that party by email within two (2) weeks of the date of the request. A reconsideration to any identifiable exclusions must be emailed to [info@helpmegrownorthtexas.org](mailto:info@helpmegrownorthtexas.org) and a direct request to be reconsidered by the Help Me Grow North Texas Centralized Access Point Committee (CAP) Chairs and the Regional Director within one (1) month of the next regularly scheduled CAP subcommittee meeting.

## **Disclaimer**

Help Me Grow North Texas Centralized Access and Navigation Team reserves the right to edit, exclude, or remove any entity from the FINDconnect™ Knowledge Base for any reason at any time. Help Me Grow North Texas neither promotes one program over another nor endorses any resource listed in the Knowledge Base directory. Additionally, the omission of resources within the database does not reflect disapproval of any particular organization or individual.