

## **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 charitable social service agencies and governmental services. These include the following:**

- a) All nonprofits that serve a possible 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.
- c) Only those for-profit agencies that accept Medicaid, provide low-cost or free services to the community, or that offer services not available through any nonprofit agencies.

**2) The following are boundaries that have been established with regard to the types of services included:**

- a) Education: State and community colleges will be included. 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. Example: GED classes, English as a Second Language classes, parenting classes, social skills classes, etc.
- b) Housing: Included will be Housing Authorities or other agencies that are intake points for housing programs.
- c) Legal: Only nonprofit organizations that offer sliding fee scale will be included.
- d) Community Resources: Includes public resources such as food pantries, support groups, help lines, etc., that are nonprofit or offer services that serve populations not offered by nonprofits.
- e) Health: Local hospitals, nonprofit home health and hospice providers will be included.
- f) Employment: Agencies which charge a fee for service will not be included.
- g) Private Practice: Will not be included unless offering services that are helpful to populations we serve and are not offered in a public setting.

**3) Consumer protection and basic business services that are either government designated or contracted will be included.**

**4) The organizations listed will have an established service site and business phone number.**

**5) Agencies will not be listed that:**

- Misrepresent their services;
- Engage in illegal fund-raising;
- Fail to respond to updating contacts;
- Have been found at fault through litigation;
- Proselytize as a condition of services;
- Deny services based on prejudice or discrimination.

**6) 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, or operating outside licensing mandates.
- c) Complaints:
  1. 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.
  2. 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.

**7) Publication of Inclusion/Exclusion Criteria:**

- \* PATH's Inclusion/Exclusion Policy will be published in the following manner:
- \* Inclusion/Exclusion Policy document available year round.
- \* Made 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.

**8) Under no circumstances is there a cost to any person or entity to be included in the database.**

**9) 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.**