



## **2-1-1 San Bernardino County**

### **Resource Database Inclusion/Exclusion Criteria**

The mission of United Way 2-1-1 San Bernardino County is to provide easy access to health and social services.. These services range from basic needs, such as food and shelter, to life enrichment services, such as educational programs or classes. In order to guarantee equal access the following criteria has been established for inclusion/exclusion into our database.

#### **Inclusion:**

- Government and private nonprofit 501(c) (3) organizations that provide or coordinate health, human and community based services
- Organizations must meet the criteria of being in operation for six (6) months prior to being added to the United Way 211 database.
- For-profit organizations are considered on an individual basis. Inclusion is based upon uniqueness of service, lack of comparable services through nonprofit agencies or groups, and degree of need for the service and the level of subsidized, low income or sliding scale services available.
- Local, statewide and nationwide toll-free phone services that can be accessed by callers within San Bernardino County that provide a socially beneficial service and that are administered by government or non-profit organizations
- Nonprofits that offer free or low cost services to the community
- Permanent local, state/provincial and federal disaster-related resources with a formal role in emergency response
- Services that emerge in response to a particular disaster or crisis to respond to the specific needs of the community.

#### **Exclusion:**

- We will not include organizations that deny services on basis of race, sexual orientation, religious belief, national origin, or that violate federal, state, or local laws or regulations.
- Private practitioners or group practices of mental health providers, medical doctors, legal/paralegal providers, dentists etc.
- Organizations that do not supply proper documentation e.g., proof of 501c3 tax-exempt status.
- Organizations that misrepresent their services in any way
- Organizations with incomplete applications.
- Organizations that do not update their information annually.
- Organizations that do not have an established address, phone and consistently available contact person.
- Organizations that have been in existence less than six months.
- Any organization that does not meet the inclusion criteria



### **Quality Control:**

- United Way 2-1-1 San Bernardino County reviews the inclusion exclusion criteria annually to ensure that it continues to meet the changing needs of the community.

### **Disclaimer:**

- United Way 2-1-1 San Bernardino County reserves the right to include or exclude any agency based on our direct working experience with them or our knowledge of their services. Inclusion to the database does not imply endorsement, and omission does not indicate disapproval.
- United Way 2-1-1 San Bernardino County reserves the right to edit submitted agency, program and site information as necessary for space consideration and consistency.

### **Complains/Appeals:**

- After reviewing agency, program or site information submitted or already available in the database, United Way 2-1-1 San Bernardino County may determine that an agency has not met all the requirements for inclusion. The Resource Department will send an exclusion letter to inform the agency of the decision. If excluded the agency has the option of correcting the services as specified in the Inclusion/Exclusion Criteria. The organization has a right to appeal the decision by requesting an appeal in writing and stating reasons for the appeal. 2-1-1 may or may not request more information and will respond within 60 days.