



United Way 211 Resource Database Inclusion/Exclusion Criteria

The database will contain information about service providers that enhance the quality of individual and community life. The database will be used to assist callers of the 24-hour information and referral telephone line and the 2-1-1 website.

Eligible to be included:

- Non-profit organizations (classified as 501(c)3 under the Internal Revenue Code) which provide, coordinate and/or advocate for health and human services
- Health and human service programs offered by Federal, State, county or municipal governments, or quasi public agencies which have offices in or serve residents of Monterey County
- Organizations located in counties adjacent to Monterey County that offer socially beneficial services not provided in Monterey County
- Organizations outside Monterey County that meet a critical need for residents in Monterey County
- Elected State and Federal officials and representatives
- Civic, business, and neighborhood associations
- Professional organizations that provide a public service, i.e. Information and Referral
- Advocacy groups related to health and human service issues
- Community groups, collaborations, or coalitions
- Foundations that fund direct services
- Membership organizations and churches providing direct health and human services
- Self-help support groups affiliated with a church, hospital, non-profit or national organization
- Self help groups that are not part of a larger agency
- Social or fraternal organizations or clubs that **serve non-members** at low- or no- cost
- Administrative offices of public schools
- Private schools for special needs
- State and community colleges
- Professional and regulatory boards for agencies that provide a public service
- Information and referral services
- Chambers of Commerce
- Visitors and convention bureaus
- Organizations that offer volunteer services
- Hospitals with Emergency Rooms
- Licensed childcare and adult day care
- Licensed and regulated nursing homes, personal care homes, assisted living facilities, and home health services
- Licensed for profit therapists, psychologists, and psychiatrists
- Private, for profit companies that provide services not adequately met in the public/non-profit sector or are not reasonably accessible due to geographic constraints. Examples:

- Programs offering free service, scholarships, reduced fees, sliding fee scale, or that accept Medi-Cal
- Programs that satisfy court diversion requirements
- Programs that provide unique, specifically targeted, or difficult to access services not available through non-profit agencies
- Programs that provide commission-based referrals that have a comprehensive assessment component, i.e. nursing home referrals
- Programs that provide unregulated services but rely on, and demonstrate an organized and administrating body that has assumed liability, i.e. sober living homes

Additional Criteria:

- All applications and any necessary addendum forms must be complete; all required certification documentation must be submitted
- Non-profit organizations and for profit businesses must meet the criteria of being in operation for six (6) months prior to being added to the United Way 211 database. Exception is permitted when the parent company has been in operation for the required time.
- Non-profit and for-profit companies must have compliance status with the California Board of Equalization
- Non-profit organizations must provide proof of non-profit status (501(c)3)
- For profit companies must provide a copy of business license
- For profit companies will have investigation reports with the Better Business Bureau reviewed and this can affect inclusion eligibility
- Private home care providers, child care facilities, and senior residential care home (personal care home) must provide appropriate certification and licensure
- Agencies (both non-profit and for-profit) may be asked for a site visit or face to face interview and are expected to comply with the request

One or more of the following means may be used in the validation process:

- Annual community services survey
- References from clients or affiliated professionals
- Consultation with other agencies in the same field of service or geographic proximity
- Check with local law enforcement and/or consumer complaints agencies

Not Eligible for Inclusion:

- Non-profit organizations that are only able to list volunteer opportunities and donation needs, but not services for callers
- Commercial business establishments and private, for-profit agencies not described above
- Agencies that violate federal, state, or local laws or regulations
- Unregulated for-profit health and human service providers
- Organizations (i.e. churches, social clubs) that offer a service to their members only
- Agencies promoting or permitting racism or bigotry
- Agencies that misrepresent their services in any way
- Employment agencies that charge a fee to applicants
- For-profit medical facilities, private, practitioners, group practitioners or therapies
- One-time or pilot programs

Guidelines for Review, Appeals, and Elimination from Database:

- If an organization/agency submits an application and is determined to be ineligible to be listed within the United Way 211 database, the Resource Specialist will respond with a letter of explanation within two weeks of the determination
- United Way has the right to refuse or discontinue listing organizations that have had complaints filed with United Way 211 or other United Way programs, or a regulatory board.
- United Way has the right to eliminate a program/organization for failing to update their record annually or refusal to cooperate in the annual community services survey process.
- United Way has the right to eliminate a program/organization for refusal to accept referrals made.
- United Way has the right to eliminate a program/organization when it is determined that the program is not in compliance with federal, state, or local laws.
- If an organization has been denied database inclusion for any reason, the organization will have to wait up to six months to reapply with the 211 database. The Community Resources Manager will determine the wait time based on the severity of the denial reason.
- If your organization has been denied database inclusion for the following reasons, please do not reapply for admittance as we will not be able to include your program:
 - If your organization is denied database entry based on a severe complaint filed with United Way 211, other United Way programs, a regulatory board, or the Better Business Bureau;
 - If your organization is involved in illegal practices or criminal activities, including fraud;
 - If your agency is found promoting or permitting discrimination;
 - Agencies that misrepresent their services in any way;

Inclusion within the United Way 211 database does not imply endorsement of the organization. Exclusion within the United Way 211 database simply indicates that criterion for inclusion has not been met; it does not signify lack of endorsement.