

## 211 Utah Inclusion/Exclusion Policy

This policy is in accordance with the Inform USA for Professional Information and Referral Services, Standard 7. To be included in the 211 Utah database, an organization or an individual service provider must first meet ALL THREE of the following general terms of inclusion:

- Provide health or human services for residents of Utah.
- Have a consistently available contact person, location, and telephone number (access through voice mail is acceptable).
- Currently provide service(s). If provider has been in business for less than 6 months, 211 Utah will complete an update 6 months after entry (exceptions may be made under certain circumstances, such as a disaster).

### Organizations Eligible for Inclusion

The following organizations are eligible for inclusion provided they meet ALL the above general terms of inclusion:

- Utah's municipal and state agencies and commissions as well as selected federal agencies that provide services to the general public or small businesses.
- Organizations that are private, non-profit, and have a 501(c)(3) tax-exempt status or government offices that provide social, educational, health, or human services. Non-profits may be asked to provide verification of their tax-exempt status.
- Private non-profit organizations considered charitable and/or educational.
- Specialized information sources that maintain current and accurate information about agencies such as nursing homes, residential care homes, subsidized housing locations, licensed and registered childcare providers, physicians, dentists, or lawyers. 211 Utah will not duplicate the maintenance of this information.
- For-profit, full-service hospitals.
- Organizations such as churches and social clubs that offer services to the community at large, not just to their own members.
- Advocacy groups related to health and human service issues.
- Educational organizations within the State of Utah including (but not limited to) early education providers, grade schools, public high schools, school districts, boards of education, and private schools that serve children or youth with disabilities or behavioral/emotional disorders.
- Self-help support groups, grassroots, collaborative, and neighborhood organizations that have not obtained a non-profit 501(c)(3) tax-exempt status but have an identified contact point.
  - Inclusion of support groups/therapy groups/classes will be limited to those which are either available at no cost or charge no more than \$20.00 per session, or charge based on ability to pay. Groups with fees exceeding this amount may still submit information and may be referred to if their services are unique (not available through other sources at a lower fee).

- Neighborhood organizations are defined as those groups whose memberships are comprised of residents of a defined geographical area and whose primary mission is to improve the living conditions of all residents of the defined geographical area.

#### **Organizations or Services Included at the Discretion of the Database Director**

- For-profit organizations or individual proprietors providing services not adequately available from the non-profit sector or offer services that are available at no cost, reduced cost, or charged based on a sliding-fee scale. Examples include (but are not limited to) board and care facilities, sober houses, substance use disorder treatment, and companies that modify vehicles for people with disabilities.
- Certain national organizations which provide services that are not adequately available through Utah-based organizations (The National Runaway Hotline, for example)
- Stand-alone mutual support groups. If included, groups will be subject to elimination if the database team is not able to contact organizer for up-to-date meeting information within a reasonable time period.

#### **Organizations or Services Excluded from the Database**

- Services that are available only to members of a certain group or affiliation. For example, counseling available to a church's parishioners only.
- Any organization that promotes or delivers illegal services.
- Individual or private practitioners (i.e., therapists, physicians, etc.). Exceptions may be made for those who offer services on a sliding-fee scale or provide services not available from the non-profit sector.
- Organizations that deny services on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality, or any other basis not permitted by law.
- Organizations that misrepresent by omission or commission pertinent facts regarding their services, organizational structure, or any other pertinent matter in any way.
- Professional organizations unless they provide direct services to the public.

#### **Disclaimer**

Although this policy indicates what agencies, organizations, and services are eligible for inclusion in the database, 211 Utah reserves the right to prioritize and limit entry. Inclusion does not imply endorsement and omission does not indicate disapproval.

211 Utah reserves the right to edit information to meet style, format, guidelines, and space requirements.

#### **Public Access to 211 Utah Resource Database**

Information provided by organizations and individual service providers and included in 211 Utah is available to the public in various formats, including phone information and referrals, an online searchable database, the 211 Utah app, and printed materials.