

# 211 Database Inclusion Policy

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*The purpose of 211 is to facilitate meeting community needs by providing the link between the individual and the agency, governmental service or community-based organization best suited to meet their need(s). It is the function of Heart of Florida United Way's 211 Contact Center to provide information about a broad range of health and social services.*

*Heart of Florida United Way's 211 services are provided to anyone regardless of age, gender, race, religious belief, sexual orientation or any other personal belief (see [HFUW's diversity statement and nondiscrimination policy](#)).*

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The following criteria will be used in determining eligibility for inclusion in Heart of Florida United Way's 211 Database.

## INCLUSION CRITERIA:

- Non-profit and government entities that provide services accessible by the general community. (see *exclusions*)
- Formal and informal support/self-help groups that have been meeting for 6 months or longer.
- Advocacy groups or professional entities that are concerned with social services, health or education issues and provide direct services or educational materials to the community.
- For-profit entities that provide services not adequately available in the non-profit sector whose services accept Medicaid or Medicare; are free; or whose fees are discounted or based on a sliding-scale with the fee ranges published for public view.
- For-profit mental health or substance use treatment facilities who accept Medicaid or Medicare; accept private insurance; or who accept private pay with the fees publicly available.
- Housing providers that charge under Fair Market Rent rental value

## EXCLUSION CRITERIA:

- For-profit entities that do not meet inclusion criteria listed above.
- For-profit entities that have not been open for at least 12 months.
- Entities that violate any federal, state, or local law or regulation including licensure requirements.
- Entities that do not provide applicable licensure and/or tax ID verification to be included in their 211 Listing.
  - If the entity's licensure/organization verification is re-instated, the entity may wait up to 12 months before being reviewed on a case-by-case basis for possible 211 Database Inclusion.
- Entities which deny services on the basis of race, color, religion, ancestry, disability, sexual orientation, veteran status or any other personal identity.
- Entities that fail to respond to community members who are seeking their services.
- Entities that are unresponsive to update requests and/or the minimum requirement of updating 211 annually.

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This criteria is reviewed at least once annually to ensure it continues to meet the changing needs of the community. Where special circumstances exist, not currently covered in the preceding guidelines, the organization in question will be reviewed by Heart of Florida United Way's 211 Resource Team. The fact that an agency is or is not listed in the database is not an endorsement (or lack of) of their purpose, method, or quality of service.

If you have any questions or concerns, please contact the 211 Resource Team:

(E) [211resources@hfuw.org](mailto:211resources@hfuw.org)

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### Disclaimer

211 *refers* to available services and agencies; 211 *does not recommend* one program/organization over another. While 211 strives to give the most accurate/appropriate information and referrals possible, 211 is not responsible for the quality of service delivered by any agency to which an inquirer is referred. 211 reserves the right to edit and condense information provided by organizations to meet style, format and space requirements. 211 does not allow or use resources listed for solicitation purposes.