



United Way of the Bluegrass 2-1-1 Contact Center Resource

Inclusion and Exclusion Criteria and Related Policies

Updated July 2023

United Way of the Bluegrass 2-1-1 Inclusion/Exclusion Criteria

United Way of the Bluegrass 2-1-1 Objective

United Way of the Bluegrass (UWBG) 2-1-1 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 2-1-1 program's information and referral database.

Included:

1. City, county, state, or federal government agencies that operate health and/or human service programs and provide assistance to the public in UWBG's service area. No attempt will be made to list all government agencies and departments.
2. Nonprofit agencies, organizations, programs, and community groups that provide direct health and/or human services to the public in UWBG's service area. Services provided by the agency must be offered free of charge or on a sliding fee scale. The agency must meet IRS criteria for being a tax-exempt, tax-deductible organization, e.g. [501(c) 3]. Service areas include but are not limited to: health, welfare, housing, support, recreation, education, advocacy and case management assistance.
3. Retirement homes and communities subsidized rental housing, independent living facilities, counseling centers, mental health and substance disorder inpatient and outpatient facilities in UWBG's service area that provide health and/or human services to the public on a sliding scale or accept Medicare/Medicaid or other government subsidy. (No attempt will be made to list all these types of organizations)
4. Health care facilities will be included on a case-by-case basis.
5. Public schools and private or public educational facilities that provide services to the public.
6. Libraries, civic and professional organizations.
7. Religious organizations that offer health and/or human services for the community-at-large that are not restricted to their members. (No attempt will be made to list all religious organizations.)
8. Self-help programs and support groups that do not charge a fee or for which the fee is nominal.
9. Hotlines, help lines, information lines or information and referral lines that provide information on health and/or human services.

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10. For profit agencies/organizations/programs and community groups providing health and/or human services not available in the nonprofit or government sector or those who offer a service not adequately provided by the nonprofit or governmental sectors; or those who offer programs/services either free or based on a sliding fee scale, accept Medicare/Medicaid or other government subsidy. Inclusion may be based on consideration of such factors as geographical location, special target population served, accessible hours or other specialized/specific attributes.
11. Agencies/organizations/programs and community groups outside UWBG's service area that meet a service need for residents not met by agencies or organizations within the service area and would otherwise qualify for inclusion in the UWBG 2-1-1 database.

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, 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 2-1-1 reserves the right to exclude any agencies, organizations, or programs that UWBG 2-1-1 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. Agencies, organizations, and programs that require an external referral.
8. Practitioners that are too numerous.
9. Agencies, organizations, programs that do not meet the inclusion criteria.

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Agency Resource Inclusion/Exclusion Related Policies

1. Included agencies, organizations and programs must show evidence of an established service site.
2. A listing in UWBG's 2-1-1 database does not constitute endorsement of, or liability for, any agency/organization's programs or services by UWBG, United Way of Kentucky or the Alliance of Information and Referral Systems (AIRS) 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 2-1-1 is not responsible for, nor does it guarantee the quality of service delivered by any agency to which the customer is referred.
5. UWBG 2-1-1 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).
6. UWBG 2-1-1 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 2-1-1 is the sole owner of the database. UWBG 2-1-1 reserves the right to refuse listing an agency or service at its sole discretion.
8. UWBG 2-1-1 reserves the right to cancel a listing when an agency no longer meets the criteria outlined in these criteria and policies.
9. UWBG 2-1-1 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 2-1-1 database.

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The Information Form can be completed and submitted by an agency, organization, or program to join UWBG's 2-1-1 database. Once submitted, UWBG Resource Specialists will assess the application against these policies and decide whether to include or exclude. Excluded UWBG will notify the agency in writing.

An agency, organization, or program can appeal a denial of 2-1-1 database inclusion by UWBG. Appeal must be filed in writing to the United Way of the Bluegrass Community Impact Cabinet Chair (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 Committee will receive a recommendation from the Community Impact Cabinet on the appeal. The Executive Committee's appeal judgment is final.

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Appendix: Counties Served

Adair	Greenup	Morgan
Anderson	Hancock	Muhlenberg
Ballard	Harlan	Nicholas
Bath	Harrison	Ohio
Bell	Henderson	Owen
Bourbon	Hickman	Owsley
Boyd	Hopkins	Pendleton
Boyle	Jackson	Perry
Bracken	Jessamine	Pike
Breathitt	Johnson	Powell
Caldwell	Knott	Pulaski
Calloway	Knox	Robertson
Carlisle	Laurel	Rockcastle
Carter	Lawrence	Rowan
Casey	Lee	Russell
Christian	Leslie	Scott
Clark	Letcher	Taylor
Clay	Lewis	Todd
Clinton	Lincoln	Trigg
Crittenden	Livingston	Union
Cumberland	Lyon	Washington
Daviess	Madison	Wayne
Elliott	Magoffin	Webster
Estill	Marion	Whitley
Fayette	Marshall	Wolfe
Fleming	Martin	Woodford
Floyd	Mason	
Franklin	McCracken	
Fulton	McCreary	
Gallatin	McLean	
Garrard	Menifee	
Graves	Mercer	
Green	Montgomery	