

Knoxlink.org
“Linking Knox County Families to Community Resources”

Database Inclusion Policy

1. It is the function of knoxlink.org a project of the Family and Children First Council, to provide information about and referrals to a broad range of human services throughout Knox County. Knoxlink.org will provide as much information as possible to individuals, agency staff members, and businesses to enable them to make informed decisions about which of the available resources may be able to meet their needs, or the needs of individuals to which they are making referrals. knoxlink.org and the Family and Children First Council are not responsible for the quality of service delivered by any agency that appears on knoxlink.org. Agencies and service listed on knoxlink.org are not recommended one over another.
2. It shall be the practice of knoxlink.org to maintain as comprehensive a file as possible of agencies and programs whose services are directed toward the solution of human service problems.
3. Knoxlink.org is governed by the following inclusion and exclusion criteria. Agencies wishing to be included in this database must fall in at least one of the categories listed below, in addition to meeting our criteria outlined:
 - a. Non-profit 501(c)(3), tax-exempt organizations or government agencies which provide social, educational or health and human services as defined by the AIRS Taxonomy of Human Services.
 - b. Organizations (such as churches and social clubs) which offer a service to the community at large, not just their own membership.
 - c. Non-profit hospitals, health clinics, personal and intermediate care homes, retirement homes and communities, subsidized rental housing, independent living facilities, assisted living facilities and nursing homes.
 - d. For-profit agencies offering services parallel to a non-profit service and accepting fees paid by a government agency.
 - e. Commercial or for-profit organizations offering a service not available in the non-profit sector, or those who offer a service not adequately provided by the non-profit or governmental sectors; or those who offer programs/services either free or based on a sliding scale fee. (Consideration for inclusion may be based on geographical locations, special target populations served or accessible hours.) All organizations considered for inclusion under these criteria must be certified or licensed by the appropriate level(s) of government where provisions for such certification or licensing exist.
4. Organizations must also meet the following criteria:

- a. Demonstrate the ability to provide sustained services to the Knox County area in at least one of the human service categories defined by the AIRS Taxonomy of Human Services.
 - b. Show evidence of an established service site.
 - c. Organizations must be responsible for updating programs and services listings when changes occur and responding to update requests at periodic intervals, in the formats specified by knoxlink.org
5. A listing on the knoxlink.org site does not constitute endorsement of, or liability for, any agency's programs or services.
 6. [Knoxlink.org](http://knoxlink.org) reserves the right to refuse listing an agency if, in the sole opinion of the Family and Children First Council, such listing is deemed inappropriate.
 7. [Knoxlink.org](http://knoxlink.org) does not guarantee client referrals to any agencies listed in the database. Agencies are completely and wholly responsible for screening clients for eligibility of services within their program(s).
 8. [Knoxlink.org](http://knoxlink.org) reserves the right to cancel a listing when an agency no longer meets the required criteria. Agencies not providing updated information as requested may be deleted from the knoxlink.org database. It is recommended that all agencies listed on knoxlink.org have a link to their own website if applicable.
 9. [Knoxlink.org](http://knoxlink.org) will further consider the following a basis for denying inclusion in its database:
 - a. Agencies which deny service on the basis of color, race, religion, ancestry, nationality, creed, or disability; or whose service is illegal.
 - b. When knoxlink.org knows or has a reasonable basis to believe that services provided to clients are not in accord with commonly accepted professional practices and standards.

Our Purpose

[Knoxlink.org](http://knoxlink.org) has been designed to allow you to search our extensive database to find services that are relevant to your needs. Our goal is to provide you with contact information for a wide range of services for the Knox County area.

[Knoxlink.org](http://knoxlink.org) is a project of the Knox County Family and Children First Council, whose mission is to promote and facilitate collaboration among community agencies serving children and their families.

[Knoxlink.org](http://knoxlink.org) began as a Leadership Knox Class of 2002 project and continues to grow everyday. We hope you find this site to be a comprehensive listing of services available in Knox County.