

## **South Sound 211 Inclusion/Exclusion Policy**

### **Inclusion Criteria – General Types of Organizations**

1. Governmental (public) agencies which provide social services, education, recreation, legal, licensing, health, military, emergency management and consumer protection as needed by our callers. These can be federal, state, county and municipal agencies, including programs funded by government agencies to deliver services without fees. However, this is not intended to be a comprehensive list of all government agencies and departments.
2. Criteria for all Non Governmental Organizations:
  - a. Evidence of an established service site with address, phone and available contact person.
  - b. Demonstrated the provision of services for at least six months.
  - c. Must meet licensing standards, if operating in a field where licensing is required (generally by a government entity) or operating in a manner consistent with official or implied standards in their field of service.
3. Non-profit agencies (incorporated as IRS 501 c 3 tax exempt status) which provide free or low cost services to the community at large (not just to members).
4. Faith-based organizations such as churches and their affiliated programs, auxiliaries or clubs, which offer services to the community at large, regardless of religious affiliation.
5. For-profit, commercial or private organizations may be considered on an individual basis as needed by the community and meeting the following conditions:
  - a. Uniqueness of service and degree of need for it in the community. May be based on geographical location, special target populations served, accessible hours, special fees etc.
  - b. Lack of comparable services from nonprofit or governmental agencies. (i.e. specialty clothing for adults with disabilities)
  - c. Provide a free or sliding scale fee for community services or take government assistance coupons.
  - d. Providers or programs which are under government contract to provide services to the community.
  - e. Businesses that are in good standing with the Better Business Bureau (if applicable).

6. Public and private hospitals or health clinics ( medical, eye, dental care, mental health) providing services to low income people on a sliding fee scale or are certified to accept Medicaid (Medical Assistance), Medicare or any Medicaid waiver program.
7. Information and Referral services:
  - a. Local, regional, state and national hotlines (toll-free numbers) and websites on specific human service subjects and services available to Washington residents.
  - b. Washington state crisis lines and community information lines.
8. Professional organizations which provide a public service.
9. Social or fraternal organizations which serve non-members in ongoing social service programs (i.e. LIONS Eye Bank).
10. Support groups or other critical unincorporated entities.
11. Advocacy groups related to health and human service issues.
12. Civic and Business organizations as appropriate to our mission.
13. Proprietary agencies offering services parallel to a non-profit service agency to which clients are referred and fees are paid by a government agency.
14. Public school districts and sub-programs including private, non-profit schools and religious schools that serve specific special target groups. (Inclusion under these criteria may depend on the discretion of the call center's data manager or review committee, when number of schools in a densely populated area exceeds database manageability.
15. Agencies that serve the needs of targeted special populations (i.e. persons with disabilities) so long as the programs are open to all people in those targeted populations.
16. Other agencies/organizations which are deemed important by the WIN 2-1-1 Network of Data Managers/WIN 2-1-1 representative or Call Center director, in line with WIN 2-1-1 mission and guiding principles.
17. During an emergency or disaster, other agencies, organizations, governmental agencies, religious institutions etc. may be included as needed to respond to the needs of the affected community.

### **Exclusion Criteria – General**

1. Agencies or organizations which engaged in criminal activities or in any way violate or promote the violation of federal, state, municipal, county, city laws or regulations or are under investigation for doing so. (May be reinstated if they are cleared of suspicion.)
2. Unlicensed agencies or organizations, which operate a service that requires a license or whose license has been revoked or lapsed. An agency which is sanctioned by penalties and fines.
3. Agencies that deny services on the basis of age, gender, color, race, sexual orientation, religion, national origin, ancestry, disabilities, marital status and any other category which is protected by federal, state, or local laws. (Exceptions may be made to organizations which have selected membership, but have nondiscriminatory programs that serve the community at large i.e. Boy Scouts' program for afterschool activities which is available to all youth.)
4. Agencies/organizations which misrepresent themselves in any way or promote deceptive practices, service non-deliver, or fraud, which can result in harm especially to vulnerable populations.
5. Any organization that spreads hatred or has a philosophy that could be hurtful to the well-being on individuals, groups or the community as a whole.
6. Organizations (i.e. churches, social clubs, and adoption services) whose services are not available to non-members or that require participation in religious activities or professions of faith to receive services. Exceptions may be made in areas of acute need, such as food or shelter programs.
7. Private or commercial businesses or organizations which do not meet the criteria for inclusion as outlined on #5 in the inclusion section.
8. Agencies which are unresponsive to annual update requests and whose information cannot be made current by any other means.
9. If WIN 2-1-1 receives serious or substantial documented complaints or an excessive number or pattern of complaints regarding a particular organization or agencies, WIN 2-1-1 reserves the right to discontinue listing it the database.
10. Agencies/organizations that receive no or very few referrals over a period of 3 years.
11. Agencies which refuse to sign a Memorandum of Understanding (MOU) with 2-1-1 when requested.

## Quality Control

To ensure that the WIN 2-1-1 database is meeting the changing needs of the community, the Inclusion/Exclusion Policy will be reviewed every 2 years, unless an urgent need arises which has not been anticipated by this policy or organization.

### Disclaimers:

1. Inclusion of an agency or organization does not imply endorsement of the quality of service delivered by that agency or liability by WIN 2-1-1 state office or any of the 2-1-1 call center, for any advice, information, service or product received directly from that agency or organization. Inclusion is not a guarantee of agency oversight or a recommendation of their services
2. Exclusion of an agency or organization does not imply that there is anything wrong with the agency nor does it deny clients access to that organization.
3. The organization may use the Grievance Process to appeal the decision of WIN 2-1-1 state office or its call centers.
4. WIN 2-1-1 state office and its call centers reserves the right to edit information to meet format, style guidelines and space requirements.
5. WIN 2-1-1 and its call centers cannot attest to the accuracy of information provided by linked websites or is it an endorsement of its services, products or advice. WIN 2-1-1 and its call centers is not responsible for the content of any of these sites.
6. WIN 2-1-1 and the call centers claim the ownership of the information in the database and restrict the rights to reproduce the data for profit by any group outside the WIN 2-1-1 system. Individual printouts of database information are allowed.
7. WIN 2-1-1 call centers are constantly making updates to insure the correctness and suitability of information under our control, however, human error is inevitable and we are eager to act on any mistakes or updates that are brought to our attention and will correct them as soon as possible.

## **Appeals by Agency**

1. An organization may appeal an exclusion decision by submitting a written statement to WIN 2-1-1 or call center within the system. The written appeal should include a justification referencing the Inclusion/Exclusion Policy. The statement should include date, name, address, telephone numbers and signature of the appealing organization's representative/s. A reasonable attempt needs to be made at the staff level of the Call Center to resolve the issue.
2. If that does not bring about resolution than a WIN 2-1-1 representative will consult the Network of Data Managers for background and contextual information and the complaint should be taken to the Network of Call Center Directors. A decision will be made at the next available NCCD meeting or within 60 days, whichever comes first. The appealing organization will be notified.
3. If the appealing organization presents a reasonable justification for further consideration, then the WIN 2-1-1 representative and NCCD may decide on taking it to the WIN 2-1-1 Board of Directors. Their decision to the appealing organization is final.
4. Appealing organization will be informed that if their service or situation change and them meet our criteria they can reapply at a later time.
5. Records should be kept of decisions to include or to exclude certain types of organizations. These records should be reviewed periodically as a staff training vehicle to assure long term consistency.