

# United Way of Greater Cleveland 2-1-1

## Inclusion/Exclusion Policy

A standardized method to determine if certain agencies or services will be listed in the database.

### First, it must meet the following criteria:

- Provides a health or human service and serve residents of Allen, Belmont, Carroll, Crawford, Coshocton, Cuyahoga, Erie, Geauga, Hancock, Harrison, Huron, Jefferson, Lawrence, Lucas, Marion, Medina, Ottawa, Portage, Stark, Tuscarawas, Van Wert, Wood, and/or Wyandot Counties OR is an Agency and/or service identified by the Ohio Department of Mental Health and Addiction Services as providing problem gambling prevention, treatment and/or support to any Ohio county.

### If the initial criteria are met, the organization is eligible for inclusion if it fits into one of the following categories:

- Nonprofit organizations offering a service or services to the general public
- Government entities
- School Districts / Boards of Education / Colleges and Universities
- Hospitals (for-profit as well as nonprofit)
- Indirect social determinate of health-related human services offered to patients by or within hospitals or clinics with which 2-1-1 has a partnership or Memorandum Of Understanding to provide referrals and access to community resources as a component or an extension of a patient's clinical visit.
- For-profits that meet one of the following criteria:
  - Provide services for free or offer a sliding fee scale, subsidies or other coverage (other than Medicaid) that would make their services accessible to someone of low income.
  - Provide a service not available in the nonprofit sector when such a service is determined essential by 2-1-1. Such services include emergency alert equipment and driver's intervention programs.

### An agency will be excluded if it is...

- located outside the covered counties and duplicates services provided by an organization within the covered counties.
- a grade school, high school, or early education provider. School districts and professional organizations that make referrals to providers are listed.
- an individual practitioner or group of consulting practitioners. Professional organizations that make referrals to practitioners are listed.
- a nursing home or assisted living community. Professional organizations that make referrals to nursing homes and/or assisted living facilities are listed.
- a service club that is a local branch/chapter of a national service club, even if the branch/chapter is its own nonprofit corporation, when the national service club will be listed.
- an auxiliary.
- a PTO/PTA (Parent Teacher Organization/Parent Teacher Association).

- a credit union.
- an organization that's stated mission includes discrimination based on color, race, religion, gender, sexual orientation, ancestry, nationality or any other basis not permitted by law or whose services are discriminatory.

**A site will be excluded if it is...**

- not located within the covered counties even when the main agency is located in the covered counties, unless the services offered by that site are essential and do not duplicate services already provided within the covered counties OR transportation is provided for clients.
- only the location of a support group.
- the local branch/chapter of a service club.

**A service will be excluded if it is...**

- a volunteer recruitment effort of the agency (for volunteers of its organization) located in Allen, Cuyahoga, Lucas, Ottawa, Medina, Hancock, or Wood County.
- a newsletter, magazine, speakers' bureau or other service used only to promote the organization and its services.
- a devotional service.
- a child day care service. Professional organizations that make referrals to these services are listed.
- a social, special interest, or collecting club/society for adults (except for disability or health condition related clubs).
- a society (except for humane societies, dental societies, agricultural societies, or chapters of the St. Vincent de Paul Society).
- a special event (except county fairs and where needed).
- excluded due to a site or agency exclusion.

**Disclaimer:**

2-1-1 reserves the right to prioritize and limit entry in the database. Factors such as staffing, funding and agency participation affect the extent to which all eligible agencies can be included. Inclusion does not imply endorsement, and omission does not indicate disapproval.

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