

## **United Way of the Bluegrass 211 Contact Center**

### Resource Inclusion and Exclusion Criteria and Related Policies

Updated July 2023

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## United Way of the Bluegrass 211 Inclusion/Exclusion Criteria

### United Way of the Bluegrass 2-1-1 Objective

United Way of the Bluegrass (UWBG) 211 Contact Center's mission is to enhance and support UWBG's mission by providing comprehensive information and referral services in our service area. The following criteria and policies govern the inclusion or exclusion of agencies, organizations, and programs from the UWBG's 211 program's information and referral database.

#### Included:

1. City, county, state, or federal government agencies that operate health and/or human service programs and provide assistance to the public in UWBG's service area. No attempt will be made to list all government agencies and departments.
2. Nonprofit agencies, organizations, programs, and community groups that provide direct health and/or human services to the public in UWBG's service area. Services provided by the agency must be offered free of charge or on a sliding fee scale. The agency must meet IRS criteria for being a tax-exempt, tax-deductible organization, e.g. [501(c) 3]. Service areas include but are not limited to health, welfare, housing, support, recreation, education, advocacy and case management assistance.
3. Retirement homes and communities subsidized rental housing, independent living facilities, counseling centers, mental health and substance disorder inpatient and outpatient facilities in UWBG's service area that provide health and/or human services to the public on a sliding scale or accept Medicare/Medicaid or other government subsidy. (No attempt will be made to list all these types of organizations)
4. Health care facilities will be included on a case-by-case basis.
5. Public schools and private or public educational facilities that provide services to the public.
6. Libraries, civic and professional organizations.
7. Religious organizations that offer health and/or human services for the community-at-large that are not restricted to their members. (No attempt will be made to list all religious organizations.)
8. Self-help programs and support groups that do not charge a fee or for which the fee is nominal.
9. Hotlines, help lines, information lines or information and referral lines that provide information on health and/or human services.

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10. For profit agencies/organizations/programs and community groups providing health and/or human services not available in the nonprofit or government sector or those who offer a service not adequately provided by the nonprofit or governmental sectors; or those who offer programs/services either free or based on a sliding fee scale, accept Medicare/Medicaid or other government subsidy. Inclusion may be based on consideration of such factors as geographical location, special target population served, accessible hours or other specialized/specific attributes.
11. Agencies/organizations/programs and community groups outside UWBG's service area that meet a service need for residents not met by agencies or organizations within the service area and would otherwise qualify for inclusion in the UWBG 211 database.

### **Excluded:**

1. Agencies, organizations, programs and community groups that deny service on the basis of discrimination due to: age, race, religion, gender, language, disability, sexual orientation, ancestry, nationality or on any other basis not permitted by law, unless such discrimination is reasonable in order to meet the needs of the organization's target population and such discrimination is permitted by law, (e.g. community center for senior citizens, services for unwed teen mothers).
2. Agencies, organizations, programs, and community groups that violate local, state, or federal laws or regulations.
3. Agencies, organizations, programs, and community groups that provide information for profit only.
4. Agencies, organizations, programs, and community groups that provide unlicensed and/or unbonded and/or uninsured services, where required.
5. UWBG 211 reserves the right to exclude any agencies, organizations, or programs that UWBG 211 has a reasonable, factual basis to believe services provided to clients are not in accordance with commonly accepted professional practices and standards.
6. Agencies, organizations, programs that provide services only to their members.
7. Agencies, organizations, and programs that require an external referral.
8. Practitioners that are too numerous.
9. Agencies, organizations, programs that do not meet the inclusion criteria.

## United Way of the Bluegrass 211 Inclusion/Exclusion Criteria

### Agency Resource Inclusion/Exclusion Related Policies

1. Included agencies, organizations and programs must show evidence of an established service site.
2. A listing in UWBG's 211 database does not constitute endorsement of, or liability for, any agency/organization's programs or services by UWBG, United Way of Kentucky or the Alliance of Information and Referral Systems (AIRS) or any of their officers, agents, employees, or volunteers.
3. All agencies/organizations/programs considered for inclusion under these criteria must be certified or licensed by the appropriate level(s) of government or acknowledged certifying body where provisions for such certification or licensing exist.
4. UWBG 211 is not responsible for, nor does it guarantee the quality of service delivered by any agency to which the customer is referred.
5. UWBG 211 does not guarantee customer referrals to any agencies listed in the database. Agencies are completely and wholly responsible for screening customers for eligibility of services within their program(s).
6. UWBG 211 reserves the right to make referrals to an entity or specialized service agency that exists which adequately provides specialized information and referral for a specific type of service or services.
7. UWBG 211 is the sole owner of the database. UWBG 211 reserves the right to refuse listing an agency or service at its sole discretion.
8. UWBG 211 reserves the right to cancel a listing when an agency no longer meets the criteria outlined in these criteria and policies.
9. UWBG 211 does not charge a fee for inclusion in the information and referral database.
10. Agencies/organizations/programs not providing updated information as requested may be deleted from UWBG's 211 database.

The Information Form can be completed and submitted by an agency, organization, or program to join UWBG's 211 database. Once submitted, UWBG Resource Specialists will assess the application against these policies and decide whether to include or exclude. Excluded UWBG will notify the agency in writing.

## United Way of the Bluegrass 211 Inclusion/Exclusion Criteria

An agency, organization, or program can appeal a denial of 211 database inclusion by UWBG. Appeal must be filed in writing to the United Way of the Bluegrass Community Impact Cabinet Chair (651 Perimeter Dr Suite 510, Lexington, KY 40517). Appeal must include a thorough statement of why the agency/program/organization believes it fits inclusion criteria and accompanying documents. The UWBG Executive Committee will receive a recommendation from the Community Impact Cabinet on the appeal. The Executive Committee's appeal judgment is final.