



United Way  
for Southeastern Michigan

# INCLUSION/EXCLUSION POLICY

## 2-1-1 POLICIES AND PROCEDURES, UPDATED: JUNE 2016

### I. PURPOSE

This policy establishes the criteria organizations must meet in order to be included in the resource database maintained by United Way for Southeastern Michigan 2-1-1.

### II. POLICY

It is the policy of United Way for Southeastern Michigan to collect, organize, and disseminate useful and accurate information about community resources that provide direct services or information about direct services to the residents of Lapeer, Macomb, Monroe, Oakland, Washtenaw, and Wayne counties.

### III. GEOGRAPHIC CRITERIA

1. An organization must be located within or provide service to residents of Lapeer, Macomb, Monroe, Oakland, Washtenaw, or Wayne counties.
2. Agencies located outside this geographic area may be considered for inclusion on a case-by-case basis.

### IV. AGENCY TYPE

Agencies appropriate for inclusion in the UWSEM 2-1-1 database include:

1. Government Entities
  - a. Local
  - b. State
  - c. Federal
  - d. Special district
2. Private Nonprofit Organization
  - a. 501(c)3 organizations
  - b. Religious institutions which offer a human service available to the general public
  - c. Professional associations which offer a free or low-cost service to the general public
  - d. Labor organizations providing human services to their members
  - e. Clubs organized for the purposes of recreation or other nonprofit purposes
3. Educational Institutions
4. For-profit businesses offering a human service free of charge to the general public, a unique human service not otherwise available from a nonprofit provider, or a service for which fees are paid by a government or private nonprofit agency.

Entities which are not appropriate for inclusion in the 2-1-1 database are:

1. Private, for-profit businesses that do not meet the criteria in section IV-4.
2. Private practitioners who do not meet the criteria in sections IV-1 through IV-4.

### V. STABILITY CRITERIA

Agencies wishing to be included in the 2-1-1 database must meet the following stability criteria:

1. Have at least one established service site that clients can physically visit should the service require it. (Note: This criterion will not force the exclusion of Web- and telephone-based services that otherwise meet the inclusion requirements.)

2. Employ at least one full-time staff person, either paid or volunteer, who is regularly available to communicate with 211 resource staff.
3. Have been in existence for at least one full year, or demonstrate substantial proof of viability to the satisfaction of United Way 21-1.

## **VI. SUBJECT AREA CRITERIA**

United Way 211 is a comprehensive information and referral service; however, priority is given to services which meet basic needs (i.e. food, shelter, health care), focus on financial stability (i.e. job training and placement, mortgage counseling), and address educational preparedness (i.e. early identification programs, tutoring services).

## **VII. OTHER CONSIDERATIONS**

The following items will also be considered when an agency applies for inclusion in the database:

1. Degree of demand/need for the services offered
2. Number of agencies in the database currently offering the service
3. Proof of current licensure (where appropriate)

## **VIII. EXCLUSION/REMOVAL CRITERIA**

Approval for inclusion in the 211 database does not guarantee permanent inclusion. Agencies may be removed or excluded from the database at the discretion of United Way 211 for any of the following reasons:

1. A prolonged period of unavailable services or agency inactivity
2. Complaints to regulatory bodies regarding the practices of the agency
3. Agency no longer meets inclusion/exclusion criteria based on annual review of policy
4. Illegal activity
5. No response from the agency to three consecutive requests for updated information.

## **IX. STATEMENT OF RESPONSIBILITY**

Inclusion in the United Way 2-1-1 database should in no way be construed to constitute an endorsement of an agency or organization or its services, nor should exclusion be construed to constitute disapproval. United Way 211 provides referrals, not endorsements, recommendations or ratings of potential service providers.

## **X. COMPLAINT POLICY**

United Way 211 reserves the right to remove or exclude any organization from the database at any time. Application for inclusion in the database does not guarantee inclusion.

1. Complaints regarding the exclusion, inclusion, description, removal or indexing of an organization or its service(s) may be submitted in writing to the United Way 211 Resource Team Leader. All complaints will be considered in light of the 2-1-1 Inclusion/Exclusion Policy. The party filing the complaint will be notified in writing of the final decision and justification thereof.
2. Any further objection to the decision of the Resource Team Leader must be submitted in writing to the 2-1-1 Director, whose determination will be returned to the complainant in writing. All decisions by the 2-1-1 Director are absolute. Records will not be removed from the database due to the objectionable nature of the agency or its services.
3. Complaints regarding the delivery of a service to a client will be submitted to the United Way 211 Resource Team Leader for investigation. A member of the 211 staff may follow up with the caller if requested. In the event that egregious service non-delivery, fraud, discrimination, or misrepresentation is discovered, 211 reserves the right to remove the agency from the database immediately.