

In order to ensure that the organizations, agencies, and programs that participate in Help Base Greater Rochester (HBGR) address the needs of service members, veterans and their families, HBGR has developed criteria for inclusion in HBGR.

Criteria include:

- Service must be applicable and helpful to service members, veterans or their families
- Service must be accessible to service members, veterans or their families in the specified 6 county service area
- Service or agency must be affiliated with, formally recognized by, or partnered with, a government agency or a member of Help Base Greater Rochester.

Other Considerations and Factors:

- Ratings received by watchdog agencies (such as Better Business Bureau, Accredited Charity Directory, or other)
- Affiliations with professional associations or groups pertinent to the service being offered.
- Programs that are government owned, funded or sponsored will be included.
- Non Profit agencies which provide services that support or assist service members, veterans, and their families, receive a favorable rating by a watchdog agency, and can demonstrate tax exempt status will be included.
- Non Profit agencies which provide services that support or assist service members, veterans, and their families, and receive United Way funding will be included.
- Educational institutions must demonstrate tax exempt status and proper accreditation based on the type of educational institution (example - U.S. Department of Education's Database of Accredited Postsecondary Institutions and Programs)

The organizations, agencies or programs listed by HBGR are reviewed on an annual basis, or more frequently if necessary, to ensure that they continue to meet the changing needs of the service members, veterans, and their families.

HBGR reserves the right to deny or remove any resource that:

- Doesn't meet criteria for inclusion as noted above
- Provides misleading information or unsubstantiated claims
- Exhibits hate, bias, or discrimination to clients or community partners
- Does not demonstrate the spirit of collaboration with other providers
- Violates client confidentiality
- Benefits financially from the sale of client information to a 3<sup>rd</sup> party
- Conflicts with HBGR's mission or violates any HBGR policies

The information and referrals provided on this Web site are not endorsements or recommendations of services, providers, or products by Help Base Greater Rochester and its coalition members.