



## **United Way of Northeast Kentucky 2-1-1 Contact Center Agency Resource Inclusion/Exclusion Criteria and Related Policies Updated: November 2020**

It is the function of United Way of Northeast Kentucky (UWNEK) 2-1-1 Contact Center, to enhance and support the mission of UWNEK by providing information and referral to a broad range of health and human services throughout the service area. 2-1-1 Navigators are available to provide information to enable customers to make an informed decision about available resources that may meet their needs. The following are the criteria and policies related to the inclusion or exclusion of agencies/organizations/programs in the information and referral database for the UWNEK's 2-1-1 program.

### **Included:**

1. City, county, state or federal government agencies that operate health and/or human service programs and provide assistance in UWNEK's service area: Boyd, Carter, Elliott, Greenup and Lawrence counties in Kentucky. (No attempt will be made to list all government agencies and departments)
2. Nonprofit agencies/organizations/programs and community groups that provide direct or indirect health and/or human services to residents of UWNEK's service area; predominantly on a sliding fee scale or do not charge fees for service, and meet IRS criteria for being a tax exempt, tax deductible organization, e.g. [501(c) 3]. Service areas include but are not limited to: health, welfare, housing, support, recreation, education, advocacy, case management assistance, public policy planning, research, gifts in kind, volunteer recruitment or other services outlined in AIRS/211 LA County Taxonomy of Human Services Hierarchy, 6-11-15 published by The Information and Referral Federation of Los Angeles, County, INC. (INFO LINE) and the Alliance of Information and Referral Systems (AIRS), 1994 or its updated publication.
3. Personal and intermediate care homes, retirement homes and communities, subsidized rental housing, independent living facilities, assisted living facilities, long-term care facilities, counseling centers, inpatient and outpatient facilities in UWNEK's service area that provide health and/or human services to the public on a sliding scale or accept Medicare/Medicaid or other government subsidy.
4. Hospitals and health care facilities will be included on a case-by-case basis.
5. Public and private educational facilities and/or schools providing special needs services to the public.
6. Libraries, civic and professional organizations.  
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7. Religious organizations that offer health and/or human services for the community-at-large that are not restricted to their members. (No attempt will be made to list all religious organizations.)
8. Self-help programs/support groups that do not charge a fee or for which the fee is nominal.
9. Hotlines, help lines, information lines or information and referral lines that provide information on health and/or human services.



10. Agencies/organizations/programs that provide referrals to licensed and or bonded entities such as therapists, skilled nursing, assisted living and long-term care facilities for the elderly/disabled; in-home care agencies, childcare centers and in-home childcare.

11. For profit agencies/organizations/programs and community groups providing health and/or human services not available in the regional nonprofit or government sector or those who offer a service not adequately provided by the nonprofit or governmental sectors and who offer those programs/services either free or based on a sliding fee scale, accept Medicare/Medicaid or other government subsidy. For-profit agencies will also be included when required by funders. Inclusion may be based on consideration of such factors as geographical location, special target population served, accessible hours or other specialized/specific attributes.

12. Agencies/organizations/programs and community groups outside UWNEK's service area that: a) would otherwise meet a service need for residents not met by agencies or organizations within the service area and b) would otherwise qualify for inclusion in the UWNEK 2-1-1 database.

13. All UWNEK member agencies that meet the subsequent guidelines.

**Excluded:**

1. Agencies/organizations/programs and community groups that deny service on the basis of discrimination due to: age, race, religion, gender, language, disability, sexual orientation, ancestry, nationality or on any other basis not permitted by law, unless such discrimination is reasonable in order to meet the needs of the organization's target population and such discrimination is permitted by law, (e.g. community center for senior citizens, services for unwed teen mothers).

2. Agencies/organizations/programs and community groups that violate local, state or federal laws or regulations.

3. Agencies/organizations/programs and community groups that provide information for profit only.

4. Agencies/organizations/programs and community groups that provide unlicensed and/or unbonded and/or uninsured services, where required.

5. UWNEK 2-1-1 reserves the right to exclude any agencies/organizations/programs that UWNEK 2-1-1 has a reasonable, factual basis to believe services provided to clients are not in accordance with commonly accepted professional practices and standards.

6. Agencies/organizations/programs that provide services only to their members.

7. Practitioners that are too numerous.

8. Agencies/organizations/programs that do not meet the inclusion criteria.

9. Agencies/organizations that do not maintain a physical presence within reasonable service parameters of the UWNEK service region.

**Agency Resource Inclusion/Exclusion Related Policies**

1. Agencies/organizations/programs must show evidence of an established service site and make the site available to UWNEK for visitation if requested.



2. A listing in UWNEK's 2-1-1 database does not constitute endorsement of, or liability for, any agency/organization's programs or services by UWNEK, United Way of Kentucky or the Alliance of Information and Referral Systems (AIRS) or any of their officers, agents, employees or volunteers.

3. All agencies/organizations/programs considered for inclusion under these criteria must be certified or licensed by the appropriate level(s) of government or acknowledged certifying body where provisions for such certification or licensing exist.

4. UWNEK 2-1-1 is not responsible for nor does it guarantee the quality of service delivered by any agency to which the customer is referred.

5. UWNEK 2-1-1 does not guarantee customer referrals to any agencies listed in the database. Agencies are completely and wholly responsible for screening customers for eligibility of services within their program(s).

6. UWNEK 2-1-1 reserves the right to make referrals to an entity or specialized service agency that exists which adequately provides specialized information and referral for a specific type of service or services.

7. UWNEK 2-1-1 reserves the right to refuse listing an agency or service in its sole discretion.

8. UWNEK 2-1-1 reserves the right to cancel a listing when an agency no longer meets the criteria outlined in these criteria and policies.

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9. UWNEK 2-1-1 does not charge a fee for inclusion in the information and referral database.

10. Agencies/organizations/programs agree to be responsible for updating programs and services listings when changes occur and responding to update requests at periodic intervals, in the formats specified by UWNEK's Style Guide.

11. Agencies/organizations/programs not providing updated information as requested may be deleted from UWNEK's 2-1-1 database.

12. An agency/organization/program may apply for inclusion to UWNEK's 2-1-1 database by the

completion and submission of the New Agency Application. Upon submission, UWNEK Resource Specialist will review the application within the context of these policies and make the decision for inclusion or exclusion. UWNEK will notify the agency, in writing, if excluded.

13. If an agency/organization or program's request for inclusion in UWNEK's 2-1-1 database is denied, the agency/organization/program may appeal that decision. Any appeal must be submitted, in writing, via the CEO of the United Way of Northeast Kentucky

(P.O. Box 2285 Ashland, KY 41105). Appeals must include a detailed statement of the reasons why the agency/program/organization believes it meets the stated criteria for inclusion,

including any supporting documentation. The CEO and the UWNEK Executive

Committee of the board of directors will review the appeal and make a recommendation to

the UWNEK Executive Committee. The Executive Committee's decision on the appeal shall be final and conclusive.