

United Way 2-1-1 Inclusion/Exclusion Policy

This policy is in accordance with the Alliance of Information & Referral Services (AIRS) Standards for Professional Information and Referral Services, Standard 7. To be included in the United Way 2-1-1 database, an organization or an individual services provider must first meet ALL THREE of the following general terms of inclusion:

- Provide health or human services for residents of Utah
- Have a consistently available contact person, location, and telephone number (access through an answering machine is acceptable)
- Have provided services for at least six (6) months (exceptions may be made under certain circumstances, such as a disaster)

Organizations Eligible for Inclusion

The following organizations are eligible for inclusion provided they meet ALL of the above general terms of inclusion:

- Utah's municipal and state agencies and commissions as well as selected federal agencies, which provide services to the general public or small businesses
- Agencies and organizations which are private, non-profit, and have a 501(c)(3) tax-exempt status or government offices which provide social, educational, health, or human services. Non-profits may be asked to provide verification of their tax-exempt status
- Private non-profit organizations considered charitable and/or educational
- Specialized information sources which maintain current and accurate information about agencies such as nursing homes, residential care homes, subsidized housing locations, licensed and registered childcare providers, physicians, dentists, or lawyers. United Way 2-1-1 will not duplicate the maintenance of this information
- For-profit, full service hospitals
- Organizations such as churches and social clubs which offer services to the community at large, not just to their own members
- Advocacy groups related to health and human service issues
- Self-help support groups, grass roots, collaborative, and neighborhood organizations which have not obtained a non-profit 501(c)(3) tax-exempt status but have an identified contact point. Inclusion in United Way 2-1-1 searchable database will be limited to those support groups/therapy groups/classes which are either free of charge or charge no more than \$20.00 per session, or charge based on ability to pay. Groups with fees exceeding this amount may still submit information and may

be referred to if their services are unique (not available through other sources at a lower fee). Neighborhood organizations are defined as those groups whose memberships are comprised of residents of a defined geographical area and whose primary mission is to improve the living conditions of all residents of the defined geographical area

- Educational organizations within the State of Utah including (but not limited to) early education providers, grade schools, public high schools, school districts, boards of education, and private schools which serve children or youth with disabilities or behavioral/emotional disorders

Organizations or Services Included at the Discretion of the Database Manager

- For-profit organizations or individual proprietors providing services not adequately available from the non-profit sector or services which are free, reduced cost, or charged based on a sliding fee scale. Examples include (but are not limited to) board and care facilities, sober houses, and companies which modify vehicles for people with disabilities
- Certain national organizations which provide services that are not adequately available through Utah-based organizations (The National Runaway Hotline, for example)
- Stand-alone mutual support groups. If included, groups will be subject to elimination if database manager is not able to contact organizer for up-to-date meeting information within a reasonable time period

Organizations or Services Excluded from the Database

- Services which are available only to members of a certain group or affiliation. For example, counseling available to a church's parishioners only
- Any organization which promotes or delivers illegal services
- Individual or private practitioners (i.e., therapists, physicians, etc.). Exceptions may be made for those who accept Medicaid/Medicare or offer services on a sliding fee scale
- Agencies or organizations which deny services on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality, or any other basis not permitted by law
- Agencies or organizations which misrepresent by omission or commission pertinent facts regarding their services, organizational structure, or any other pertinent matter in any way
- Professional organizations unless they provide direct services to the public

Disclaimer

Although this policy indicates what agencies, organizations, and services are eligible for inclusion in the database, United Way 2-1-1 reserves the right to prioritize and limit entry. Inclusion does not imply endorsement and omission does not indicate disapproval.

United Way 2-1-1 reserves the right to edit information to meet style, format, guideline, and space requirements.

Public Access to United Way 2-1-1 Resource Database

Information provided by organizations and individual service providers and included in United Way 2-1-1 is available to the general public in various formats, including telephone information and referral, an online searchable database of services, and printed materials.

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