



Utah 211 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 Utah 211 database, an organization or an individual service 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 voice mail is acceptable)
- Currently provide service(s). If provider has been in business for less than 6 months, Utah 211 will complete an update 6 months after entry (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. Utah 211 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 Utah 211 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 offer 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, substance use disorder treatment, 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 offer services on a sliding fee scale or provide services not available from the non-profit sector
- 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, Utah 211 reserves the right to prioritize and limit entry. Inclusion does not imply endorsement and omission does not indicate disapproval.

Utah 211 reserves the right to edit information to meet style, format, guideline, and space requirements.

Public Access to Utah 211 Resource Database

Information provided by organizations and individual service providers and included in Utah 211 is available to the general public in various formats, including telephone information and referral, an online searchable database of services, the Utah 211 app, and printed materials.