



VERMONT 2-1-1 RESOURCE DATABASE INCLUSION/EXCLUSION POLICY

Vermont 2-1-1, a program of the United Ways of Vermont, provides professional information & referral services in accordance with AIRS (Alliance of Information & Referral Systems) National Standards. To ensure that Vermonters have the information they need to fully participate in community life, 2-1-1 will work to include all eligible non-profit health and human service organizations that help people become more self-sufficient, strengthen family relationships, support personal and social development, and ensure the well-being of individuals, families, groups and communities.

Criteria for Inclusion:

1. Vermont's municipal and state agencies and commissions, as well as selected federal agencies, that provide services to the general public or small businesses. *No attempt will be made to list all governmental agencies or departments.*
2. Non-profit health and human services organizations working to ensure that Vermonters have access to services such as food, shelter, transportation, financial resources, consumer advice and education, criminal justice, legal services, education, employment, health and mental health care, substance abuse and addiction services, and environmental protection.
3. Religious organizations, service organizations, and civic groups that offer a service to the community at large.
4. Specialized information sources that maintain information about organizations and practitioners including nursing homes, residential care homes, assisted living residences, subsidized housing locations, licensed and registered providers of child care and early education, public schools, private schools, libraries, physicians, dentists, private mental health professionals, and lawyers.
5. Private for-profit agencies that provide free, low-cost or sliding-scale health and human services or goods not adequately available through public or non-profit agencies may be included. Inclusion is based upon uniqueness of services, lack of comparable services available through not-for-profit agencies or groups, and degree of need for the service.
6. Organizations that provide services in times of disasters or other emergencies.

Eligibility for inclusion does not guarantee inclusion and Vermont 2-1-1 reserves the right to prioritize and limit entry into its database.

Criteria for Exclusion:

1. Organizations that deny service or equal treatment on the basis of color, race, national origin, ethnicity, ancestry, gender, sexual orientation, gender expression, gender identity, religious belief, political belief, age, height, weight, military status, veteran status, marital status, pregnancy, disability, economic status, or other inherent characteristics that violate The Equal Employment Opportunity Act or other federal or state laws and regulations.
2. Organizations whose services are available only to its members.
3. Organizations that promote or deliver illegal services.
4. Agencies about which Vermont 2-1-1, or an appropriate regulatory body, have received substantiated complaints according to a standardized process for such issues as non-delivery of service, misrepresentation, discrimination, or criminal activities.
5. Private for-profit organizations that do not meet the criteria outlined in the Criteria for Inclusion.
6. Churches, synagogues, mosques, or religious groups, unless they offer a service free of charge to the general public that helps meet the needs of the community.
7. Civic, service, and fraternal organizations, unless they offer a direct, free or low cost service to the community.
8. Nursing homes, community care homes, assisted living facilities, and private home health care agencies are not eligible for inclusion. Vermont 2-1-1 directs calls related to these services to the Senior HelpLine and the local Area Agencies on Aging, which maintain information about these types of services.
9. Organizations that offer free or low-cost services solely for the purpose of marketing.
10. Due to their transient nature, the Vermont 2-1-1 database cannot include an organization's events.

Criteria for Removal:

1. Organizations may be removed from the Vermont 2-1-1 database on the grounds of service non-delivery, failure to provide information for the annual update, fraud, misrepresentation, or criminal activities.
2. Agencies will be removed from the Vermont 2-1-1 database if it has been determined that they were included in error and either do not meet the Criteria for Inclusion or meet one or more Criteria for Exclusion.

DISCLAIMER

The United Ways of Vermont 2-1-1 conforms to the database standards adopted by AIRS, the Alliance of Information and Referral Systems (found in “National Standards for Information and Referral”) upon which 2-1-1’s national accreditation is based. Any information about an agency, organization, program, or service has been provided by or represented by that entity. Vermont 2-1-1 reserves the right to edit that information to fit standards and style guides. Vermont 2-1-1 does not promote, rate, or evaluate resources, programs, or providers, and therefore does not assume, warrant, or guarantee quality of listed services. Inclusion in the Vermont 2-1-1 database does not imply endorsement, nor does omission reflect on any organization’s contribution to the community.

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