

## *Resource Database Inclusion/Exclusion Criteria*

**UWGA 2-1-1** provides an easy way to access comprehensive and specialized information and referrals to community programs and services. **UWGA 2-1-1** connects people to the assistance they need to address everyday challenges of living as well as those that develop during times of community emergencies.

### *Inclusion Criteria:*

- Non-profit organizations (classified as 501(c)3 under the Internal Revenue Code) which provide, coordinate and/or advocate for health and human services
- Health and human service programs offered by State, county or municipal governments which have offices in or serve residents of Georgia
- Organizations that serve the 13-county United Way area or a portion of the service area
- Organizations serving the state of Georgia and surrounding United Way of Greater Atlanta, which also extends services to the metropolitan residents
- United Way of Greater Atlanta Grantees
- Professional organizations that provide a public service
- Advocacy groups related to health and human service issues
- Community groups
- Agencies that provide food pantries, clothing closets, and/or shelters must operate independent from their personal residence
- Self-help support groups affiliated with a church, hospital, non-profit or national organization
- Social organizations which serve non-members
- Administrative offices of public schools in Georgia
- Private schools in Georgia offering free or very low cost services to the community
- State and community colleges in Georgia offering Community Services
- Professional and regulatory boards
- Chambers of Commerce
- Apartment complex offering Subsidize Rent
- Licensed childcare and adult day care offering free or very low cost services to the community
- Licensed and regulated nursing homes, personal care homes, assisted living facilities, and home health services offering free or very low cost services to the community
- For profit companies offering free or very low cost services to the community not easily accessible in the public/non-profit sector
- Licensed for profit therapists, psychologists, and psychiatrists that offering free or very low cost services
- Public national websites that provides information about health and human services
- Toll-Free lines which provide information or services that can be accessed by Georgia residents

### **\*\*Please Read\*\***

- Organizations with incomplete applications will not be considered – all applications and any necessary addendum forms must be complete; all required certification documentation must be submitted
- Non-profit organizations and for profit businesses must meet the criteria of being in operation for six (6) months prior to being added to the UWGA 2-1-1 database Exception is permitted when the parent company has been in operation for the required time
- Non-profit and for-profit companies must have compliance status with the Georgia Secretary State
- Non-profit organizations must provide proof of non-profit status (501c3)
- For profit companies must provide a copy of business license
- For profit companies will be charged an annual fee for inclusion
- For profit companies will have investigation reports with the Better Business Bureau reviewed and this can affect inclusion eligibility
- Private home care providers, child care facilities, and senior residential care homes (personal care homes) must provide appropriate certification and licensure (copy of Bright from the Start or DHR Certification)

- Agencies (both non-profit and for-profit) may be asked for a site visit and are expected to comply with request
- All sites must pass inspection criteria which includes but is not limited to a clean and sanitary environment, be properly maintained, and fully equipped- i.e. the agency cannot be under construction, must have adequate food, beds, clothing, space, etc.)
- For-profit agencies offering summer camps will not be charge a fee for the inclusion, if service is free or low cost for residents

***Exclusion Criteria -These exclusion criteria will be applied equitably to all agencies: for-profit, not-for-profit, private or public.***

- Non-profit organizations that are only able to list volunteer opportunities and donation needs, but not services for callers
- Commercial business establishments not described above
- Agencies that violate federal, state or local laws or regulations
- Unregulated for profit health and human service providers
- Organizations (e.g. churches, social clubs) that offer a service to their members only
- Agencies that discriminate in provide services or volunteer opportunities based on race, ethnicity, sexual orientation or religion
- Agencies that misrepresent their services in any way
- Employment agencies that charge a fee to applicants
- For profit private medical facilities
- Agencies that only provide Information and Referral services, unless targeting a specific service (i.e. health issues)
- Agencies out of the State of Georgia that do not provide health and human services for Georgia residents
- For-profit Agencies out of the State of Georgia that provide health services but cannot provided a copy of business license
- Non-profit Agencies out of the State of Georgia that provide health services but cannot provided proof of non-profit status (501c3)
- Abortion Clinics

***Guidelines for Review, Appeals and Elimination from Database***

- If an organization/agency submits an application and is determined to be ineligible to be listed within the United Way 2-1-1 database, the Community Resources Manager will respond with letter of explanation within two weeks of determination
- United Way has the right to refuse or discontinue listing organizations that have had complaints filed with United Way 2-1-1, other United Way of Greater Atlanta programs, or a regulatory board
- United Way 2-1-1 has the right to eliminate a program/organization for failing to update their record annually
- United Way 2-1-1 has the right to eliminate a program/organization when it is determined that the program is not in compliance with federal, state, or local laws
- If an organization has been denied database inclusion for any reason, the organization will have to wait up to six months to reapply with the UWGA 2-1-1 database. The Community Resources Manager will determine the wait time based on the severity of the denial reason
- If your organization has been denied database inclusion for the following reasons, please do not reapply for admittance as we will not be able to include your program
- If your organization is denied database entry based on a severe complaint filed with United Way 2-1-1, or other United Way of Greater Atlanta programs, a regulatory board, or the Better Business Bureau;
  - If your organization is involved in illegal practices;
  - If your agency is found promoting or permitting racism or bigotry;
  - Agencies that misrepresent their services in any way;
  - If your agency has been removed from the UWGA 2-1-1 database for any of the “Exclusion Criteria” reasons listed above;
  - If your agency has been lost the non-profit (501c3) status with the federal government.

***UWGA 2-1-1 database does not endorse, rate, recommend, or evaluate resources, programs or providers and therefore does not assume, warrant, or guarantee quality of services. Any information provided about a service listed in the database has been provided solely by that agency.***

***Exclusion within the UWGA 2-1-1 database simply indicates that criterion for inclusion has not been met; it does not signify lack of endorsement.***