

## 2-1-1 Susquehanna River Region Information & Referral Database Policy Statement

2-1-1 Susquehanna River Region Information & Referral service has made every effort to include in its database the most current and accurate information for **not-for-profit agencies** providing services to Broome, Chenango, Delaware, Otsego and Tioga County residents. In the majority of cases, information included has been provided by the individual agency. The primary procedure for obtaining information has been to contact—typically in writing via the US Postal Service and/or email—the agency sponsoring a particular service/program. In some instances, telephone updates are made.

2-1-1 Susquehanna River Region does not recommend or endorse any agency. We have no control over how an agency represents itself or how it provides its services. 2-1-1 Susquehanna River Region is not in a position to mediate complaints regarding any individual agency's actions.

### Inclusion Criteria

The following policy is used by 2-1-1 Susquehanna River Region when considering agencies for inclusion in its database. The policy is intended to ensure consistency of, and applicability to, the database and is not a full compilation of resources available to the community---additional information may be obtained by contacting our office. If you cannot find a resource for a specific issue or need, please contact us.

This policy is only a guideline---if there are services not included which you feel should be, please contact us. Final decisions on exceptions to this stated policy are made through discussion with area professionals, United Way staff, and our United Way Board of Directors..

- Agency must provide a human service to area county residents or have a funding, planning, or coordinating role in the human service network. A human service is defined as an activity providing assistance to people in obtaining needed services. Such needs include, but are not limited to: food, clothing, housing, employment, health/mental health care, legal assistance, and financial resources.
- The service provided by an agency must be provided continuously over an extended period of time or provided on a recurring seasonal basis.
- Agency must be either:
  - Public Agency - tax-supported and required by law to service all eligible applicants. This includes municipal, county, state, and federal government
  - Private Not-for-Profit - operated with funds received from fees for services, contributions, and/or public sources. Prohibited by law from making a profit.

### Exclusion Criteria

These exclusion criteria will be applied equitably to all agencies.

- For-profit businesses, while typically not included, may be considered if they provide a vital service to the community. Examples of this would be public utilities, dental care providers accepting Medicaid and private vocational schools. These resources are considered on a case-by-case basis.
- Agencies/organizations which discriminate on the basis of ethnicity, race, age, gender, religion or sexual orientation
- Agencies/organizations engaged in illegal or fraudulent activities
- Agencies/organizations that violate federal, state or local laws or regulations
- Agencies/organizations which misrepresent their services in any way, including non-delivery of listed services
- Individual practitioners
- Organizations and/or professionals which are not licensed, if service is in an area where licensing standards exist
- Organizations that provide services only to their own members
- Programs that have continually changing hours or locations and do not have a public point of contact

- Agencies/organizations outside our service area that do not provide health and human services to residents of our service area
- Not-for-profit agencies that cannot provide proof of not-for-profit status (501c3)
- Others as determined after review

### **Changes/Updates**

2-1-1 Susquehanna River Region welcomes updated information, comments, and suggestions for its information database. Given the vast quantity of information included and the rapidity of changes that occur in the information, there are certain to be items that need to be changed. We monitor changes and encourage you to contact us if you have questions or comments about the material included in our database.

### **Guidelines for Review, Appeals and Elimination from 2-1-1 Susquehanna River Region Information & Referral Database**

- If an agency/organization submits an application and is determined to be ineligible to be listed within the 2-1-1 Susquehanna River Region database, the resource staff will respond with a letter of explanation within two weeks of determination
- 2-1-1 Susquehanna River Region has the right to refuse or discontinue listing organizations that have complaints filed with 2-1-1 Susquehanna River Region or the United Way of Broome County
- 2-1-1 Susquehanna River Region has the right to eliminate a program/organization for failing to update their record annually
- 2-1-1 Susquehanna River Region has the right to eliminate a program/organization when it is determined that the program/organization is not in compliance with federal, state or local laws
- 2-1-1 Susquehanna River Region has the right to eliminate a program/organization if it is found to be promoting or permitting bigotry or racism
- 2-1-1 Susquehanna River Region has the right to eliminate a program/organization if it is found to misrepresent their services in any way
- If a not-for-profit loses their 501c3 status with the federal government

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