

**2-1-1 Texas
Information and Referral Community Resource Database**

INCLUSION/EXCLUSION POLICY

The following are the types of agencies or organizations* which will be considered for inclusion in the Tarrant County United Way information and referral community resource database (2-1-1 Texas):

- Health and human service organizations considered to be charitable and/or educational and meet IRS criteria for being a 501(c)3 tax-exempt or tax deductible organization.
- Churches, service and civic groups which offer a service to the community at large, not just their own members.
- Agencies/Organizations that are not eligible for 501(c)3 but provide a health-related service to senior adults such as hospitals, home health care, prevention and wellness and nursing facilities that accept Medicaid and Medicare.
- Agencies/Organizations that are not eligible for 501(c)3 but provide a community service either free, using a sliding fee scale or will accept Medicare or Medicaid.
- Proprietary agencies which provide a unique, specialized, much needed community service resource, which is not available in public and non-profit private agencies or for which there is only very limited service in the public or non-profit agencies.

We reserve the right to edit agency information.

Agencies may be included in the community resource database if they meet the following criteria:

1. Indicate that there is a consistently available contact person, location and telephone number. Having access to an answering machine is acceptable.
2. Persons must not be excluded from service on the basis of race, religion, disability or ethnic origin.
3. Certify that eligible programs meet all state licensing requirements.
4. For-profit services must openly disclose the client fee structure and changes in fee structure no later than one month after its implementation to United Way I&R staff.
5. An onsite visit may be made to the agency to verify accuracy of information for inclusion in the resource database.

***Senate Bill 397, passed in 1999 by the 76th Legislature (codified as Government Code 531.0312) requires that all public and private agencies receiving state-appropriated funds to provide a health or human service must provide information on their services to be included in the 2-1-1 Texas I&R Network.**

EXCLUSION

The information and referral service of Tarrant County United Way reserves the right to exclude any agency/organization from its database at any time in its sole discretion, with or without cause. Reasons for exclusion may include, without limitation, the failure of any agency/organization to meet all listed criteria.