

INCLUSION/EXCLUSION POLICY FOR FIRST CALL 211 - FCRC

General Terms of Inclusion

Must provide a health, human, social, governmental, educational or environmental service to the residents of Ashland, Holmes, Huron, Richland, and Wayne Counties.

Specific Organizations Eligible for Inclusion

The following entities are eligible for inclusion provided the organization meets the general terms for inclusion (above) and is not excluded by the exclusion criteria:

1. Legally constituted, incorporated or unincorporated, non-profit organizations, i.e., organizations granted an exemption from the payment of state and federal income taxes to which contributions are generally tax deductible, most commonly designated as 501(c)3's.
2. Government entities and public servants.
3. All educational services that include public school districts and school boards; private or charter schools; post-secondary educational institutions; and adult education or vocational training centers.
4. Hospitals, for-profit and non-profit including "walk-in" urgent care clinics.
5. Child Care referral services. Individual child care organizations or services will not be listed.
6. Informally organized groups or clubs (including self-help support groups).
7. For-profit (proprietary) organizations that provide a service for free or sliding fee scale (provided that the scale is not cost-prohibitive to low-income populations) or who offer subsidies, scholarships or other coverage that would make their services accessible to low-income households.
8. For-profit (proprietary) organizations or individuals that provide a service not available in the non-profit sector when that service is determined essential by FCRC.
9. A community or independent foundation or public charity accepting applications for scholarships, gifting or grant making.

10. Formally organized service clubs.

Sites Eligible for Inclusion

All sites are eligible provided the organization meets the guidelines for inclusion above and are located in or provide service to the residents of Ashland, Holmes, Huron, Richland and Wayne Counties.

Services Eligible for Inclusion

All lawful services not specifically excluded, provided by eligible organizations that are available to and accessible for members of the local community.

Organizations Excluded

1. Organizations located outside of Ashland, Holmes, Huron, Richland and Wayne Counties that offer services already provided by an entity within this region. At FCRC's discretion, organizations outside the regional coverage area will be considered for inclusion based on demand for the service or the service delivery method.
2. For-profit (proprietary) organizations that do not offer services for free, on a sliding fee scale or who do not offer subsidies, scholarships or other coverage that would make them accessible to low-income households; or whose services are accessible or available in the non-profit sector.
3. For-profit home healthcare agencies – unless they provide support groups or other free services to the public, or vocational training.
4. Individual professional practitioners or groups of consulting practitioners who have incorporated under another name.
5. Correctional facilities not located in Ashland, Holmes, Huron, Richland and Wayne Counties.
6. Nursing homes, assisted living facilities and other long-term care providers including retirement communities and skilled nursing facilities as these entities are listed through the Aging and Disability Resource Network (ADRN). These facilities are only included for other services provided, such as a medical equipment loan program.

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7. Organizations or services that deny service on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality, or any other basis not permitted by law or whose services are divisive or discriminatory.
8. Organizations that provide services which are unlawful.
9. Organizations that misrepresent pertinent facts regarding their services or organizational structure.
10. Organizations with legal action or critical complaints against them which may affect services to clients.
11. Agencies that give information or provide public awareness that is only of a political or commercial nature, excluding political party headquarters.

Sites Excluded

1. Sites located outside of Ashland, Holmes, Huron, Richland, and Wayne Counties even when the main agency is located within the region (unless the services offered by that site are essential and do not duplicate service already provided within the area OR if transportation is provided for the client to and from the location of the site of the service, inclusion may be permitted at the discretion of FCRC).
2. Sites whose only services are excluded from the database.
3. Sites that the public cannot access directly.
4. Sites that an organization chooses to exclude.

Services Excluded

1. Volunteer recruitment services if the volunteer will be utilized to provide services only at the recruiting agency, except holiday programs.
2. Speakers' Bureaus or public awareness services that are used only to promote the organization and its services.
3. Newsletters, magazines or other materials that are used only to promote the organization and its services.
4. Devotional services.

5. Assisted living and other long-term care services (including skilled nursing services).
6. Services that are not offered in a consistent or ongoing manner (except holiday resources).
7. Services from for-profit or non-profit agencies where those services are not offered for free or on a sliding fee scale or otherwise subsidized, covered by scholarships or other means that would make them accessible to low-income households.
8. For-profit services when those services are already available and accessible in the non-profit sector and when those services are also not accessible to low-income households.

DISCLAIMER

Although the inclusion and exclusion policy indicates what agencies, sites and services are eligible for inclusion in the database, FCRC reserves the right to prioritize and limit entry and thus not all eligible agencies may be included. Factors such as staffing, funding and agency participation affect the extent to which all eligible agencies can be included. Inclusion does not imply endorsement and omission does not indicate disapproval.

POLICY ON REMOVAL FROM THE DATABASE

All organizations subject to removal from the database for reasons stated below.

1. Organizations, sites and services will be removed from the database if no longer in existence or if FCRC is unable to contact the organization after reasonable attempts have been made.
2. Requests from organizations to be removed from the database will be considered on a case-by-case basis. Before deletion, FCRC must take into consideration the impact removal has on the community.
3. Organizations or services that have been discovered to deny service on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality, or any other basis not permitted by law or whose services are divisive or discriminatory will be removed.
4. Organizations that provide services that are unlawful will be removed.

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5. Organizations that misrepresent pertinent facts regarding their services or organizational structure will be removed from the database.
6. Those organizations with legal actions or critical complaints against them that affect services to clients will be removed.
7. Organizations, sites and services will be removed from the database if no referral has been made to organization in three years' time. Before deletion, FCRC must take into consideration the impact removal has on the community.
8. On a case-by-case basis, if an organization can be contacted, they will have the opportunity to provide input on their potential removal from database. Attempts to contact will be at the discretion of FCRC.
9. Organizations may be considered for reentry to database in situations where they have resolved issues that led to removal.