



PATH / 2-1-1 Inclusion/Exclusion Policy

1) In keeping with PATH's purpose and mission of information and referral, the database and directories will include health and human service agencies and governmental services. These include the following:

- a) All nonprofits that serve a population or purpose to/in the communities we serve.
- b) Organizations which are designated, funded, or contracted by the government to provide specific social services. Example: Social Security Administration, Illinois Department of Human Services.

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

- a) Community Resources: 501(c)3 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.
- b) Housing: Included are Housing Authorities or other agencies that are intake points for housing programs. Low income/subsidized rentals can be included.
- c) Health: Local hospitals, FQHC's, and hospice providers that accept Medicaid for payment will be included. For-profit private clinics and private practitioners will not be included.
- d) Legal: Only nonprofit organizations that offer free services or sliding fee scale will be included. No private practice attorneys will be included.
- e) 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 we serve are included. Examples: GED classes, English as a Second Language classes, etc.
- f) Employment: Only government funded programs and community job assistance centers that have no fees for service will be included.
- g) Government Officials: Individually elected government officials will not be listed; for example, state representatives, congressmen, city councilmen, etc. This is in an effort to remain nonpartisan.
- h) Private, For-Profit: For-profit or private businesses that offer a health and human service to the general public may be considered for inclusion if they meet one of more of the following criteria:
 - The service offered is a unique service or one that is otherwise unavailable from the nonprofit community.
 - The service is available for free, low cost, or on a sliding fee scale based on income, or accept Medicaid. The agency must have a documented policy for the provision of service on a sliding fee scale. If a service's cost is considered to be generally prohibitive the service may not be included.

3) The organizations listed will have an established service site and business phone number. Exceptions can be made for Web- and telephone-based services that otherwise meet the inclusion requirements.

4) Agencies will not be listed that:

- Misrepresent their services.
- Engage in illegal fundraising.
- Have been found at fault through litigation.
- Are recognized as a secondary service provided to established clients only and not available to the general public.
- Proselytize as a condition of services.
- Deny services based on prejudice or discrimination.

5) Exclusion Policies:

- a) Organizational Philosophy: PATH 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 harmful to the well-being of individuals, groups, or the community as a whole.
- b) Exclusion or Removal from Database:
 - Potential grounds for exclusion or removal from the database may include, but is not limited to, service non-delivery, fraud, misrepresentation, discrimination, criminal activities, operating outside licensing mandates, or lack of demand for a service.
 - Agencies can be deleted from the database if the service information currently listed cannot be verified. This includes failure to respond to update requests after four attempts to contact by phone or email.
- c) Complaints:
 - PATH reserves the right to refuse to list or to discontinue listing organizations that have had serious complaints lodged against them with any regulatory body, with other organizations in the database providing similar services, or with PATH itself.
 - PATH will address complaints from organizations excluded from the database by gathering the specific information regarding the complaint and passing it on for review and final decision by the Executive Director.

6) Publication of Inclusion/Exclusion Criteria: PATH's Inclusion/Exclusion Policy will be published in the following manner:

- * Inclusion/Exclusion Policy document available at any requested time.
- * Available on PATH's website.
- * Published in PATH's Directory of Human Services.
- * Routinely written into grant applications.
- * When requested or appropriate, it is provided to agencies that are sent a New Service Provider Form.

7) There no cost to any person or entity to be included in the database.

8) This policy will be reviewed at the Annual Meeting by the Board of Directors to assure that the policy reflects the changing needs of the community.