

The primary function of United Way of Greater Cincinnati 211 is to collect, organize and disseminate useful and accurate community resource information regarding organizations that provide either direct services or specific information about direct services to residents in the UWGC 211 service area. UWGC 211 follows the Inform USA approved 211 Human Services Indexing System to classify database resources and acts as a non-partisan, non-ideological, non-judgmental information source for the human services provided in the community.

UWGC 211 also uses community resource data and referral transaction data to support community planning and research, publish area health and human service directories, host searchable online resource database for public use, participate in specialized programs, projects, and committees, and support the analysis of community needs for the purpose of strategy and impact.

To ensure community needs are met, UWGC 211 developed and utilize the following criteria for the inclusion or exclusion of organizations and services in the community resource database. These criteria provide a standardized method to determine inclusion and are published to ensure community awareness regarding the scope and limitations of the UWGC 211 database.

General Inclusion Criteria: To be included in the UWGC 211 database, organizations must:

- Provide at least one primary and direct health or human service for which the agency accepts public referrals. Primary services are defined as obtainable without being required to enroll in other services. Direct services are those services an agency or organization provides themselves.
- Serve residents of the UWGC 211 region, including Adams, Butler, Brown, Clermont, Clinton, Hamilton and Warren Counties in Ohio and Boone, Campbell, Grant, and Kenton Counties in Kentucky.
- Demonstrate viability, having been in existence for more than six months unless it is an affiliate of an established service provider or is the result of a community or coalition planning process.
- Provide UWGC 211 updates to organization information and services via online database portal, email, or phone on an annual basis or as changes occur.

Organization Inclusion: UWGC 211 includes organizations/entities described as:

- Nonprofit organizations providing a health or human service or information about human services either without cost or offer sliding-scale fees, subsidies, or other assistance that makes their services accessible without obligation to participate or enroll in other services.
- Government agencies providing a health or human service to the general public.
- Faith-based or service organizations offering health or human services either without cost or offer sliding-scale fees, subsidies, or other assistance that makes their services accessible without a religious test or obligation to participate in other services.
- Public entities, such as hospitals, libraries and educational institutions.
- For-profit entities offering services in the areas of health, mental health, recreation, education, financial assistance, legal assistance, home maintenance, or arts and culture and that meet the following criteria:

- Provide a service not readily available in the nonprofit or public sector when such a service is determined essential.
- Provide services either without cost or offer sliding-scale fees, subsidies, or other assistance that makes their services accessible without obligation to participate or enroll in other services.
- Professional organizations or associations that maintain lists of practitioners for information and referral purposes or provide consumer protection.
- Specialized Information and Referral organizations maintaining current listings of services, including but not limited to nursing homes, assisted living facilities, daycare providers, or subsidized housing locations. Toll free hotlines or websites providing information about health and human services or offer direct assistance are also eligible for inclusion.
- Mutual and self-help support groups are led by an agency or volunteer group.

Organization Exclusion:

- Organizations located outside of the UWGC 211 service area and duplicate services provided by an organization within the service area.
- An individual practitioner or group of consulting practitioners
- Organizations
 - maintained by a specialized information and referral or clearing house.
 - limiting services to members only.
 - engaging in illegal activity, including fraud, discrimination, or misrepresentation of services.
 - establishing or following an organizational philosophy contrary to the mission of UWGC 211, such as the promotion of hate or violence.

Site Exclusion:

- Sites not located within the UWGC service area, even when the main location is in the service area, unless the services offered by a site are essential and transportation is provided for clients.
- Sites that are limited to a support group location.

Service Exclusion:

- Services which have a cost and do not clearly state sliding-scale fees, subsidies, or other assistance that makes the service accessible.
- Volunteer recruitment and donation efforts of specific organizations. Volunteer and donation clearinghouses are included, except for organizations that pick-up material good donations directly from individuals.
- Services maintained by a specialized information and referral or clearinghouse.
- Secondary services provided to established clients of organizations not accessible to the general public.
- A social, special interest, or collecting club/society for adults, except for disability or health condition related clubs.

Disclaimer:

- UWGC 211 may prioritize or limit entry into the database based on the demand or need for the services offered, the number of organizations currently included offering a particular service, and staffing. UWGC 211 reserves the right to remove agencies and services that receive minimal referrals at the discretion of the 211 database manager. Agencies will be kept a maximum of 4 years without a referral unless they provide essential basic needs, or government services.
- During a disaster, UWGC 211 management reserves the right to set modified inclusion and exclusion criteria based on community needs and scope of the disaster. Exceptions may include for-profits that do not meet the above criteria for the duration of the response and recovery and donation and volunteer opportunities directly related to specific disaster response.
- UWGC 211 reserves the right to edit information to meet format, taxonomy, and space requirements.
- UWGC 211 may provide callers with information gathered via public sources (news media, internet or other). Good faith attempts will be made to verify such information is accurate and current.
- Inclusion is a privilege, not a right. Inclusion does not imply endorsement, and omission does not indicate disapproval. The above criteria describe what organizations can be included and excluded, though decisions may be made at the discretion of the UWGC 211 management.
- UWGC 211 reserves the right to include organizations or services required under a specialized contract.
- UWGC 211 does not guarantee the availability or quality of services by any organization. Organizations are responsible for screening individuals for eligibility for their services unless specifically involved in a defined partnership with UWGC 211 for programmatic screening.
- UWGC 211 reserves the right to remove organizations or services due to lack of agency response to repeated attempts to acquire updated service information or lack of demand for services.

Appeals:

- Decisions to exclude or remove an organization from the UWGC 211 database may be appealed in writing to UWGC 211, provided evidence is available demonstrating the decision for exclusion or removal was inaccurate.