

Revised: February 2026

United Way 211 Lee, Hendry and Glades Database

Policy for Inclusion/Exclusion

Disclaimer

Inclusion in the United Way 211 Lee, Hendry and Glades database does not guarantee client referral or indicate endorsement of any agency. United Way 211 Lee, Hendry and Glades may provide callers resources on an agency, but it is the responsibility of the agency to screen callers for ongoing eligibility within their programs. Inclusion in the database does not imply endorsement of an organization or its programs or services, neither does omission reflect disapproval.

Review Process

As agencies apply to be included in the database, each agency will be reviewed against the criteria listed below by the Data/Resource Team of United Way 211 Lee, Hendry and Glades for inclusion in the online database. Any agency has the right to appeal its exclusion to the Administrative Review Committee consisting of, but not limited to, the President, Program Director, and Board Chair. The decision of the Administrative Review Committee shall be considered final.

Inclusion Criteria

- Provide health or human service programs or have a related role in the health and human service network.
- Be operationally functioning for at least one year.
- Provide a contact person who can answer questions regarding the agency's 211 database listing.
- Respond to yearly update requests. Agencies that fail to respond may be dropped from the database without notice.
- Provide a telephone number accessible during the day. Voicemail is acceptable.
- Have a qualifying funding source or allow verification through public records.
- Provide proof of applicable licensing when required.
- Maintain current 501(c)(3) status when applicable and notify United Way 211 immediately of any changes affecting eligibility.

Eligible Provider Types

- Direct Service Providers include government agencies, non-profit 501(c)(3) organizations, hot-lines, support groups, licensed facilities, public safety entities, and qualifying for-profit organizations providing free or low-cost services.
- Indirect Service Providers include advocacy groups, community planning organizations, officials, professional boards, chambers of commerce, and fraternal organizations serving non-members.

Ineligible for Inclusion

Organizations that do not meet inclusion criteria, restrict services to members only, or conflict with the mission of United Way 211 may be excluded.

Contact Information

Keila Santiago

Phone: 239-433-7554

Email: Keila@UnitedWayLee.org

Agency Acknowledgment and Signature

By signing below, the agency certifies compliance with this policy and agrees to notify United Way 211 of any changes affecting eligibility.

Agency Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____