



Inclusion/Exclusion Policy

(Updated 10/10)

Inclusion

The following organizations may be included in the database if they have been in existence for at least six months and meet the *Alliance of Information & Referral Systems* (AIRS) definition of human services:

1. Nonprofit agencies that provide a community service.
2. Organizations which offer a service to the community at larger, not just their own members (i.e. churches, social clubs).
3. Private companies which provide a community service either free or with a sliding scale of fees.
4. Self-help support groups.
5. Hospitals, health clinics, personal and intermediate care homes.
6. Organizations outside of Arkansas which provide a service not available locally, but available to Arkansas residents.
7. Professional organizations (especially those in the social service field).
8. Advocacy groups.
9. Social or community service 800 lines if accessible to Arkansas residents.
10. Organizations offering services parallel to a nonprofit service to which clients are referred and fees paid by a governmental agency (i.e. proprietary agencies offering homemaking services to qualified clients on the same basis as nonprofit agencies and are paid by social service agencies.)
11. Commercial organizations offering a service not available in the nonprofit sector.

Exclusion

Organizations may be excluded or removed from the database if any of the following conditions Apply:

1. Denial of service on the basis of race, sexual orientation, religious belief or national origin.
2. Violation of local, state or federal laws or regulations.
3. Failure to maintain proper licensure or certification where those standards exist.

4. Lack of established address, phone and consistently available contact person.
5. Service for members only or a very narrow population.
6. Misrepresentation of services in any way.
7. Lack of response when asked to update agency information.
8. Programs where standards of service quality are heavily regulated and for which there exists an entity that adequately maintains current data and provides central referral for the service.
9. Churches or local service groups that offer no special services to the community at large.
10. Elected government officials.
11. Private practitioners, group practices of mental health providers, medical doctors, osteopaths, podiatrists, dentists, legal/paralegal providers and any similar for-profit, proprietary providers.

Quality Control

To ensure that it meets changing community needs, this policy is reviewed annually by United Way of NWA 2-1-1. The name and title of the person verifying agency information will be noted, and approved agency profiles will be stored for a minimum of three years. United Way of NWA 2-1-1 will safeguard the resource database through duplication or computerized back-up and will securely store the back-up database to protect it from destruction or theft.

Disclaimer

United Way of NWA 2-1-1 may exclude or remove organizations from its resource database for any reason. Inclusion in the database does not imply endorsement, and omission does not indicate disapproval. United Way of NWA 2-1-1 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource database and reserves the right to edit information to meet format, guideline, and space requirements. United Way of NWA 2-1-1 disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the database.

United Way of NWA 2-1-1 Resource Database Agency Exclusion Grievance Process

Any agency excluded from the United Way of NWA 2-1-1 database may submit a written inquiry to the **2-1-1 Manager** for an explanation of non-inclusion. If the provided response does not fully address the agency's concerns, a written appeal may be submitted to the Executive Director who will make a final decision regarding the matter.

Please mail inquiries to the following address:

United Way of NWA 2-1-1
100 Parkwood Street
Lowell, AR 72745