



## VERMONT 211 RESOURCE DATABASE INCLUSION/EXCLUSION POLICY

Vermont 211, a program of the United Ways of Vermont, provides professional information & referral services in accordance with AIRS (Alliance of Information & Referral Systems) National Standards. To ensure that Vermonters have the information they need to fully participate in community life, Vermont 211 will work to include all eligible health and human service organizations that help people become more self-sufficient, strengthen family relationships, support personal and social development, and ensure the well-being of individuals, families, groups, and communities in its database.

### VERMONT 211 DISCLAIMER

The United Ways of Vermont /Vermont 211 conforms to the database standards adopted by AIRS, the Alliance of Information and Referral Systems (found in “National Standards for Information and Referral”) upon which 211’s national accreditation is based. Any information about an agency, organization, program, or service has been provided by or represented by that entity. Vermont 211 reserves the right to edit that information to fit standards and style guides. Vermont 211 does not promote, rate, or evaluate resources, programs, or providers, and therefore does not assume, warrant, or guarantee quality of listed services. Inclusion in the Vermont 211 database does not imply endorsement, nor does omission reflect on any organization’s contribution to the community.

#### Criteria for Inclusion:

1. Vermont’s municipal and state agencies, state commissions, and selected federal agencies that provide direct services to the public and/or small businesses. *No attempt will be made to include all governmental agencies or departments.*
2. Non-profit health and human services organizations working to ensure that Vermonters have access to vital services and resources such as food, housing and utilities, emergency shelter, transportation, financial assistance, crisis intervention, and public safety. In addition, organizations that provide health/mental health care, substance use disorder, consumer advice and education, legal services, education, employment and training, recreation and wellness, and environmental services.
3. Religious organizations, fraternal organizations, and civic groups that offer direct services to the community that are free or low-cost.
4. When including any political, cause, or issue-oriented groups, the Vermont 211 database strives for balance, including all sides of an issue.
5. Specialized information sources that maintain information about organizations and practitioners including nursing homes, residential care homes, assisted living residences, subsidized housing

locations, licensed and registered providers of childcare and early education, public schools, private schools, libraries, physicians, dentists, private mental health professionals, and lawyers.

6. Private-for-profit agencies that provide free, low-cost, or sliding-scale health and human services or goods not adequately available through public or non-profit agencies may be included. Inclusion is based upon uniqueness of services, lack of comparable services available through not-for-profit agencies or groups, and degree of need for the service.
7. Organizations that provide services in times of disasters or other emergencies.
8. National disease or condition specific organizations, such as American Cancer Society, if they provide a direct service, such as support groups or a helpline.
9. Specific Vermont cities and towns if they have any of the following: a recreation department or facility; a fund or holiday program; a shelter or disaster recovery center; a food shelf; a program providing a way to file a compliment or complaint; or any program that provides support or general reassurance to community members.

*Eligibility for inclusion does not guarantee inclusion and Vermont 211 reserves the right to prioritize and limit entry into its database.*

Criteria for Exclusion:

1. Organizations that deny service or equal treatment based on color, race, national origin, ethnicity, ancestry, gender, sexual orientation, gender expression, gender identity, religious belief, political belief, age, height, weight, military status, veteran status, marital status, pregnancy, disability, economic status, citizenship status, or other inherent characteristics that violate federal or state laws and regulations.
2. Organizations whose services are available only to its members.
3. Organizations that promote or deliver illegal services.
4. Agencies about which Vermont 211, or an appropriate regulatory body, have received substantiated complaints according to a standardized process for such issues as non-delivery of service, misrepresentation, discrimination, or criminal activities.
5. Organizations that offer free or low-cost services solely for the purpose of marketing and sales.
6. Due to their transient nature, the Vermont 211 database will not include an organization's one-time events, but when appropriate may include links to the organization's calendars on our social media pages. Annual events, however, differ from singular, one-time events, and will be addressed the same as the above criteria for inclusion.
7. Information & Referral organizations/programs whose information Vermont 211 has determined are not vetted, kept up to date, or that does not adequately reflect available information and/or resources.

8. Out-of-state substance use disorder treatment facilities are not listed in the database unless they are within reasonable travel distance from Vermont (adjoining states) and accept Vermont Medicaid.
9. Individual private practitioners, such as doctors, lawyers, medical and mental health professionals and therapists, teachers and educators, and others of similar natures will not be included.
10. Individual institutions, such as schools, universities, libraries, and others of similar natures will not be included unless they offer specific and unique services or programs to the public or for special populations.

Criteria for Removal:

1. Organizations may be removed on the grounds of service non-delivery, fraud, misrepresentation, or having been convicted of criminal activities.
2. Agencies that fail to provide information for their annual update may be removed after all available methods of attempting to verify an agencies' information have been exhausted.
3. Agencies will be removed if it has been determined that they were included in error and either do not meet the Criteria for Inclusion or meet one or more Criteria for Exclusion.

**APPEAL PROCESS**

Organizations that wish to appeal a decision regarding their inclusion or exclusion in the Vermont 211 database, or consumers who wish to make a similar appeal regarding a potential resource, should email Vermont 211 at [info@vermont211.org](mailto:info@vermont211.org) clarifying program services in relation to this policy. A final decision will be made by the Executive Director and Vermont 211 Resource Team.

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*Approved by UWVT Board of Directors July 22, 2020*