



PATH Inc. 211 Inclusion/Exclusion Policy

PATH Inc. provides comprehensive information and referral services, linking residents to health and human services in the community. The following guidelines are used to determine if an organization is eligible to be listed in the PATH Inc. 211 resource database. There is no cost to any person or entity to be included in the database.

The following criteria MUST be met to be in order to be considered for inclusion in the PATH Inc. 211 resource database. (MANDATORY CRITERIA)

- Organization provides health or human services.
- Organization must demonstrate provision of service for at least 6 months.
- Organization must have an established service site and business phone number. Exceptions can be made for web or telephone services that otherwise meet the inclusion requirements.
- All organizations included in the 211 resource database must provide updated service information at least once each year.
- Organization's service is available to residents of PATH Inc. 211's service area.

Organizations meeting the following criteria may be eligible for inclusion, provided they meet all mandatory criteria above and do not meet exclusion factors below.

- Government (local, state, federal) agencies that provide social, consumer, criminal justice, education, legal, environmental, or other services to residents.
- Non-profit organizations that provide social, educational, legal, community, consumer, health, or human services.
- Churches, social clubs, service organizations, and civic groups that offer a service to the community at large.

The following are boundaries that have been established with regard to the status of organizations (types of agencies and services) that will be included in the database:

- ❖ **Community Resources:** 501(c) organizations that provide a direct service or information about a direct service will be included. Examples include financial assistance, food pantries, support groups, shelters, etc.
- ❖ **Housing:** Housing Authorities or other agencies that are intake points for housing programs. Low income/subsidized rentals may be included.
- ❖ **Health:** Local hospitals, FQHC's, mental health services, and hospice providers that accept Medicaid for payment will be included. For-profit private clinics and private practitioners will not be included.
- ❖ **Legal:** Only nonprofit organizations that offer free or sliding fee scale services will be included. No private practice attorneys will be included.
- ❖ **Education:** State colleges, community colleges, and Regional Offices of Education will be included. Other educational organizations that offer pertinent services on a free or sliding fee scale that would benefit the populations served are included. Examples: GED classes, English as a Second Language (ESL), etc.
- ❖ **Employment:** Only government-funded programs and community job assistance centers



that have no fees for service will be included.

Organizations meeting the following criteria may be considered for inclusion provided they meet all mandatory criteria above and do not violate any exclusion factors.

- For-profit organizations providing health or human services not adequately available from the non-profit sector are considered on an individual basis. The service must accept Medicaid or be available for free, low cost, or on a sliding fee scale based on income. The agency must have a documented policy for the provision of services on a sliding fee scale. If a service's cost is considered to be generally prohibitive, the service may not be included.
- Support groups that are not part of a larger agency that do not charge a fee for service and can demonstrate provision of service for at least 6 months.
- National organizations and out-of-county entities, including statewide and national toll-free phone services, that offer needed health and human services and which address a gap in local services or in the case where the out-of-county service is more accessible to residents than the equivalent services offered in-county.
- Professional Associations providing a public service (e.g. information and referral).

Organizations or services meeting the following criteria will be excluded in the PATH Inc. 211 resource database.

- Any organization which promotes or delivers illegal services or conducts other proven or alleged criminal activities.
- Any organization that uses the service to fundraise.
- Organizations that offer free or low-cost services only to market the organization's main business when the organization's main business/services are not appropriate for 211 inclusion.
- Organizations that misrepresent themselves or their services, including organizations that fail to provide advertised services. Organizations that deny service based on prejudice or discrimination. This policy does not prohibit the inclusion of any program that targets services based on age, gender, health, disability, or other characteristic designed to meet special needs of targeted populations. However, the program must be open to all people in those targeted populations.
- Services which are available only to an organization's members or existing clients and not to the general public. For example, counseling only available to a church's parishioners, childcare only available to individuals receiving other services from the agency, or medical services only available to previously existing patients.
- Organizations that proselytize or require religious participation as a condition of services.
- Private practitioners or group practices of mental health providers, medical doctors, dentists, legal/paralegal providers, etc.
- Government Officials: Individually elected government officials will not be listed; for example, state representatives, congressmen, city councilmen, etc.
- Organizations that do not maintain a consistently available means of contact . Access through an answering machine or by email is acceptable provided the organization responds in a reasonable amount of time.
- Organizations that fail to respond to attempts to contact them to update information via phone, email, or other mutually agreed method.

PATH Inc. reserves the right to exclude from its database any organization that it has adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups, or the community as a whole.



Guidelines for Review and/or Appeals

Should special circumstances exist which are not effectively covered by the preceding guidelines, or if there is disagreement about inclusion or exclusion, the agency or organization in question may request a review of the inclusion/exclusion decision by contacting PATH Inc. 211 at info@pathcrisis.org.

Disclaimer

Eligibility for inclusion does not guarantee inclusion. Inclusion in the PATH Inc. 211 database does not imply endorsement and omission does not indicate disapproval.

PATH Inc. 211 may exclude or remove organizations from the PATH Inc. 211 resource database at any time at the discretion of the PATH Inc. 211 Database Resource Department. Exceptions to this policy may be made at the discretion of the PATH Inc. 211 Database Resource Department.

Information provided by organizations and individual service providers and included in the PATH Inc. 211 database will be made available to the general public in various formats, including telephone information and referral, an online searchable database of services, and/or printed materials. PATH Inc. 211 reserves the right to edit information to meet format, guideline, and space requirements. Information listed in the resource database represents what is provided to PATH Inc. 211 by service providers and, as such, PATH Inc. 211 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource inventory. PATH Inc. 211 disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the resource inventory.

Approved by PATH's Board of Directors 2023/10/05.

