

2-1-1 United Way of Summit and Medina Inclusion/Exclusion Criteria (Summit, Medina, Lorain)

2-1-1 maintains an accurate, up-to-date resource database that contains information about available community resources including details about the services they provide and the conditions under which services are available. The database includes resources that support the inquirer's right to accurate, comprehensive and unbiased information and the ability of the 2-1-1 service to be a non-partisan, non-ideological and impartial information source on available health and human services. The database is maintained by trained resource specialists.

To ensure that the needs of the community are met, United Way of Summit and Medina has developed the following criteria for the inclusion or exclusion of agencies and programs in the resource database. These criteria shall be uniformly applied and published so that staff and the public are aware of the scope and limitations of the database.

I. Included in the resource database are the following types of agencies that provide a service in United Way of Summit and Medina's service area:

- A. Non-profit organizations, government agencies and educational institutions.
- B. Organizations (such as churches, social clubs) which offer a health or human service to the community at large, not just their own members.
- C. Proprietary organizations which offer services in the areas of health, mental health, recreation, education, financial assistance, legal assistance, home maintenance, or arts and culture to the general public. Proprietary organizations will be limited to those located within our 2-1-1 service area when available. In addition, proprietary organization must meet the following criteria:
 - Provide services not readily met by public or non-profit agencies, or
 - Accept Medicaid, Medicare, Passport, or
 - Offer goods and/or services for free, low-cost, or on a sliding fee scale not readily available through non-profit agencies.
- D. Self-help/support groups.
- E. Elected representatives (federal, state, county, city).
- F. Hospitals, community clinics and urgent care centers.
- G. Professional associations (especially those in the social services field) that provide specialized information and referral services related to their field of expertise. These may include:
 - Counseling/Psychiatry
 - Medical/Dental
 - Legal
- H. Advocacy groups.
- I. Organizations outside the service area which provide a service not readily available locally.

II. Excluded from the Resource File will be:

- A. Services available only to members of a certain group or club (i.e. counseling available to a church's parishioners only).

- B. Illegal services; including agencies which deny service based on color, race, religion, gender, sexual orientation, ancestry, nationality or any other basis not permitted by law.
 - C. For –profit businesses offering services readily available through public or non-profit agencies or proprietary agencies located within the county.
 - D. Private practices, individual practitioners, and groups of consulting practitioners. Professional associations that offer referrals to these agencies will be listed as appropriate.
 - E. Agencies that are covered under the services of a local specialized I & R program (i.e. Area Agency on Aging, Early Childhood Resource Center, etc.).
- III. Where licensing standards for a given field of service are known to exist, only those agencies which meet these standards may be included in the database. Agencies may be requested to send copies of their licensing with their application for inclusion in the resource listing.
- IV. Where licensing standards are not known to exist, United Way of Summit and Medina will use the following guidelines to establish the validity of any agency's service.
- A. Evidence of an established service site
 - B. Demonstrated provision of service for a period of at least six months
 - C. Evidence of an established service site phone number
- V. United Way of Summit and Medina may use one or more of the following means in the validation process:
- A. Site visit and face-to-face interview.
 - B. References from clients or affiliated professionals.
 - C. Consultation with other agencies in the same field of service or geographic proximity.
 - D. Check with local law enforcement and/or consumer complaint agencies.
 - E. Review of the agency's website
- VI. If an agency does not meet the criteria for inclusion in the resource file, the resource specialist will inform the agency by phone or in writing. If there is a challenge to the decision of exclusion, then the agency contact can request to speak to the Manager, 2-1-1 Resources to further explain the reasons for the exclusion. If still not satisfied, a meeting with the Director, 2-1-1 would be the next step.
- VII. United Way of Summit and Medina reserves the right to exclude or remove an agency from the database based on concerns regarding service capacity issues, allegations of financial mismanagement, and/or allegations of ethical misconduct.

Date of Last Review: January 2023 by United Way of Summit and Medina's AIRS Accreditation Committee.

2-1-1 LITE Inclusion/Exclusion Criteria (Portage, Tuscarawas, Harrison and Jefferson Counties)

2-1-1 maintains an accurate, up-to-date resource database that contains information about available community resources including details about the services they provide and the conditions under which services are available. The database includes resources that support the inquirer's right to accurate, comprehensive and unbiased information and the ability of the 2-1-1 service to be a non-partisan, non-ideological and impartial information source on available health and human services. The database is maintained by trained resource specialists.

To ensure that the needs of the community are met, 2-1-1 has developed the following criteria for the inclusion or exclusion of agencies and programs in the resource database. These criteria shall be uniformly applied and published so that staff and the public are aware of the scope and limitations of the database.

I. Included in the resource database are the following types of agencies that provide a service in the 2-1-1 service area of Portage, Tuscarawas, Harrison and Jefferson Counties:

- A. Non-profit and government organizations offering food assistance, clothing, furniture or household goods; income support services including but not limited to utilities or housing; mental health, substance use disorder support; or domestic/sexual violence support services; enrollment in public benefits (such as SNAP, WIC, TANF, public housing, etc.); Area Agencies on Aging/Aging and Disability Resource Networks and Developmental Disability agencies ; or Legal Aid.
- B. Organizations (such as churches, social clubs) which offer a health or human service comparable to those listed above to the community at large, not just their own members.
- C. Proprietary organizations which offer services in the areas of health, mental health, financial assistance, legal assistance, home maintenance, or mental health services to the general public. In addition, proprietary organization must meet the following criteria:
 - Provide services not readily met by public or non-profit agencies, or
 - Offer goods and/or services for free, low-cost, or on a sliding fee scale not readily available through non-profit agencies.
- D. Self-help/support groups for mental health and substance use disorders.
- E. Community Health Clinics that offer free, low-cost, or sliding fee scale services.
- F. Emergency Services providers, State Highway Patrol, Sheriffs and Homeland Security Agencies.

II. Excluded from the Resource File will be:

- A. Local Government Agencies that do not provide a health or human service. The main office and phone for Cities, Villages, Townships are listed. Local Officials Offices are the preferred taxonomy for this group.
- B. Educational facilities, including grade school, high school, or early education providers. The main office of all public-school districts are listed.
- C. Services available only to members of a certain group or club (i.e., counseling available to a church's parishioners only).
- D. Nursing homes or assisted living communities. Professional organizations that make referrals to nursing homes and/or assisted living facilities are listed.

- E. Private practices, individual practitioners and groups of consulting practitioners. Professional associations that offer referrals to these agencies will be listed as appropriate.
- F. National service clubs and its local branches, unless it meets section A of the Inclusion Criteria.
- G. Illegal services: including agencies which deny service based on color, race, religion, gender, sexual orientation, ancestry, nationality or any other basis not permitted by law.
- H. For – profit businesses offering services readily available through public or non-profit agencies or proprietary agencies located within the county.
- I. Those agencies and services that are covered under the services of a local specialized I & R program (i.e., skilled nursing facilities, childcare centers, etc.).
- J. A museum, park, or recreational, physical or cultural enrichment facility.
- K. Local/regional newspapers and radio stations.
- L. Services for volunteer recruitment or donation procurement. Centralized volunteer coordination organizations will be listed.
- M. Agencies only offering services outside of the 2-1-1 service area.

III. Reduced scope for certain Agencies:

- A. Hospitals, Local Government Offices, School Districts, Library systems, and other well-known agencies will be listed with a reduced scope of services.

IV. Where licensing standards for a given field of service are known to exist, only those agencies which meet these standards may be included in the database. Agencies may be requested to send copies of their license with their application for inclusion in the resource listing.

V. Where licensing standards are not known to exist, 2-1-1 will use the following guidelines to establish the validity of any agency's service.

- A. Evidence of an established service site.
- B. Demonstrated provision of service for a period of at least six months.
- C. Evidence of an established service site phone number.

VI. 2-1-1 may use one or more of the following means in the validation process:

- F. Site visit and face-to-face interview.
- G. References from clients or affiliated professionals.
- H. Consultation with other agencies in the same field of service or geographic proximity.

I. Check with local law enforcement and/or consumer complaint agencies.

J. Review of the agency's website.

VII. If an agency does not meet the criteria for inclusion in the resource file, the resource specialist will inform the agency by phone or in writing. If there is a challenge to the decision of exclusion, then the agency contact can request to speak to the Manager, 2-1-1 Resources to further explain the reasons for the exclusion. If still not satisfied, a meeting with the Director, 2-1-1 would be the next step.

VIII. 2-1-1 reserves the right to exclude or remove an agency from the database based on concerns regarding service capacity issues, allegations of financial mismanagement, and/or allegations of ethical misconduct.

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