

211 Online and Printed Directory
Policy for Inclusion/Exclusion

Disclaimer: Inclusion in the United Way 211 database does not guarantee client referral or indicate endorsement of any agency. 211 may refer callers to an agency but it is the responsibility of the agency to screen callers for eligibility within their programs.

Review Process: As agencies apply to be included in the database, each agency will also be reviewed against the criteria listed below by the Data Manager of United Way 211 for inclusion on our online Database and our printed Human Service directories. 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 should be considered final.

Inclusion Criteria: Eligible agencies must

1. Provide health or human service programs or have a related role in the health and human service network
2. Be operational, not an aspiration (functional for at least one year).
3. Provide a contact person who can answer questions regarding the agency's 211 listing
4. Respond to yearly update requests (Agencies that fail to respond to update yearly may be dropped from database without notice).
5. Provide a telephone number, accessible during the day. Voicemail is acceptable.
6. Have a funding source from one of the following entities: United Way, Area Agency on Aging, Lee County Department of Human Services, Department of Children and Families, Children's Network, Southwest Florida Community Foundation, or any division of Florida State, County, or Municipal Government. If an agency has not received funding from one of these entities, United Way 211 reserves the right to verify the agencies information with the Better Business Bureau or public records.

Eligible to be Included:

Direct Service Providers

- Non-profit, 501C-3 organizations that provide, coordinate and advocate for health and human services
- Hotlines, helplines, and other information and referral lines (which do not require membership)
- Faith-based organizations providing a service that is not restricted to members only
- Licensed non-profit health care facilities and hospitals
- Non-profit licensed childcare facilities
- Out-of-state agencies that offer essential services not provided locally such as hotlines and information clearinghouses
- Non-profit substance abuse service providers who are licensed by the Department of Children and Families Substance Abuse and Mental Health Division

- Public safety entities such as law enforcement and fire departments

Indirect Service Providers

- Community organizations that specialize in planning, improvement of standards/services, and research/interpretation
- Advocacy groups related to health and human service
- State, national and local officials
- Professional and regulatory boards in medical/legal/social services fields
- Chambers of Commerce
- Social or fraternal organizations, which serve non-members

Ineligible for Inclusion:

- Private, for-profit service providers will not be included in the 211 online or printed directory unless they meet one or more of the specific inclusion criteria listed above
- Organizations that limit the services they provide to members only will not be included in the 211 database.

United Way 211 reserves the right to exclude entities that meet the inclusion above but that are not keeping with the mission of United Way 211.

*To meet the needs of the changing community, the 211 Online and Printed Directory Inclusion/Exclusion Policy will be reviewed at least once every three years.