

# **Database Inclusion/Exclusion Criteria**

## **Policy Statement**

It is the policy of the United Way of Bay County Bay Arenac Call Center to set standards for determining what resource information and data will be included in the resource database.

## **Purpose**

The 2-1-1 Information database was established and has been maintained for the purpose of providing current and comprehensive information on community resources to the residents of Arenac and Bay Counties. The information contained on the database covers a variety of needs and subjects applicable to many individuals' lives. Although the resources on the database cover a wide spectrum of issues and populations, all share a purpose in providing opportunities for assistance, growth, support or enrichment in some area of life or meet an immediate or long-term need.

The 2-1-1 database provides support to the following:

- Telephone Information and Referral as provided by the 2-1-1 Call Center staff
- Community planning and research
- The planning and publication of area health and human service directories
- Specialized programs, projects, and committees in which 2-1-1 may be or become involved
- Requests and needs of organizations that have subscribed to the 2-1-1 database

## **Procedures**

### ORGANIZATIONS INCLUDED

The 2-1-1 database includes the following types of organizations:

#### **Nonprofit Organizations:**

- Government offices/programs providing health and human services.
- Agencies that provide health and human services to Bay and/or Arenac County residents.
- Churches and Church Support Programs that are not limited to church members and affiliates.
- Support groups
- Special service components of religious organizations, clubs, schools or special interest groups.
- Agencies that have a 501(c) 3 status.
- Agencies must be licensed, where licensing applies.

### **For-Profit Organizations (Must meet some but not all of the following criteria:)**

- Must provide a health or human service that results in the potential resolution of a difficulty for an individual not eligible for a not for profit program or for which no not for profit program exists.
- Must provide an “affordable” service. Charges must be comparable to other businesses that provide the same service.
- Must be able/willing to provide service on a payment arrangement basis.
- Medical service programs must be willing to accept Medicare and/or Medicaid.
- Must be licensed, where licensing applies.

### **Non-Profit Organizations with out 501(c) 3 Status**

Nonprofit agencies that do not have a 501(c) 3 status must meet the same criteria as for profit agencies to be included on the database. Nonprofit organizations without 501(c) 3 status will also be monitored in terms of the availability of services.

### **ORGANIZATIONS EXCLUDED**

#### **Organizations excluded from the United Way’s 2-1-1 include:**

- Political Practitioners and for profit businesses that do not meet the established criteria.
- Agencies that deny service on the basis of race, sexual orientation, religious belief or national origin that violate federal, state or local laws and regulations.
- Organizations refusing/neglecting to supply information or updates after three contacts by United Way staff.

#### **Organizations will be removed from United Way’s 2-1-1 Information Database in the following situations:**

- Following a prolonged unavailability of services or agency functions.
- When there is legal question into the operations of the agency (such as in cases of fraud, misrepresentation, discrimination or criminal activities).
- Following complaints to regulatory bodies regarding the practices of the agency.
- Following the annual review of the inclusion criteria and a decision by United Way’s 2-1-1 that the agency no longer meets the revised criteria.
- Following no response by the agency to repeated attempts at obtaining updated service information during United Way’s 2-1-1 annual update.

Note: Prior to excluding an organization from the Information Database, the organization will be contacted regarding the issue and will have an opportunity to correct the problem. The 2-1-1 Advisory Committee will then review the response and determine if the organization should be excluded.

Decisions to include, exclude, or remove an agency or program may be appealed by writing to the Executive Director of United Way of Bay County in care of 2-1-1 after a reasonable attempt has been made to resolve the issue with staff.

## RIGHTS OF UNITED WAY TO DISCONTINUE REFERRALS

The 2-1-1 Advisory Committee reserves the right to discontinue or deny an agency's inclusion on the database at anytime. Removal or denial from the database will be based on staff's professional decision of the agency's appropriateness and the criteria stated above. In addition, inclusion of a particular organization on the 2-1-1 database does not constitute an endorsement, nor does exclusion constitute disapproval of an organization by 2-1-1.

*United Way of Bay County 2-1-1 Inclusion/Exclusion Criteria was developed following models of several national information and referral services.*