



Mile High United Way 2-1-1 Database Inclusion and Exclusion Policy

Mile High United Way's 2-1-1 Call Center provides information about and referrals to a broad range of health and human service agencies throughout the 11 county metro Denver area (to include Adams, Arapahoe, Broomfield, Boulder, Clear Creek, Denver, Douglas, Elbert, Gilpin, Jefferson and Summit counties), as well as statewide and nationwide agencies. Referral specialists provide as much information as possible to clients, enabling them to make informed decisions about which of the available resources best meets their needs.

Mile High United Way 2-1-1 is NOT responsible for the quality of service delivered by any organization to which the caller is referred. Specialists are to *refer* to available organizations, not to recommend one organization over another.

Mile High United Way 2-1-1 maintains a comprehensive database of organizations and programs whose services are directed toward community members that are in need of assistance. If you would like to include the United Way 2-1-1 logo on any fliers promoting your services please do the following:

- ✓ Send an email outlining the reason for your request to robert.thompson@unitedwaydenver.org.
- ✓ Upon receipt of the request, Mile High United Way will promptly review the request.

If approved, we will then send you simple instructions regarding proper logo placement as well as a digital version of the 2-1-1 logo. This will allow 2-1-1 to better understand the tie in with agency promotion and better serve the community.

CRITERIA FOR INCLUSION

The 2-1-1 database is governed by the following inclusion and exclusion criteria. Organizations wishing to be included in the database must fall into one of the categories listed below, in addition to meeting the other criteria outlined:

- Nonprofit 501(c)(3) tax-exempt organizations or municipal, state and federal government agencies¹ that provide social, educational, or health and human services.
- Organizations, such as churches and social organizations, which offer a service to the community-at-large, not just to their own members.
- Organizations that are not eligible for 501(c)(3) status, but meet all state licensing requirements including (but not limited to) hospitals, health clinics, home health care organizations, intermediate care homes, retirement homes and communities, independent living facilities, assisted living facilities, nursing homes, chemical dependency treatment programs, community counseling organizations and individual mental health professionals who offer a sliding fee scale or reduced fee.
- Educational organizations within Colorado including (but not limited to) early education providers, grade schools, public high schools and boards of education, private schools that serve children or youth with disabilities or behavioral/emotional disorders.

¹ State and Federal government agencies are considered public information and therefore shall be listed within the 2-1-1 database when appropriate without a signed *Authorization Form* or *Organization Survey*.

- For-profit companies/agencies offering services parallel to a nonprofit service which accept fees paid by a government agency or that offer programs/services for free or on a sliding scale fee. Mile High United Way 2-1-1 will also consider commercial or for-profit organizations offering a service not available in the nonprofit sector or those offering a service not adequately provided by the nonprofit or governmental sectors. All organizations considered for inclusion under these criteria must be certified or licensed by the appropriate level(s) of government where provisions for such certification or licensing exist.
- Demonstrate provision of service for a period of at least twelve months.
- Responsible for reviewing programs and services listings twice a year and updating the database as changes occur.
- Show evidence of an established service site.
- Return a signed “Authorization Form” and a completed “Organization Survey” to 2-1-1. We will not list an organization in 2-1-1 without these completed documents.²

DISCLAIMER

- A listing in the Mile High United Way 2-1-1 database does NOT constitute endorsement of, or liability for, any organization’s programs or services.
- Information provided by organizations and individual service providers for inclusion in the Mile High United Way 2-1-1 database may be made available to the general public in various formats, including telephone information and referral directories, an online searchable database of services, printed materials and/or a volunteer recruitment database without prior notification to the organization.
- Mile High United Way 2-1-1 reserves the right to refuse listing of an organization if, in our sole opinion, such listing is deemed inappropriate.
- Mile High United Way 2-1-1 does not guarantee client referrals to anyone listed in the database. Organizations are completely and wholly responsible for screening clients for eligibility of services within their programs.
- Mile High United Way 2-1-1 reserves the right to cancel a listing when an organization no longer meets the required criteria. Organizations not providing updated information as requested will be deleted from the 2-1-1 database.

Mile High United Way 2-1-1 will also consider the following as a basis for excluding an organization from its database:

- Organizations that deny service on the basis of color, race, religion, ancestry, sexual orientation, gender identity, disability, nationality, creed, or whose services are illegal.
- When Mile High United Way 2-1-1 knows or has reasonable basis to believe that services provided to clients are not in accordance with commonly accepted professional practices and standards.
- Mile High United Way 2-1-1 does not, as a general rule, list organizations whose primary mission is to assist or provide care for animals. However, these agencies will be considered for inclusion, if an organization offers a program which incorporates animals in meeting a specific human service need. For example, an animal shelter that cares for pets while their owner is in a shelter, or an organization that boards horses and utilizes them as a therapeutic tool with at-risk youth.

For questions about the inclusion criteria, please email 211colorado@unitedwaydenver.org.

² The Authorization Form will provide legal authorization to 2-1-1 to include the organization within the 2-1-1 database and provide referrals to the organization. The Organization Survey conveys the organization information that is to be released to 2-1-1 clients.