



Greater Columbia Region Call Center
Administered by
People for People



Appealing Decisions on the Inclusion of Agencies and Programs

It is the prerogative of the Greater Columbia 2-1-1 to include or exclude agencies from its database at any time, with or without providing a specific reason. The database staff may also choose to exclude certain programs offered by a service agency, while including others. However, agencies that have been excluded may file an appeal requesting a reconsideration of the decision. Only one appeal may be filed for agency inclusion, but one agency can file separate appeals for separate programs.

If an agency chooses to request an appeal, the first step should be to review the call center's inclusion policy. Printed or electronic copies of this policy can be obtained by dialing 2-1-1 or contacting People For People. The appealing party shall then send the Greater Columbia 2-1-1 database manager a letter, in printed form, explaining how the agency or program meets the inclusion criteria. This is called a letter of appeal.

Upon receipt of the letter of appeal, a confirmation notice will be issued affirming that the agency's case is under review. The database staff of the Greater Columbia 2-1-1 will examine the letter of appeal, along with whatever information has been given previously, and render a new decision regarding inclusion of the agency, in writing, within fifteen business days of receipt. The final decision regarding inclusion is the sole prerogative of the call center manager.