



Resource Database Inclusion/Exclusion Policy

Introduction

The 2-1-1 Resource Database Inclusion/Exclusion Policy has been established to:

- Provide written guidelines for determining eligibility of resource providers in the 2-1-1 database.
- Ensure the 2-1-1 database will contain information about entities that enhance the quality of individual and community life.
- Ensure that detailed data on health and human service information provided by government agencies and community organizations is accessible to the community.
- Ensure the 2-1-1 database is comprehensive, accurate, and meets the needs of the community.

United Way 2-1-1/UWSWLA reserves the right to:

- Refuse listing an entity if, in the sole opinion of 2-1-1, such a listing is deemed inappropriate.
- Cancel a listing when an entity no longer meets the required criteria guidelines or for service non-delivery.
- Delete an entity from the database that does not respond to United Way 2-1-1/UWSWLA update requests.
- Include entity listings/information in unique situations such as disasters that are in keeping with the mission and purpose of United Way 2-1-1/UWSWLA.
- Edit entity information to meet format, guidelines, and space requirements.
- Publish entity information in a variety of formats, including print and Internet-based.

Inclusion Eligibility

- Health and human services programs offered by government agencies that either have offices in the United Way 2-1-1/UWSWLA region or provide services in that area.
- Private non-profit organizations considered charitable and/or educational that are involved with health and human services.
- Specialized information sources that maintain current and accurate information about agencies such as nursing homes, residential care homes, subsidized housing locations, licensed and registered childcare providers, physicians, dentists, and lawyers. *United Way 2-1-1/UWSWLA will not duplicate the maintenance of this information.*
- Faith-based organizations, service organizations and civic groups that offer a service to the community at large.
- Organizations that are not eligible for 501c3 status, but meet all state licensing requirements, including, but not limited to, health clinics, home health care agencies, chemical dependency treatment programs, community counseling agencies and individual mental health professionals who offer a sliding fee scale or reduced fee.

- For-profit organizations or individual proprietors providing services not adequately available from the non-profit sector or offering free services or services with a sliding fee scale, and/or considered critical. Community and self-help support groups that are free or charge a low or discounted fee and have been meeting for 6 months or longer.
- Organizations outside the United Way 2-1-1/UWSWLA region that provided a service not available locally.
- Hotlines, help lines, or other information and referral lines.
- Entity must be operational and provide an actual service/program that has been in service for six (6) months prior to being added to the database. An exception is permitted when the parent company has been in operation at the required time, during a crisis or disaster, or in situations with unique needs.

Exclusion Criteria Guidelines

Organizations may be excluded from the 2-1-1 database for the following circumstances:

- Organizations that are unlicensed and operating in an industry where licensing standards exist.
- Organizations that advocate illegal acts or activities that intend to “cause harm,” including discrimination or the spreading of hatred.
- Organizations that misrepresent services or are fraudulent in any way.
- Organizations that do not complete necessary updates with 2-1-1.
- Organizations that provide services only to members or affiliates or are not available to the general public.
- Organizations that provide services that do not meet the community standard for nonprofit services for the local community.
- Organizations that do not meet the criteria expressed in the inclusion guidelines.

In the event an agency/service provider does not meet the guidelines for inclusion as set forth in the Inclusion/Exclusion criteria per the reasonable conclusion of the United Way 2-1-1/UWSWLA – Sr. Director of 211 and Resource Information, the agency/service provider has the right to file an appeal.

- Inclusion/Exclusion appeals must be submitted in writing. The appeal of an exclusion will be reviewed by United Way 2-1-1/UWSWLA – Sr. Director of 211 and Resource Information, who will then decide based on the United Way 2-1-1/UWSWLA Inclusion/Exclusion criteria.
- The agency/service provider will be notified in writing by the Sr. Director of 211 and Resource Information of the decision within two weeks following the meeting. The decision of the Sr. Director of 211 and Resource Information is final.

Disclaimer

United Way 2-1-1/UWSWLA does not guarantee client referrals to anyone in the 2-1-1 database.

Agencies are completely and wholly responsible for screening clients for eligibility of services within their program(s). A listing in the 2-1-1 database does not constitute endorsement of or liability for any entity. Exclusion of an entity does not necessarily mean a lack of endorsement.

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