



## Inclusion/Exclusion Policies

United Way of the CSRA (UWCSRA) 2-1-1 provides an easy way to access comprehensive and specialized information and referrals to community programs and services. UWCSRA 2-1-1 connects people to the assistance they need to address everyday challenges of living as well as those that develop during times of community emergencies.

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

### General

1. The inclusion/exclusion criteria will be reviewed annually 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. Whether or not an agency is selected for inclusion within the database, it is not an endorsement or lack of endorsement of their purpose, method, or quality of service.

### Inclusion

- Non-profit organizations (classified as 501(c)3 under the Internal Revenue Code) which provide, coordinate and/or advocate for health and human services
- Health and human service programs offered by State, county or municipal governments which have offices in or serve residents of the CSRA.
- Organizations that serve the 15-county service area or a portion of the service area
- Organizations serving the state of Georgia and surrounding United Way of the CSRA, which also extends services to the residents within the service area.
- United Way of the CSRA Partner Agencies.
- Professional organizations that provide a public service
- Advocacy groups related to health and human service issues
- Community groups
- Agencies that provide food pantries, clothing closets, and/or shelters must operate independent from their personal residence

- Self-help support groups affiliated with a church, hospital, non-profit or national organization
- Social organizations which serve non-members
- Administrative offices of public schools within the CSRA.
- Private schools within the CSRA offering free or very low cost services to the community
- State and community colleges in within the CSRA offering Community Services
- Professional and regulatory boards
- Chambers of Commerce
- Apartment complex offering Subsidized Rent
- Licensed childcare and adult day care offering free or very low cost services to the community
- Licensed and regulated nursing homes, personal care homes, assisted living facilities, and home health services offering free or very low cost services to the community
- For profit companies offering free or very low cost services to the community not easily accessible in the public/non-profit sector
- Licensed for profit therapists, psychologists, and psychiatrists that offering free or very low cost services
- Public national websites that provides information about health and human services
- Toll-Free lines providing information or services that can be accessed by residents within the CSRA.
- Governmental agencies that provide social, education or health services.
- Organizations providing 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).
- Formal support groups.
- For-profit organizations that meet the following criteria: (fees may apply).
  1. Provide services to the community from one or more of the following categories:
    - a. 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.

2. Have been in operation for at least one year.
3. Meet proper licensing requirements.
4. Maintain proper insurance coverage.

**\*\*Application Guidelines\*\***

1. Organizations with incomplete applications will not be considered – all applications and any necessary addendum forms must be complete; all required certification documentation must be submitted
2. Non-profit organizations and for profit businesses must meet the criteria of being in operation for six (6) months prior to being added to the UWCSRA2-1-1 database  
Exception is permitted when the parent company has been in operation for the required time
3. Non-profit and for-profit companies must have compliance status with the Georgia Secretary State
4. Non-profit organizations must provide proof of non-profit status (501c3)
5. For profit companies must provide a copy of business license
6. For profit companies will have investigation reports with the Better Business Bureau reviewed and this can affect inclusion eligibility
7. Private home care providers, child care facilities, and senior residential care homes (personal care homes) must provide appropriate certification and licensure (copy of Bright from the Start or DHR Certification)
8. Agencies (both non-profit and for-profit) may be asked for a site visit and are expected to comply with request
9. All sites must pass inspection criteria which includes but is not limited to a clean and sanitary environment, be properly maintained, and fully equipped- i.e. the agency cannot be under construction, must have adequate food, beds, clothing, space, etc.)

**EXCLUSION:**

These exclusion criteria will be applied equitably to all agencies: for-profit, not-for-profit, private or public:

- Private, for-profit service providers – unless they meet the inclusion criteria listed in #7.
- Services made available exclusively to members of a certain group or affiliation.
- Any organization promoting or delivering illegal services.
- Agencies or organizations, which deny services on the basis of race, color, religion, ancestry, disability or veteran status.

- 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:
  - Affiliation with a large, well-known national organization (i.e., The Salvation Army, The American Red Cross, The American Cancer Society).
  - Provides a unique, much needed service not otherwise provided in the community.
  - Agencies that are unresponsive to referrals and/or requests for updated information on their services.
- Non-profit organizations that are only able to list volunteer opportunities and donation needs, but not services for callers
- Commercial business establishments not described above
- Agencies that violate federal, state or local laws or regulations
- Unregulated for profit health and human service providers
- Organizations (e.g. churches, social clubs) that offer a service to their members only
- Agencies that discriminate in, provide services or volunteer opportunities based on race, ethnicity, sexual orientation or religion
- Agencies that misrepresent their services in any way
- Employment agencies that charge a fee to applicants
- For profit private medical facilities
- Agencies that only provide Information and Referral services, unless targeting a specific service (i.e. health issues)
- Agencies out of the State of Georgia that do not provide health and human services for Georgia residents
- For-profit Agencies out of the State of Georgia that provide health services but cannot provided a copy of business license
- Non-profit Agencies out of the State of Georgia that provide health services but cannot provided proof of nonprofit status (501c3)

#### Guidelines for Review, Appeals and Elimination from Database

If an organization/agency submits an application and is determined to be ineligible for inclusion within United Way of the CSRA's 2-1-1 database, the 2-1-1 Coordinator will respond with a letter of explanation within two weeks of determination.

- United Way has the right to refuse or discontinue listing organizations that have had complaints filed with UWCSRA 2-1-1, other United Way of Greater Atlanta programs, or a regulatory board
- UWCSRA 2-1-1 has the right to eliminate a program/organization for failing to update their record annually

- UWCSRA 2-1-1 has the right to eliminate a program/organization when it is determined that the program is not in compliance with federal, state, or local laws
- If an organization is excluded from database inclusion for any reason, the organization will have to wait up to six months to reapply with the UWCSRA 2-1-1 database. The 2-1-1 Coordinator will determine the wait time based on the severity of the denial reason
- If your organization has been denied database inclusion for the following reasons, please do not reapply for admittance as we will not be able to include your program
  - i. If your organization is denied database entry based on a severe complaint filed with UWCSRA 2-1-1, or other United Way of the CSRA programs, a regulatory board, or the Better Business Bureau;
  - ii. If your organization is involved in illegal practices;
  - iii. If your agency is found promoting or permitting racism or bigotry; Agencies that misrepresent their services in any way;
  - iv. If your agency has been removed from the UWCSRA 2-1-1 database for any of the “Exclusion Criteria” reasons listed above;
  - v. If your agency has lost non-profit (501c3) status with the federal government.

---

### Disclaimer

The purpose of 2-1-1 is to facilitate meeting human needs by providing leadership in planning, evaluation, 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 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.