



United Way of Central Kentucky 2-1-1 Database Inclusion and Exclusion Criteria

United Way
of Central Kentucky

This policy is in accordance with the Alliance of Information & Referral Services (AIRS) Standards for Professional Information and Referral Services, Standard 7. It is the function of 2-1-1 to provide information about and referrals to a broad range of human service agencies.

Information and Referral Specialists will provide as much information as possible to individuals who call to enable them to make an informed decision about which of the available resources may meet their needs. These criteria are to be reviewed and/or changed yearly based on community need.

Providing information for inclusion in 2-1-1 is voluntary to participating agencies. Organizations self-report their information and are responsible for receiving approval per their individual internal policies prior to requesting inclusion in the 2-1-1 system. Agencies can remove or edit their listings with written notice given to UWCK.

Agencies / Programs Eligible for Inclusion

- Nonprofit agencies which provide community services.
- Governmental (public) agencies which provide social, educational or health services.
- Self-help support groups
- Community and civic advocacy organizations.
- Professional organizations.
- Hospitals, health clinics, personal and intermediate care homes
- Toll-free telephone services if they can be accessed by residents and if they offer a social, health or community service.
- Organizations located out of the geographic service area which offer services not provided locally, but which are available to residents of the service area and which otherwise meet the inclusion criteria.
- For-profit, proprietary human service agencies which are providing services not adequately provided by the nonprofit sector or which offer free or sliding-scale services.
- For-profit organizations, offering services parallel to a non-profit service, to which clients are referred and fees paid by a government agency.
- Organizations offering mental health and/or substance abuse treatment services (either for-profit or nonprofit).
- Agencies that provide prenatal, pediatric, maternal, and/or postpartum health care. These may be either for-profit or nonprofit as long as they are free, accept Medicaid/Medicare, or have sliding-scale or flexible fee payments.
- Pregnancy/Parenting support agencies which provide case management, maternal/infant supplies or advocacy, pregnancy testing, classes, and support groups.
- Agencies that provide services for infants and children with developmental delay/disabilities.
- Hotlines and help lines including comprehensive and specialized including domestic violence, crisis Intervention, disability, and social service information and referral.
- Faith based organizations with human services offered to the general public, not restricted to their own membership or religious affiliation.
- Agencies or organizations that have been in existence less than six months and affiliated with a large well-known national organization or provide a unique, much-needed service.

Agencies / Programs at the Discretion of the Database Manager

- For-profit organizations or individual proprietors providing services not adequately available from the non-profit sector or services which are free, reduced cost, or charged based on a sliding fee scale. Examples include (but are not limited to) senior facilities, sober houses, and companies which modify vehicles for people with disabilities.
- Certain national organizations which provide services that are not adequately available through Kentucky-based organizations (The National Runaway Hotline, for example).

Agencies / Programs NOT Eligible for Inclusion

- Private, for-profit service providers unless they meet one or more of the specific Inclusion criteria listed above.
- Services which are available only to a certain group or affiliation.
- Churches that offer no special community based service components or require service attendance or church membership to qualify.
- Individual, for-profit child care facilities.
- Schools and vocational training programs other than those that are public or nonprofit.
- Any organization which promotes or delivers illegal services.
- Agencies with a mission statement in conflict with that of United Way of Central Kentucky, Metro United Way, and/or Metro United Way's 2-1-1 Call Center.

Disclaimer

Although this policy indicates what agencies, organizations, and services are eligible for inclusion in the database, United Way 2-1-1 reserves the right to prioritize and limit entry. United Way 2-1-1 reserves the right to edit information to meet style, format, guideline, and space requirements. United Way is a convener of resources but does not provide direct assistance to individuals. A referral through 2-1-1 is not a guarantee of service, which may be provided by agencies per their guidelines and policies. Inclusion of an organization in the 2-1-1 system is not an endorsement of any agency by United Way.

Public Access to the 2-1-1 Database

Information provided by organizations and individual service providers and included in United Way 2-1-1 is available to the general public in various formats, including telephone information and referral, an online searchable database of services, and printed materials.

Approved by the UWCK Board on February 23, 2017