



## Heart of West Michigan United Way/2-1-1 Inclusion/Exclusion Criteria

United Way's 2-1-1 Information database was established and has been maintained for the purpose of providing current and comprehensive information on community resources to the residents of Kent County. The information contained on the database covers a variety of needs and subjects applicable to many individuals' lives. Although the resources on the database cover a wide spectrum of issues and populations, all share a purpose in providing opportunities for assistance, growth, support, or enrichment in some area of life, to meet an immediate or long-term need.

### **United Way's 2-1-1 Information Database provides support to the following:**

- Telephone Information and Referral as provided by the 2-1-1 Call Center staff
- Community planning and research
- The planning and publication of area health and human service directories
- Specialized programs, projects, and committees in which United Way's 2-1-1 may be or become involved
- Requests and needs of organizations that have subscribed to United Way's 2-1-1 Information Database
- Searchable resource database for community use at the Heart of West Michigan United Way web site ([www.hwmuw.org](http://www.hwmuw.org)).

### **United Way's 2-1-1 Information Database includes the following types of organizations:**

#### **Nonprofit Organizations:**

- Government offices/programs providing health and/or human services.
- Agencies that provide health and human services to Kent County residents.
- Churches and Church Support Programs that are not limited to church members and affiliates
- Support Groups
- Special service components of religious organizations, clubs, schools, or special interest groups.
- Agencies which have a 501 (c) 3 status.
- Agencies or programs must be in operating existence for at least one (1) year (365 days) at the time of inquiry.

#### **For-Profit Organizations (Must meet some but not all of the following criteria):**

- Must provide a service that result in the potential resolution of a difficulty for an individual not eligible for a not-for-profit program or for which no not-for-profit program exists.
- Must provide an "affordable" service. Charges must be comparable to other businesses that provide that same service.
- Must be able and willing to provide service on a payment arrangement basis or a sliding fee scale.
- Medical service programs *must* be willing to accept Medicare and/or Medicaid.
- Agencies or programs must be in operating existence for at least one (1) year (365 days) at the time of inquiry.

## *Heart of West Michigan United Way's 2-1-1 Inclusion/Exclusion Policy*

### **Policy Concerning Nonprofit Agencies without 501©3**

Nonprofit agencies that do not have a 501©3 status must meet the same criteria as for profit agencies to be included on the database. Nonprofit organizations without 501©3 status will also be monitored in terms of the availability of services.

### **Organizations Excluded or Removed from the United Way/2-1-1 Database**

#### **Organizations excluded from the United Way's 2-1-1 include:**

- For Profit Businesses that do not meet the established criteria.
- Nonprofit Agencies that do not provide a direct service or information about direct services. Example: Agencies that provide coordination of services but do not serve as an entry point into services, or that cannot accept referrals.
- Churches that limit services and/or support to members of their congregation, or that do not have a regularly available service.
- Agencies that deny service on the basis of race, sexual orientation, religious belief, or national origin or that violate federal, state, or local laws and regulations.

#### **Organizations will be removed from United Way's 2-1-1 Information Database in the following situations:**

- Following a prolonged unavailability of services or agency functions.
- When there is legal question into the operations of the agency (such as in cases of fraud, misrepresentation, discrimination, or criminal activities).
- Following complaints to regulatory bodies regarding the practices of the agency.
- Following the annual review of the inclusion criteria and a decision by United Way's 211 that the agency no longer meets the revised criteria.
- Failure to complete the agency 2-1-1 annual update; United Way will attempt to contact the agency three (3) additional times after the initial update is sent. If unable to make contact or update the information, the agency will be deactivated and notified of their status.

Note: Prior to excluding an organization from the Information Database, the organization will be contacted regarding the issue and will have an opportunity to correct the problem. United Way's 2-1-1 will then review the response and determine if the exclusion should apply.

Decisions to include, exclude, or remove an agency or program may be appealed by writing to the President of Heart of West Michigan United Way in care of United Way's 2-1-1 *after* a reasonable attempt has been made to resolve the issue with the database manager.

### **Right of United Way's 2-1-1 to Discontinue Referrals**

United Way's 2-1-1 reserves the right to discontinue or deny an agency's inclusion on the database at anytime. Removal or denial from the database will be based on staff's professional decision of the agency's appropriateness and the criteria stated above. In addition, inclusion of a particular organization in the United Way's 2-1-1 database does not constitute an endorsement, nor does exclusion constitute disapproval of an organization by United Way's 2-1-1.

*Heart of West Michigan United Way's 2-1-1 Inclusion/Exclusion Criteria was developed following models of several national information and referral services*