



[We hear you.]



United Way of  
Metropolitan Atlanta

## *United Way 211 Resource Database Inclusion/Exclusion Criteria*

The database will contain information about service providers that enhance the quality of individual and community life. The database will be used to assist callers of the 24-hour information and referral telephone line and the 2-1-1 website.

### *Eligible to be included:*

- Non-profit organizations (classified as 501(c)3 under the Internal Revenue Code) which provide, coordinate and/or advocate for health and human services
- Health and human service programs offered by State, county or municipal governments which have offices in or serve resident of United Way of Metro Atlanta's 13-county area
- Organizations that serve the 13-county United Way of Metropolitan Area or a portion of the service area
- Agencies outside of the 13-county United Way of Metro Atlanta service area that meet a Critical need for residents in the 13 county Atlanta service areas
- Civic, business, and home associations
- Professional organizations that provide a public service
- Advocacy groups related to health and human service issues
- Community groups
- Self-help support groups affiliated with a church, hospital, non-profit or national organization
- Social or fraternal organizations which **serve non-members**
- Administrative offices of public schools in the 13-county areas
- Private schools for special needs
- State and community colleges
- Professional and regulatory boards
- Information and referral services
- Chambers of Commerce
- Licensed childcare and adult day care
- Licensed and regulated nursing homes, personal care homes, assisted living facilities, and home health services
- For profit companies that provide services not easily accessible in the public/non-profit sector
- For profit companies offering free or very low cost services to the community not easily accessible in the public/non-profit sector
- Licensed for profit therapists, psychologists, and psychiatrists

### **\*\*Please Read\*\***

- Organizations with incomplete applications will not be considered – **all applications and any necessary addendum forms must be complete; all required certification documentation must be submitted**
- **Non-profit organizations and for profit businesses must meet the criteria of being in operation for six (6) months prior to being added to the United Way 2-1-1 database Exception is permitted when the parent company has been in operation for the required time.**
- **Non-profit and for-profit companies must have compliance status with the Georgia Secretary of State**
- **Non-profit organizations must provide proof of non-profit status (501c3)**
- **For profit companies must provide a copy of business license**
- **For profit companies will be charged an annual fee for inclusion**
- **For profit companies will have investigation reports with the Better Business Bureau reviewed and this can affect inclusion eligibility**
- **Private home care providers, child care facilities, and senior residential care homes (personal care homes) must provide appropriate certification and licensure (copy of Bright from the Start or DHR Certification)**
- **Agencies (both non-profit and for-profit) may be asked for a site visit and are expected to comply with request**

## **Not Eligible to Include:**

- Non-profit organizations that are only able to list volunteer opportunities and donation needs, but not services for callers
- Commercial business establishments not described above
- Agencies that violate federal, state or local laws or regulations
- **Unregulated** for profit health and human service providers
- Organizations (e.g. churches, social clubs) that offer a service to their members only
- Agencies promoting or permitting racism or bigotry
- Agencies that misrepresent their services in any way
- Employment agencies that charge a fee to applicants
- For profit medical facilities
- Agencies that only provide Information and Referral services, unless targeting a specific service (i.e. health issues)
- Agencies out of the State of Georgia that do not provide health and human services for Georgia residents
- For-profit Agencies out of the State of Georgia that provide health services but cannot provided a copy of business license
- Non-profit Agencies out of the State of Georgia that provide health services but cannot provided proof of non-profit status (501c3)

## **Guidelines for Review, Appeals, and Elimination from Database**

- **If an organization/agency submits an application and is determined to be ineligible to be listed within the United Way 211 database, the Community Resources Manager will respond with letter of explanation within two weeks of determination.**
- United Way has the right to refuse or discontinue listing organizations that have had complaints filed with United Way 211, other United Way of Metro Atlanta programs, or a regulatory board.
- United Way has the right to eliminate a program/organization for failing to update their record annually.
- United Way has the right to eliminate a program/organization when it is determined that the program is not in compliance with federal, state, or local laws.
- **If an organization has been denied database inclusion for any reason, the organization will have to wait up to six months to reapply with the 211 database.** The Community Resources Manager will determine the wait time based on the severity of the denial reason.
- **If your organization has been denied database inclusion for the following reasons, please do not reapply for admittance as we will not be able to include your program.**
  - If your organization is denied database entry based on a severe complaint filed with United Way 211, other United Way of Metro Atlanta programs, a regulatory board, or the Better Business Bureau;
  - If your organization is involved in illegal practices;
  - If your agency is found promoting or permitting racism or bigotry;
  - Agencies that misrepresent their services in any way;
  - If your agency has been removed from the 211 database for any of the “Not Eligible to be Included” reasons listed above.

***Inclusion within the United Way 211 database does not imply endorsement of the organization.***

***Exclusion within the United Way 211 database simply indicates that criterion for inclusion has not been met; it does not signify lack of endorsement.***