



United Way of the Bluegrass 211 Contact Center

Inclusion Criteria and Related Policies

Updated July 2024

United Way of the Bluegrass 211 Inclusion Criteria

United Way of the Bluegrass 211 Objective

United Way of the Bluegrass (UWBG) 211 Contact Center's mission is to enhance and support UWBG's mission by providing comprehensive information and referral services in our service area. The following criteria and policies govern the inclusion or exclusion of agencies, organizations, and programs from the UWBG's 211 program's information and referral database.

Included:

- 1. Government Agencies:**
 - City, county, state, or federal agencies offering health and/or human services within UWBG's service area.
 - Not all government agencies and departments will be listed.
- 2. Nonprofit Organizations:**
 - Direct health and/or human service providers operating on a sliding fee scale or free of charge, meeting IRS criteria for tax-exempt status (e.g., 501(c)(3)).
 - Service areas include health, welfare, housing, support, recreation, education, advocacy, and case management.
- 3. Housing Authorities and Related Agencies:**
 - Subsidized housing, independent living, counseling centers, mental health, and substance disorder facilities accepting sliding scale fees or government subsidies.
 - Not all such organizations will be listed.
- 4. Health Care Facilities:**
 - Included on a case-by-case basis.
- 5. Educational Institutions:**
 - Public/private schools and educational facilities offering family resource and outreach services.
 - Schools without these services will not be listed.
- 6. Libraries and Civic Organizations:**
 - Not all civic and professional organizations will be listed.
- 7. Religious Organizations:**
 - Offering community-wide health and/or human services not restricted to members.
 - Not all religious organizations will be listed.
- 8. Self-help Programs and Support Groups:**
 - Programs and groups that do not charge fees or charge nominal fees.
- 9. Information and Referral Services:**
 - Hotlines, help lines, and information lines providing health and/or human services information.
- 10. For-profit Companies:**
 - Offering free or low-cost services not easily accessible in the public/non-profit sector.

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- UWBG reserves the right to limit the number of listed for-profit agencies.

11. Out-of-area Agencies:

- Serving residents' unmet needs within UWBG's service area, otherwise qualifying for inclusion.

Acceptable Legal Statuses:

- City/County Government
- Educational
- Faith-based Nonprofit
- Federal Government
- For-profit, Nonprofit
- State Government.

Examples:

- Ballard County, Kentucky Cooperative Extension Service – State Government
- McCracken County Library – City/County Government
- White House Clinic (Rural Health Clinic) – Nonprofit
- Shriner Hospital for Children – Nonprofit
- Baptist Health (hospital) – For-profit
- Scott County Middle, Scott County Public Schools – Educational
- Lexington, Salvation Army – Faith-based Nonprofit
- Lexington Vet Center, US Department of Veterans Affairs – Federal Government
- Bright Day Counseling Services – For-profit

Facility type is not required unless the agency is a nonprofit such as a hospital or clinic that needs to be noted in the record for reporting purposes in Kynect.

Available options:

- Clinic/Hospital
- Clinic

UWBG Rights:

- UWBG may refuse or delete any listing deemed non-critical to maintain an accurate database. Critical services include housing/shelter, utility assistance, and food.

Excluded:

1. Agencies, organizations, programs and community groups that deny service on the basis of discrimination due to: age, race, religion, gender, language, disability, sexual orientation,

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ancestry, nationality or on any other basis not permitted by law, unless such discrimination is reasonable in order to meet the needs of the organization's target population and such discrimination is permitted by law, (e.g. community center for senior citizens, services for unwed teen mothers).

2. Agencies, organizations, programs, and community groups that violate local, state, or federal laws or regulations.
3. Agencies, organizations, programs, and community groups that provide information for profit only.
4. Agencies, organizations, programs, and community groups that provide unlicensed and/or unbonded and/or uninsured services, where required.
5. UWBG 211 reserves the right to exclude any agencies, organizations, or programs that UWBG 211 has a reasonable, factual basis to believe services provided to clients are not in accordance with commonly accepted professional practices and standards.
6. Agencies, organizations, programs that provide services only to their members.
7. Practitioners that are too numerous.
8. Agencies, organizations, programs that do not meet the inclusion criteria.

Agency Resource Inclusion Related Policies:

1. Included agencies, organizations and programs must show evidence of an established service site.
2. A listing in UWBG's 211 database does not constitute endorsement of, or liability for, any agency/organization's programs or services by UWBG, United Way of Kentucky or Inform USA or any of their officers, agents, employees, or volunteers.
3. All agencies/organizations/programs considered for inclusion under these criteria must be certified or licensed by the appropriate level(s) of government or acknowledged certifying body where provisions for such certification or licensing exist.
4. UWBG 211 is not responsible for, nor does it guarantee the quality of service delivered by any agency to which the customer is referred.
5. UWBG 211 does not guarantee customer referrals to any agencies listed in the database. Agencies are completely and wholly responsible for screening customers for eligibility of services within their program(s).

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6. UWBG 211 reserves the right to make referrals to an entity or specialized service agency that exists which adequately provides specialized information and referral for a specific type of service or services.
7. UWBG 211 is the sole owner of the database. UWBG 211 reserves the right to refuse listing an agency or service at its sole discretion.
8. UWBG 211 reserves the right to cancel a listing when an agency no longer meets the inclusion criteria and policies.
9. UWBG 211 does not charge a fee for inclusion in the information and referral database.
10. Agencies/organizations/programs not providing updated information as requested may be deleted from UWBG's 211 database.

The Agency Information Form found on the UWBG 211 website (<https://uwbg211.org/>) can be completed and submitted by an agency, organization, or program to join UWBG's 211 database. Once submitted, UWBG Resource Specialists will assess the application against these policies and decide whether to include or exclude. Agencies not added or excluded will be notified in writing by a Resource Specialist.

Organizations that submit an incomplete form will not be considered.

An agency, organization, or program can appeal a denial of 211 database inclusion by UWBG. Appeal must be filed in writing to the United Way of the Bluegrass Community Impact Regional Advisory Committee (CIRAC) at 651 Perimeter Dr Suite 510, Lexington, KY 40517. Appeal must include a thorough statement of why the agency/program/organization believes it fits inclusion criteria and accompanying documents. The UWBG Executive Team will receive a recommendation from CIRAC on the appeal. The Executive Team's appeal judgment is final.