

Greater Columbia 2-1-1 Inclusion/Exclusion Criteria Policy

Date: May 2007

Policy: Greater Columbia 2-1-1 will maintain a comprehensive database of non-profit and government human service agencies and other community resources that enhance the quality of individual and community life for the 16 counties covered within GC 2-1-1's coverage area. This policy must be reviewed at least once every three years to comply with AIRS standards.

Procedures:

- A Review Committee, chaired by the Resource Center Supervisor and composed of Resource Center staff and the Chief Executive Officer, periodically reviews this policy to assure that we are reflecting the community's interests/norms as related to providing such information. Inclusion in the GC 2-1-1 database is a privilege and not a right. GC 2-1-1 reserves the right to determine inclusion/exclusion at any time.
- Exclusion of an organization does not necessarily imply denying clients access to that organization.
- Inclusion in the GC 2-1-1 database does not represent or imply a determination of approval of the quality of the organization's services. Exclusion does not reflect on any organization's contribution to the community.
- Agency information is provided by the agencies themselves via new resource forms, annual updates, informal updates initiated by GC 2-1-1 or the agency, as well as agency-sanctioned newsletters, websites, and other publications. We reserve the right to edit information to meet format, guideline and space requirements. We reserve the right to exclude organizations that are unresponsive to update requests, and whose information cannot be made current by other means.
- GC 2-1-1 reserves the right to exclude agencies that have been in operation for less than six months.

Greater Columbia 2-1-1 will send a copy of the Inclusion and Exclusion Policies Summary to those who request further information regarding these policies.

See attached policy

	Include	Exclude
For-profit Agencies	Exclusion rule may be broken if the agency offers a service not adequately provided by other resource file listings. Consideration of inclusion in this instance may be based on geographical location, special target population served, accessible hours, special fees, etc. All must be certified or licensed by the appropriate level of government where provisions for such certification exist. Inclusion of all for-profit agencies will be reviewed at least once every 1 years.	Exclude for-profit agencies.
Government Agencies	Include federal, state, county and municipal government agencies providing health, education, social service, recreation, legal or consumer protection services which have offices in or serve residents of Adams, Asotin, Benton, Chelan, Columbia, Douglas, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Walla Walla, Whitman, and Yakima Counties. Include programs funded by government agencies to deliver services without fees.	
Service to Greater Columbia Region 2-1-1	Exclusion rule may be broken if agency: 1) Provides crisis intervention, information and referral, and mental health professional services in other counties of Washington State. 2) Offers those types of <i>unique</i> programs not available in Greater Columbia Region but open to Greater Columbia Region residents (e.g. Washington State School for the Blind located in Vancouver). 3) Is requested by phone room staff or is determined to be a major agency in the county. 5) Is a toll-free line providing information about/or direct access to a health and human service resource and can be accessed by Greater Columbia Region residents (e.g. hotlines, national complaint lines).	Exclude agencies that do not service GC 2-1-1 coverage area.
Schools	Include public school districts and sub-programs. Include private, non-profit schools and religious schools if they serve a special target group (e.g. people with disabilities)	
	Include	Exclude
Religious Agencies	Include faith-based agencies providing services that are open to the community and do not require participation in the religious practices of the	Exclude religious groups that require a profession of faith, or participation in religious activities, in order to receive

	agency/organization (e.g. Seventh Day Adventist Church – Food Pantries). Exceptions to the exclusion rule may be made in areas of acute need, such as food or shelter programs, or services to underserved populations, such as deaf, GLBT, or special needs groups. Such agencies may be included, but services will be labeled carefully so that callers/database users are aware of their expectations (e.g. required attendance at chapel service).	unrelated services, such as baby items, adoption services, or sports activities.
Mental Health Transitional Housing	Include non-profit or state-licensed mental health transitional housing programs.	Exclude for-profit mental health transitional housing programs unless licensed by the state.
Nursing Homes/ Retirement Homes/Adult Family Homes/ Independent Living Facilities/Assisted Living Facilities	Include non-profit nursing homes, adult family homes, independent living facilities, assisted living facilities, and other retirement living facilities.	Exclude for-profit independent living facilities and nursing homes/rehabilitation centers unless they accept medical coupons or Medicare.
Professional Associations	Include professional networks and associations for professionals working in health and human service and community resource fields, on a case-by case basis.	
Social Clubs	Include social clubs whose services are open to all.	Exclude social clubs whose services are not available to non-members.
Service Organizations	Include on-going social service programs sponsored by service organizations (e.g., Shriner’s Hospital, LIONS Eye Bank).	Exclude service organizations (<i>LIONS CLUB, ELKS, etc.</i>) unless they sponsor an on-going social service program.
	Include	Exclude
Mental Health Therapists and Counselors	Include for-profit therapists and counselors who are registered or licensed by the State of Washington or certified by a professional organization that contains a review board to handle complaints. Must also have sliding fee or free service.	Exclude for-profit mental health therapists and counselors, even if they accept medical coupons, unless they have sliding fee or free service.
Substance Abuse Treatment Programs	Include substance abuse treatment programs that are non-profit or any for-profit agency <i>approved by the Washington State Department of Alcohol and Substance Abuse.</i>	Exclude all other substance abuse programs.
Placement Services	Include licensed non-profit and for-profit services that place adults in long-term care settings.	
In-home Care Agencies and Services	Include licensed non-profit, in-home chore and home health services for older adults and people with disabilities. Also include licensed for-profit in-home	Exclude private duty home care professionals.

	<p>chore and home health services for older adults and people with disabilities.</p> <p>All home chore and home health agencies should screen their workers and employ an RN, social worker, or geriatric case manager to screen clients.</p>	
	Include	Exclude
Clinics Staffed by Students.	Include for-profit clinics operated by schools that offer low-fee health care and mental health care (e.g. Washington State University Mental Health Clinic).	Exclude for-profit student clinics that are not low-fee or do not serve health or mental health needs.
Vocational Training Programs	Include vocational training programs that are public or non-profit. Include non-profit and government agencies that are referral sources for apprenticeship programs.	Exclude vocational training programs other than those that are public or non-profit (e.g. bartending and massage schools). Exclude individual apprenticeship programs.
Child Education	Include non-profit and government funded child education programs, such as Headstart, Early Headstart, and Early Childhood Education and Assistance Program (ECEAP), and parent-run cooperative preschools).	Exclude for-profit child care facilities, in-home child care, sitters, nannies, etc. We have agreements w/ Child Care Resources to provide a referral to their services.
Moving Assistance	Include non-profit moving assistance resources.	Exclude low-cost moving organizations. There are too many to list.
Paternity Testing	Include paternity testing services using DNA technologies.	Exclude for-profit paternity testing services.
	Include	Exclude
Illegal Services		Exclude agencies that provide illegal services.
Agencies Who Have Policies that Discriminate OR The Review Committee has Found Documentation of (internal/ external) Allegations/ Instances of Discrimination.		The Review Committee may exclude agencies from GC 2-1-1 which have policies that explicitly discriminate based on sexual orientation, gender, religion, race, nationality, disability status, etc., unless their mission is to serve a particular underserved/under-represented population. The critical nature of an agency's services should be considered in the decision.