



United Way 211 Lee, Hendry and Glades Database
Policy for Inclusion/Exclusion Policy

Disclaimer: Inclusion in the United Way 211 Lee Hendry and Glades database does not guarantee client referral or indicate endorsement of any agency. United Way 211 Lee, Hendry and Glades may provide callers resources on an agency, but it is the responsibility of the agency to screen callers for ongoing eligibility within their programs. Inclusion in the database does not imply endorsement of an organization or its programs or services, neither does omission reflect disapproval.

Review Process: As agencies apply to be included in the database, each agency will also be reviewed against the criteria listed below by the Data/Resource team of United Way 211 Lee, Hendry and Glades for inclusion in our online Database. Any agency has the right to appeal its exclusion to the Administrative Review Committee consisting of, but not limited to, the President, Program Director, and Board Chair. The decision of the Administrative Review Committee should be considered final.

Inclusion Criteria: Eligible agencies must

1. Provide health or human service programs or have a related role in the health and human service network.
2. Be operationally functioning for at least one year.
3. Provide a contact person who can answer questions regarding the agency's 211 database listing.
4. Respond to yearly update requests. (Agencies that fail to respond to updates yearly may be dropped from database without notice).
5. Provide a telephone number, accessible during the day. Voicemail is acceptable.
6. Have a funding source from one of the following entities: United Way, Area Agency on Aging, Lee County Department of Human Services, Department of Children and Families, Children's Network, Collaboratory, or any division of Florida State, County, or Municipal Government. If an agency has not received funding from one of these entities, United Way 211 Lee Hendry and Glades reserves the right to verify the agency's information with outside sources such as the Better Business Bureau or through public records.
7. New organizations may also be required to provide proof of applicable licensing.

Eligible Provider Types to be Included:

Direct Service Providers

- Government (local, state, federal) and quasi-public agencies that provide services such as those listed above. Note: United Way 211 Lee, Hendry and Glades will not attempt to list all government agencies and/or departments.
- Non-profit, 501C-3 organizations that provide, coordinate and advocate for health and human services.

- Hotlines, helplines, and other information and referral lines (which do not require membership).
- New organizations may also be required to provide proof of applicable licensing.
- Support groups that are not offered through a sponsoring organization (e.g. hospital or non-profit agency) but are self-governed and do not charge service fees.
- Licensed non-profit health care facilities and hospitals.
- Non-profit licensed childcare facilities.
- Out-of-state agencies that offer essential services not provided locally such as hotlines and information clearinghouses.
- Non-profit substance abuse service providers who are licensed by the Department of Children and Families Substance Abuse and Mental Health Division.
- Public safety entities such as law enforcement and fire departments
- For-profit organizations that are either providing important human service or are licensed by a government authority to provide a particular service.
- For-profit organizations that provide needed services for free or low cost or according to a sliding scale geared to income.

Indirect Service Providers

- Community organizations that specialize in planning, improvement of standards/services, and research/interpretation
- Advocacy groups related to health and human services.
- State, national and local officials.
- Professional and regulatory boards in medical/legal/social services fields.
- Chambers of Commerce.
- Social or fraternal organizations, which serve non-members.

Ineligible for Inclusion:

- Private, for-profit service providers will not be included in the 211 databases unless they meet one or more of the specific inclusion criteria listed above.
- Organizations that limit the services they provide to members only will not be included in the 211 databases.
- If an organization/program does not expressly meet the inclusion criteria it is therefore excluded.

United Way 211 Lee, Hendry and Glades reserves the right to exclude any organization that meets the inclusion above but that is not in keeping with the mission of United Way 211.

Potential grounds for exclusion or removal from the database may include, but are not limited to, service non-delivery, fraud, misrepresentation, discrimination or proven or alleged criminal activities.

Each organization may be reviewed by 211 Community Resource Coordinators at any time against this policy. 211 United Way

management reserves the right to make exceptions to the policy especially in cases of specialized services during community disaster or when deemed in the best interests of those the agency serves.

Contact Information:

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*To meet the needs of the changing community, United Way 211 Lee Hendry and Glades will review the Directory Inclusion/Exclusion Policy at least every three years, or more frequently if deemed necessary.