

United Way of Northeast Louisiana 2-1-1

Resource Database Inclusion/Exclusion Policy

Introduction

The 2-1-1 Resource Database Inclusion/Exclusion Policy has been established to:

- Provide written guidelines for determining eligibility of resource providers in the 2-1-1 database.
- Ensure the 2-1-1 database will contain information about entities that enhance the quality of individual and community life.
- Ensure that all health and human service information provided by local/regional government agencies and critical non-profit/for-profit companies is accessible for the community.
- Ensure the 2-1-1 database is comprehensive, accurate and meets the needs of the community.
- The 2-1-1 Resource Database Inclusion/Exclusion Policy is reviewed at least every 3 years to ensure 2-1-1 is meeting the changing needs of the community.

Disclaimer

Although this policy indicates what agencies and services are eligible for inclusion in the database, United Way 2-1-1 reserves the right to:

- Refuse listing an entity if, in the sole opinion of 2-1-1, such a listing is deemed inappropriate.
- Cancel a listing when an entity no longer meets the required criteria guidelines.
- Delete an entity from the database that does not respond to 2-1-1 update requests.
- Include entity listings/information in unique situations such as disasters that are in keeping with the mission and purpose of United Way 2-1-1.
- Edit entity information to meet format, guidelines and space requirements.
- Publish entity information in a variety of formats, including print and Internet based.
- United Way 2-1-1 does not guarantee client referrals to anyone in the 2-1-1 database. Agencies are completely and wholly responsible for screening clients for eligibility of services within their program(s). A listing in the 2-1-1 database does not constitute endorsement of or liability for any entity. Exclusion of an entity does not necessarily mean a lack of endorsement.

Inclusion Eligibility

- Louisiana's municipal and state agencies and commissions, as well as selected federal agencies, which provide services to the general public or small businesses.
- Private non-profit organizations considered charitable and/or educational.
- Specialized information sources that maintain current and accurate information about agencies such as nursing homes, residential care home, subsidized housing locations, licensed and registered child care providers, physicians, dentists, and

lawyers. United Way 2-1-1 will not duplicate the maintenance of this information.

- Faith-based organizations, service organizations and civic groups that offer a service to the community at large.
- Organizations that are not eligible for 501c3 status, but meet all state licensing requirements, including, but not limited to hospitals, health clinics, home health care agencies, chemical dependency treatment programs, community counseling agencies and individual mental health professionals who offer a sliding fee scale or reduced fee.
- Educational organizations within Louisiana including but not limited to early education providers, school districts and boards of education and private schools that serve children or youth with disabilities or behavioral/emotional disorders.
- Out of state entities near the Louisiana border that offer essential services whose services are more accessible to residents than the equivalent services offered within Louisiana.
- For-profit organizations or individual proprietors providing services not adequately available from the non-profit sector, or offering free services or services with a sliding fee scale, and/or considered critical.
- Community and self-help support groups that are free or charge a low or discounted fee.
- Certain national organizations that provide services that are not adequately available through Louisiana organizations.
- Hotlines, help lines, or other information and referral lines.
- Public safety entities such as law enforcement and fire departments.
- Emergency rescue and crisis stabilization entities for psychiatric and medical emergencies.
- Entity must be operational and provide an actual service/program.
- Entity must be operational for one year or be associated with an agency or program that has been operational for one year. Exceptions may be made in times of crisis/disaster, unique need and/or with management staff review and approval.
- Entity must provide a telephone number and a contact person who is available to answer questions regarding its listing in the 2-1-1 database. Voice mail is acceptable.

Exclusion Criteria Guidelines

Entities may be excluded from the 2-1-1 database for the following circumstances:

- Entities that are unlicensed and operating in an industry where licensing standards exist.
- Entities which advocate illegal acts or activities that intend to “cause harm”.
- Entities that do not complete necessary updates with 2-1-1.
- Entities that provide services only to members or affiliates.
- Entities that provide services that do not meet the community standard for nonprofit services for the local community.