

Heart of Florida United Way 2-1-1
INCLUSION / EXCLUSION POLICIES



The following guidelines will be used in determining an agency or organization's eligibility to be listed in the *2-1-1 Community Resource Database*:

GENERAL:

1. The inclusion/exclusion criteria will be reviewed on a regular basis (at a minimum of twice every year) to ensure that the criteria continue to meet the changing needs of the community.
2. The Community Resource Database shall strive to meet the health and human service needs of all groups within the community.
3. The fact that an agency is or is not listed in the database is not an endorsement or lack of endorsement of their purpose, method, or quality of service.

INCLUSION:

1. Any non-profit agency, which provides social, education or health-related services and has a 501(c)3 tax-exempt status or a non-profit status.
2. Governmental agencies that provide social, education or health services.
3. Organizations which provide services to the community at large and not just to their specific group (i.e., churches, social and civic organizations providing services only to their membership).
4. Formal support groups. Informal support groups will be included if they have an established track record of at least six months.
5. Advocacy groups that are concerned with social services issues.
6. Those organizations located out of the geographic area, which provide a service not available locally, but are available to residents of our service area.
7. For-profit organizations which meet the following criteria: (fees may apply).
 - a) Provide services to the community from one or more of the following categories:
 - Adult Day Care, Case Management, Counseling, Emergency Response Systems, Employment, Guardianship, Health Screening, Home-Delivered Meals, Home Health Care, Homemaker/Companion Services, Housing Alternatives, Insurance Forms Filing and Personal Bookkeeping Services, Medical Information, Medical Supplies and Equipment, Rehabilitation Services, Substance Abuse Treatment, Support Groups, and Transportation, or other services not duplicated in the non-profit sector.
 - b) Have been in operation for at least one year.
 - c) Meet proper licensing requirements.
 - d) Maintain proper insurance coverage

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EXCLUSION

1. Private, for-profit service providers – unless they meet the inclusion criteria listed in #7.
2. Services which are available exclusively to members of a certain group or affiliation.
3. Any organization which promotes or delivers illegal services.
4. Agencies or organizations, which deny services on the basis of race, color, religion, ancestry, disability or veteran status.
5. Agencies or organizations that have been in existence less than six months. Agencies must demonstrate a provision of services for a minimum of six months unless they meet one of the following criteria:
 - (a) Affiliation with a large, well-known national organization (i.e., Salvation Army, Red Cross, American Cancer Society).
 - (b) Provides a unique, much needed service not otherwise provided in the community.
6. Agencies that are unresponsive to referrals and/or requests for updated information on their services.

Where special circumstances exist, which are not effectively covered by the preceding guidelines, the organization in question will be reviewed by Director of 2-1-1.

Disclaimer

The purpose of 2-1-1 is to facilitate meeting human needs by providing leadership in planning, evaluation, and coordination and initiating services to agencies and individuals within the community. These programs provide a link between the individual in need and the agency, governmental service or community organization best suited to meet that need. Services are provided to any individual regardless of age, sex, race, religious belief, sexual orientation or any other personal belief.

It is the function of Information and Referral (I&R) to provide information about and referral to a broad range of human services. It is the intent of the program that the 2-1-1 specialist will provide as much information as possible to individuals who call, to enable them to make an informed decision about which of the available resources may best meet their needs. While the 2-1-1 specialist will strive to give the most accurate and appropriate information and/or referral possible, 2-1-1 is not responsible for the quality of service delivered by any agency to which a caller is referred. Specialists are to refer to available agencies, not to recommend one over another.