



United Way of Greater Cincinnati

United Way 211 Inclusion/Exclusion Policy

Reviewed 7/23/2019

United Way 211 is committed to maintaining accurate, up-to-date information about available community resources. We formally update all database entries on a regular basis, as well as when we learn of changes, closings and new services.

United Way 211 is a non-partisan, non-ideological, non-judgmental information source for the many government, faith-based, and community-based services provided in the community.

Each organization listed in the United Way 211 database must meet inclusion standards. The goal of inclusion is to provide the general public with the best information about social services available, and is privilege, not a right, for included organizations.

General Terms of Inclusion

United Way 211 uses the Alliance for Information and Referral Systems (AIRS) approved Taxonomy of Human Services to classify its' resource database.

An organization must:

- Provide at least one human service for the general public, defined as: “the activities of human service professionals which help people to become more self-sufficient, sustain independence, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities.” (AIRS)
- Serve the United Way of Greater Cincinnati service area. Agencies outside the service area must meet a need for residents in the service area, provide a service not available locally but open to UWGC area residents, or be a national organization or hotline that serves all callers regardless of geographic boundaries.

- Meet basic viability standards such as:
 - operate out of a public location (not just a phone number)
 - have more than one employee or volunteer
 - possess the ability to take public referrals via phone, answering service and/or walk-ins
 - have an established length of existence (one year)
 - and/or demonstrate adequate fiscal and other resources for viability
- Provide United Way 211 with updates of organizational information and services via phone, fax, e-mail, internet or mail, on a yearly basis, or as changes occur.

Organizations Eligible for Inclusion

Must meet one or more of the following criteria:

- Nonprofit, tax-exempt agencies that provide coordinate and/or advocate for human services.
- Departments of government agencies (Federal, State, County and Municipal) that provide services to the general public.
- Churches, religious or service organizations and/or civic groups that offer free or sliding-scale services for the general public.
- Public institutions such as hospitals, libraries and schools
- For-profit companies or proprietary agencies that offer free services, services on a sliding scale or provide low-cost goods or services that meet basic social service needs not met by public or nonprofit agencies. For-profit companies must be a member of the Better Business Bureau.
- Professional organizations or associations (medical, dental, legal, psychiatry) if they maintain a list of current practitioners for Information and Referral purposes, investigate complaints and/or provides consumer protection to the general public.
- Specialized Information and Referral organizations that maintain current databases of services such as nursing homes, residential care homes, daycare providers or subsidized housing locations. United Way 211 will strive to collaborate/coordinate & not duplicate the maintenance of this information, if available through specialized Information and Referral.
- Self-help, mutual support or advocacy groups run by a social service agency or by volunteers that are free and open to new members.

Organizations Not Eligible for Inclusion

We reserve the right to exclude or remove an organization from the database that fail to meet the above criteria, or:

- Private, commercial or for-profit businesses not described above, including private lawyers, doctors, medical groups and therapists.
- Individual politicians, political parties or special interest groups.
- Foundations that do not provide assistance to the general public.

Agencies or organizations that:

- Limit services to members only
- Deny service on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality or any other basis not permitted by law
- Are engaged in fraudulent or illegal activities, or promote hate, violence or bigotry
- Have a mission statement that is in conflict with the United Way of Greater Cincinnati
- Misrepresent or withhold pertinent facts regarding their services and eligibility, organizational structure, or any other pertinent information

Disclaimers

- United Way 211 reserves the right to edit information to meet format, taxonomy and space requirements.
- United Way 211 may provide callers with information gathered via public sources (news media, internet or other). Good faith attempts will be made to verify that such information is accurate and up-to-date.
- Agencies, businesses and/or organizations that do not meet the above criteria (such as civic, social or recreation clubs or private foundations) may be included in the United Way 211 database for information purposes (phone number requests) only.
- United Way 211 does not promote the organizations in its' database, and inclusion does not indicate or imply endorsement. Omission from the database simply indicates that the inclusion criteria was not met, and does not indicate or imply disapproval or lack of endorsement.
- Information provided by organizations, agencies and service providers that is included in the United Way 211 database will be made available to the general public in various formats,

including but not limited to: referrals to telephone callers, online searchable databases and printed directories.