

**UNITED WAY OF UTAH COUNTY 2-1-1 AND HELP ME GROW OF UTAH
RESOURCE DATABASE INCLUSION/EXCLUSION POLICY**

PROGRAM AND SERVICE INCLUSION:

We consider first the **PROGRAMS** or **SERVICES** offered by an agency. If there is a program or service that exists that meets the inclusion criteria, the **AGENCY** is automatically included also. Since inclusion is **PROGRAM** based, some programs of one agency may be included while others may not. In addition, only certain types of information are included in the entry. Information Inclusion is outlined later in this document.

UNITED WAY OF UTAH COUNTY 2-1-1/HELP ME GROW OF UTAH (UWUC 2-1-1 AND HMGU) MAY include the following types of **PROGRAMS** and **SERVICES**:

If the PROGRAM or SERVICE is:

- Part of an agency or other qualifying entity that has offered services for at least 6 months

AND

- Targets the physical, emotional, mental, economic or social well-being of groups or individuals in the community. This includes social, educational, legal, community, consumer, health and human services

AND can be described as one or more of the following:

Private Non Profit

- A. Private nonprofit organizations that have received a letter of 501 (c) (3) status from the IRS

Other Non-Profit

- B. Churches, church based service entities and social clubs that offer services to the community at large and not solely to their current or past members

Government

- C. Local, state, federal and quasi-public agencies that provide social, consumer, criminal justice, legal, environmental, educational or other human services

Websites/ Hotlines/ Other Specialized Information and Referral

- D. Local, statewide, and nationwide toll-free phone services or websites that can be accessed by callers in Utah and Wasatch Counties **AND** that provide a socially beneficial service **AND** are administered by a government or nonprofit organization
- E. Other Specialized Information and Referral Resources that can be accessed by callers in Utah and Wasatch Counties and that provide a socially beneficial service

Community and Support Groups

- F. Self-help or mutual help support groups that offer services at low cost or no cost
- G. Support Groups offered by Private Practitioners where there is fee to attend
- H. Advocacy groups related to health, education and human services issues

For-Profit with a Unique Service

- I. For-profits offering unique services or specifically targeted services that are otherwise not offered by a non profit agency
- J. For-profits providing services at no cost, sliding scale, or discounted cost
- K. Private practitioners who offer a unique or necessary service

Public Institutions

- L. Hospitals, libraries, and schools

INFORMATION INCLUSION:

UWUC 2-1-1/ HMGU will include the following information about qualifying **PROGRAMS** and **SERVICES**:

- Contact and Location Information (including address, preferred method of contact, email, phone and web address)
- Eligibility and Intake Information (including hours of service and documentation needed if we are the last point of contact before they go to the **AGENCY**)
- Narrative Description of the primary objectives and services offered by the agency and secondary services that can only be accessed by people already involved with agency
- Information about separate programs with separate eligibility and intake requirements housed in the same building or office even if they have the same contact information. (information inclusion is based on the program NOT the location of the program)

CRITERIA FOR EXCLUSION OR REMOVAL

The following types of agencies will not be included in the resource inventory:

- A. Those that UWUC 2-1-1/ HMGU knows, or has reasonable basis to believe, may have a philosophy that could be hurtful to the well-being of individuals, groups or the community as a whole. Evidence of such philosophies may include but is not limited to:
 - a. Exclusion of certain populations or individuals (i.e. denial of service, fraud, misrepresentation, discrimination, etc.) on the basis of race, color, religion, national origin, age, sex, familial status, sexual orientation, gender identity, disability status, veteran status, genetic information or membership in any other class(es) protected under local, state or federal anti-discrimination law.
 - b. Record of serious complaints regarding the above. Such complaints may be lodged with any regulatory body, with other organizations in the resource inventory providing similar services, or with United Way of Utah County 2-1-1itself.
- B. Those that engage in or promote fraudulent activities or activities that violate local, state, or federal laws or regulations
- C. Those that are not licensed (when providing services for which licensing standards exist)
- D. Those that misrepresent their services in any way
- E. Organizations that UWUC 2-1-1/HMGU knows, or has reasonable basis to believe, provide services to clients that are not in accordance with commonly accepted professional standards and practices
- F. Those that have been in existence less than 6 months
- G. Those that do not respond when asked to update information
- H. Those that do not have an established address, phone, and/or consistently available contact person

- I. Those that serve members/clients or former members/clients only, or a very narrow population
 - a. Churches that offer no direct health or human services to the community at large
 - b. Local service groups (e.g. Rotary, Jaycees, etc.) that offer no direct health or human services to the community at large
- J. Programs for which there exists an entity that adequately maintains current data and provides central referral for the service

INFORMATION EXCLUSION:

UWUC 2-1-1/ HMGU will NOT include information that:

- Changes consistently such as rotating classes or temporary services. General program contact information will be included
- Department information attached to public institutions (libraries, hospitals and schools). Only the broadest contact information will be included UNLESS there are separate programs housed in the same building that have separate intake and eligibility policies.
- A list of the documentation needed to access the program or service IF the person needs to call and make an appointment before going to the AGENCY

DISCLAIMER:

United Way of Utah County 2-1-1/ Help Me Grow Utah reserves the right to remove or exclude any organization for any reason. Inclusion of an agency does not indicate endorsement or support; likewise, omission does not imply disapproval. United Way of Utah County 2-1-1 also reserves the right to exclude any agencies or services that may be controversial or politically charged. Further note that United Way of Utah County may edit information to meet guidelines, format, and space requirements.