
INCLUSION/EXCLUSION CRITERIA

United Way of Southwestern Indiana 2-1-1

The following policy applies to United Way of Southwestern Indiana 2-1-1 Resource Database. This policy is intended as a general guide and may be changed by United Way 2-1-1 as needed. This policy is based on the Alliance of Information and Referral Systems (AIRS) Standards for Professional Information and Referral.

The purpose of United Way 2-1-1 resource database is to collect information about Health and Human Services available to residents of southwestern Indiana, maintain accuracy of community information, and link people with needed services, as well as to identify gaps in services.

Health and Human Services is defined as services that address human needs ranging from basic living needs (food, shelter, clothing) to life improvement or enhancement services. Health services include both physical and mental health programs.

The following guidelines will be used in determining whether an agency or organization is eligible to be listed in the United Way 2-1-1 resource database.

DISCLAIMER

The database is intended only as a listing of the many services that are available to residents of Vanderburgh and the surrounding counties. Information collected by United Way 2-1-1 is voluntarily submitted by the organizations listed. Staff of United Way 2-1-1 reserves the right to edit information to meet format, guideline and space requirements. Staff does not evaluate the programs and services.

Inclusion of a program or service in the database does not in any way represent or imply an approval of the quality of those services. Exclusion does not reflect on any organizations contribution to the community.

United Way 2-1-1 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in the database. United Way 2-1-1 disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the database.

Inclusion in the database and Community Resource Guide is free.

The following guidelines will be used in determining whether an agency or organization is eligible to be listed in the United Way 2-1-1 resource database.

A. INCLUSION POLICY

- Nonprofit 501©3 community-based agencies providing a health and/or human care service to the community (new agencies are required to submit proof of nonprofit status).
- Federal, state and local government offices providing a health and/or human care service

- Organizations such as churches, social clubs, social or fraternal organizations and civic groups that offer a service for the community-at-large which is not restricted to their members
- Public resources and services such as libraries, free or low-cost support groups (fee is nominal and meant to cover refreshments), information on pets, etc.
- Public and private housing providers that offer subsidized or below market rent apartments
- For profit businesses that offer a unique service which is not widely offered by the nonprofit community, such as board and care facilities, sober houses, companies that modify motor vehicles to accommodate drivers with disabilities
- Professional associations for health and human service providers
- Hotlines, help lines, information lines and information and referral lines that are administered by a nonprofit or government entity
- School districts, colleges and universities
- State Licensed Facilities for nursing homes, residential care homes, assisted living facilities, adult day health facilities, continuing care facilities, hospitals, home health providers and child day centers (may or may not be nonprofit)
- Consumer protection and basic business services that are either government designated or contracted
- Chamber of Commerce
- Specialized information and referral services
- For-profit agencies that accept Medicaid or provide free or low-cost services

B. NOT INCLUDED:

- Private lawyers, doctors, medical groups, private therapists, individuals offering services, even if it is a needed service, such as chore assistance for the elderly
- For profit home care businesses which offer homemakers, companions, chore assistance services but which do not offer home health services such as skilled nursing or home health aides
- Hotlines, help lines, information lines or information and referral lines which are not administered by nonprofit corporations
- “Support groups” offered by private therapists or social workers for which there is a fee to pay the leader for his/her time and which may be classified as “group therapy” or a “psycho educational group”
- Local service groups, unless they offer services for the community (for example, we include the Lions Club because they donate eyeglasses to people in need).
- Agencies or groups that misrepresent their services in any way.
- Agencies or groups that deny services on the basis of color, race, religion, sexual preference, or nationality.
- Agencies or groups whose service is illegal
- Agencies or groups whose services cannot be verified
- Agencies or groups that have credible or serious complaints about their service registered against them

C. SUSPENSION/ APPEALS PROCESS

United Way 2-1-1 reserves the right to refuse or discontinue listings for organizations, which are under investigation for any type of wrongdoing. We will remove taxonomy references for organizations being suspended. In the event they are cleared of suspicion, taxonomy references will be restored. If they are found to be guilty of wrongdoing, the agency and program listing(s) will be removed from the database.

An organization may appeal an exclusion decision by submitting a written statement to United Way 2-1-1, PO Box 18, Evansville, IN 47701. The written statement should include a justification referencing the Inclusion/Exclusion Policy of United Way 2-1-1, be dated, and include the name, address, telephone numbers and authorized signature of the appealing organization.

The Director of Community Resources and the United Way 2-1-1 Advisory Committee will review the appeal and make a decision. The appealing organization will be informed of the decision within thirty days.

If the appealing organization wishes to continue the appeal, they must notify the United Way of Southwestern Indiana President in writing within 30 days. The President will review this appeal with the United Way 2-1-1 Advisory Board and notify the appealing organization within 90 days.

D. CONTROVERSIAL ACTIVITIES

Some organizations provide services or advocate on issues which maybe controversial in nature. Information about an organizations policies or views which will assist potential consumers in selecting resources should be included in the database. Examples of this type of information include religious observances, which are required in order to obtain services or the organization’s points of view on issues. Whenever possible, the resource file should include organizations which represent a variety of points of view on any given issue in order to provide callers with options.

E. PUBLISHING INCLUSION/ EXCLUSION POLICIES

United Way United Way 2-1-1 will publish its inclusion/ exclusion policies on their website, provided to all new prospective agencies and upon request.

F. REVIEW

United Way United Way 2-1-1’s inclusion/ exclusion policy will be reviewed every year.

F. CONTENT

United Way 2-1-1 reserves the right to edit information for brevity, clarity and content. In addition, your information will be published in a variety of media subject to confidentiality issues.
