

Inclusion/Exclusion Policy

Purpose of the U.P. 2-1-1 Call Center's Community Resource Database

The U.P. 2-1-1 Call Center information database is established and maintained for the purpose of providing current and comprehensive information on community resources to the residents of Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon and Schoolcraft counties. Information contained in the database covers a variety of needs and subjects applicable to many individuals' lives. Although the resources in the database cover a wide spectrum of issues and populations, all share a purpose in providing opportunities for assistance, growth, support, or enrichment in some area of life, or meet an immediate or long-term need.

The U.P. 2-1-1 Call Center information database is utilized primarily for telephone information and referral provided by the U.P. 2-1-1 Call Center. It is also utilized to identify critical community problems and needs through support of community planning and research activities. Specific reports on resources and community needs are also developed in line with specific community requests.

Inclusion of a particular organization in the U.P. 2-1-1 Call Center database does not constitute an endorsement, nor does exclusion constitute disapproval of an organization by the U.P. 2-1-1 Call Center.

Organizations Included in the U.P. 2-1-1 Call Center Information Database

The U.P. 2-1-1 Call Center information database includes the following types of organizations:

Nonprofit Organizations:

- ◆ Government offices/programs providing health and human services.
- ◆ Agencies that provide health and human services to Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon and Schoolcraft County residents.
- ◆ Support Groups
- ◆ Special service components of religious organizations, clubs, schools, or special interest groups.
- ◆ Agencies which have a 501 (c) 3 status.

For-Profit Organizations (Must meet some, but not all of the following criteria):

- ◆ Must provide a service that results in the potential resolution of difficulty for an individual not eligible for a not for profit program or for which no not for profit program exists.
- ◆ Must provide an "affordable" service. Charges must be comparable to other businesses that provide that same service.
- ◆ Must be able/willing to provide service on a payment arrangement basis.
- ◆ Medical service programs must be willing to accept Medicare and/or Medicaid.
- ◆ Grocery Stores & Pharmacies that provide home delivery services or mail order.

Policy Concerning Nonprofit Agencies without 501 (c) 3 status

Nonprofit agencies that do not have a 501(c)3 status must meet the same criteria as for profit agencies to be included on the database. Nonprofit organizations without 501(c)3 status will also be monitored in terms of the availability of services.

Organization Excluded or Removed from the U.P. 2-1-1 Call Center Database

Organizations excluded from the U.P. 2-1-1 Call Center Information Database include:

- ◆ For Profit Businesses that do not meet the established criteria.
- ◆ Nonprofit Agencies that do not provide a direct service or information about direct services.
Example: Agencies that provide coordination of services, but do not serve as an entry point into services, or that cannot accept referrals.
- ◆ Churches that limit services and/or support to members of their congregation, or that do not have a regularly available service.
- ◆ Agencies that are not in accordance with state and federal law including, but not limiting to all laws enforced by the U.S. Equal Employment Opportunity Commission (EEOC), the Elliott-Larson Civil Rights Act and the Michigan Handicappers' Civil Rights Act.

Exclusion and Appeal Process

Organizations will be removed from the U.P. 2-1-1 Call Center Information Database in the following situations:

- ◆ Following a prolonged unavailability of services or agency functions.
- ◆ When there is legal question into the operations of the agency (such as in cases of fraud, misrepresentation, discrimination, or criminal activities).
- ◆ Following complaints to regulatory bodies regarding the practices of the agency.
- ◆ Following the annual review of the inclusion criteria and a decision by the U.P. 2-1-1 Call Center that the agency no longer meets the revised criteria.
- ◆ Following no response by the agency to repeated attempts at obtaining updated service information during the U.P. 2-1-1 Call Center annual update.

Prior to excluding an organization from the Information Database, the organization will be contacted regarding the issue and will have an opportunity to correct the problem and/or respond. The U.P. 2-1-1 Call Center will then review the response and determine if the organization should still be excluded.

Decisions to include, exclude, or remove an agency or program may be appealed by writing to the Program Manager of the U.P. 2-1-1 Call Center after a reasonable attempt has been made to resolve the issue with staff.

Rights of the U.P. 2-1-1 Call Center to Use Database Information

The U.P. 2-1-1 Call Center reserves the right to utilize information submitted and included in the information database in the following manner:

- ◆ Telephone Information and Referral as provided by the U.P. 2-1-1 Call Center staff
- ◆ Community planning and research
- ◆ Planning and publication of area health and human service directories
- ◆ Specialized programs, projects, and committees in which the U.P. 2-1-1 Call Center may be or become involved
- ◆ Requests and needs of organizations that have subscribed to the U.P. 2-1-1 Call Center Information Database
- ◆ Searchable resource database for community use at UPCAP Services, Inc.'s web site (www.upcap.org)

The U.P. 2-1-1 Call Center Inclusion/Exclusion Criteria was developed following models of several national information and referral services.

Last Reviewed by the Staff of the U.P. 2-1-1 Call Center: 05/30/2008