

Criteria for Inclusion in the United Way Fox Cities 2-1-1 Database and United Way Fox Cities 2-1-1 Materials.

Inclusion of an agency or organization or its individual programs or services does not imply endorsement by United Way Fox Cities 2-1-1, nor does omission reflect disapproval. United Way Fox Cities 2-1-1 believes that consumers are in the best position to evaluate and choose resources appropriate to their need.

1. The service must be accessible to the public. Accessibility implies a sliding fee scale (negotiable to \$0) ensuring that people who cannot afford private sector service can obtain services. Inclusion of services available only to a limited target population will be determined on a case-by-case basis.
2. Organizations that provide services in health, welfare, support, recreation, education or advocacy and are not-for-profit corporations (with Internal Revenue Service 501 (c) (3) status), or do not charge fees for service, are welcome additions to our database.
3. Government agencies (federal, state, county, city) which provide services in the areas of health, welfare, recreation, or education may also be included. No attempt will be made to list all governmental agencies or departments.
4. For-profit organizations are considered on an individual basis. Inclusion is based upon uniqueness of service, lack of comparable service available through not-for-profit agencies or groups, and degree of need for the service and the level of subsidized services available.
5. Programs that are non-traditional in nature, such as support groups and special interest groups that may or may not be affiliated with a professional, governmental or other entity may also be included in the United Way Fox Cities 2-1-1 database.
6. Programs that are temporary in nature and are active in response to special circumstances such as natural or man-made disasters, seasonal and holiday programming, a crisis affecting the community on either a macro or micro level or any other event or situation where people need to be connected to resources will be included.
7. United Way Fox Cities 2-1-1 will not accept money from any organization or person(s) to maintain a listing of information regarding an agency or service in our database or printed materials.
8. Agencies or organizations that have been in existence or listed with United Way Fox Cities 2-1-1 for a minimum of one year and are expected to continue operation may be considered for our Directory of Community Services, Directory of Clubs and Organizations, or the United Way Fox Cities 2-1-1 brochure.
9. United Way Fox Cities 2-1-1 reserves the right to refuse or discontinue listings for an organization that has had serious complaints lodged against them with any regulatory body or with United Way Fox Cities 2-1-1.

10. United Way Fox Cities 2-1-1 assumes no responsibility regarding the quality of services of agencies and programs in the United Way Fox Cities 2-1-1 database. Further, inclusion does not imply endorsement by United Way Fox Cities 2-1-1.
11. United Way Fox Cities 2-1-1 reserves the right to exclude any agency or program from the 2-1-1 database and/or any materials sold or distributed. Agencies and programs that do not meet these criteria will be excluded from the United Way Fox Cities 2-1-1 database. Such decisions may be appealed to the President/CEO of United Way Fox Cities, if there is evidence of misapplication of the inclusion criteria or if there is new information that would satisfy the inclusion criteria. (The United Way Fox Cities grievance procedure will be followed.)
12. Every organization must update information at least once a year. If information is not updated within two (2) years; the United Way Fox Cities 2-1-1 staff will delete the record for that organization.
13. United Way Fox Cities 2-1-1 reserves the right to edit information to meet format, guideline, and space requirements.
14. The United Way Fox Cities 2-1-1 database Inclusion/Exclusion Criteria shall be reviewed and approved by United Way Fox Cities Board of Directors every 3 years.

Data collected for the United Way Fox Cities 2-1-1 database is used in the following manner:

1. To assist callers accessing United Way Fox Cities' 2-1-1 information and referral helpline.
2. Published in the Directory of Community Services, Directory of Clubs and Community Groups, United Way Fox Cities 2-1-1 brochure, United Way Fox Cities 2-1-1 Online or other United Way Fox Cities database products.
3. Published in specialized lists of resources that may be requested by third parties and may be supplied in print or electronic form.
4. The United Way Fox Cities 2-1-1 database is indexed using the AIRS/Infoline Taxonomy of Human Services.

This policy will be published in:

1. United Way Fox Cities 2-1-1 Online
2. Any other publication using data from the United Way Fox Cities 2-1-1 database.

Approved by Board of Directors, July 25, 2006.