

United Way of the Coastal Empire 211 Resource Database Inclusion & Exclusion Policy

Purpose

The United Way of the Coastal Empire (UWCE) 211 Resource Database exists to provide accurate, comprehensive, and up-to-date information about health and human services available to residents across Bryan, Chatham, Effingham, Liberty, and Long counties. Aligned with UWCE's mission to improve lives and strengthen communities, the database connects individuals and families to vital resources by making services easily accessible through the 211 helpline, website, and other access points. UWCE 211 services are free and available to anyone, regardless of age, gender, race, ethnicity, faith, disability status, sexual orientation, or any personal beliefs.

Inclusion Policy

The UWCE 211 Resource Database includes nonprofit, government, and community-based health and human service providers, as well as for-profit organizations that offer essential, hard-to-access, or regulated services that are free or available with financial assistance, such as scholarships, sliding fee scales, reduced rates, or acceptance of Medicaid or Medicare. Inclusion is open to organizations that meet these criteria and provide services to individuals residing in UWCE's 211 service area, which includes Bryan, Chatham, Effingham, Liberty, and Long counties. Agencies included in the database are expected to complete a full review and update of their information at least once annually and to promptly submit updates as changes occur. Failure to maintain accurate, timely information may result in removal from the UWCE 211 database.

Inclusion in the UWCE 211 Resource Database allows trained Information and Referral Specialists to share your organization's information with callers, online users, and partner agencies. However, inclusion does not imply endorsement or recommendation by United Way of the Coastal Empire. UWCE 211 does not guarantee the quality of service delivered by organizations listed in the database and reserves the right to determine the appropriateness of all listings.

Organizations must meet at least one of the following criteria:

- Nonprofit organizations providing health or human services to the public, particularly those serving economically disadvantaged, marginalized, or underserved populations in UWCE's 211 service area.

- Government agencies or public institutions (municipal, county, state, or federal) that offer health, human, or social services to residents of the service area.
- Faith-based or civic organizations offering services to the public without requiring participation in religious activities or membership.
- Community-based groups, self-help groups, or advocacy organizations related to health, mental health, substance use, disability, housing, education, employment, or other human service needs.
- Professional associations or regulatory boards providing direct public services, consumer protection, or complaint resolution.
- Healthcare providers (including for-profit) offering affordable services to low-income individuals through Medicaid, Medicare, or a sliding fee scale.
- For-profit organizations that offer essential services for free, reduced-cost, income-based, sliding-scale, or publicly subsidized services that are not widely available through the nonprofit or public sector.
- Specialized information and referral (I&R) services or resource directories that offer relevant services to our geographic region.
- Private schools or programs for individuals with special needs.
- Organizations located outside the geographic area that provide critical services available by phone, online, or through other virtual means to UWCE service area residents.
- Educational institutions, including colleges or universities, offering direct public services, including free or low-cost clinics, counseling, legal aid, or other human services through student-led or faculty-supervised initiatives.
- Legal aid organizations or pro bono service providers offering free or affordable legal support for individuals and families in need.
- Disaster relief or emergency response organizations that assist individuals or families affected by natural disasters, public health crises, or other emergencies.
- Informal community-led or grassroots groups that provide consistent, publicly accessible services and have a reliable point of contact.
- Temporary or seasonal programs that meet urgent community needs, provided the services are free or low-cost and accessible to the public.

Exclusion Policy

UWCE 211 reserves the right to exclude or remove organizations from the database if they meet any of the following criteria:

- Organizations that knowingly violate local, state, or federal laws or regulations.
- Organizations that promote or permit discrimination, racism, or bigotry in any form.
- Private commercial businesses that do not meet the criteria outlined in the inclusion section.

- Organizations whose services are limited solely to members and not open to the public.
- In-home service providers operating without appropriate licensure, oversight, or public accountability.
- Organizations that provide inaccurate, misleading, or unverifiable information, or that repeatedly fail to respond to UWCE's request to update their information.

Disclaimers

- Inclusion decisions are made at the sole discretion of United Way of the Coastal Empire 211 staff and may be reevaluated periodically.
- Organizations may request to be reviewed for inclusion and will be asked to submit documentation to verify eligibility.
- UWCE 211 reserves the right to update this policy at any time to reflect changes in community needs, standards of practice, or organizational capacity.
- UWCE 211 strives towards complete accuracy with respect to the current resources in the Resource Database and the scope of the callers that it serves. Resource Database inclusion does not imply any form of endorsement, and omission does not indicate disapproval.
- Information is continually changing and is being updated, listings are subject to change without notice. With respect to the accuracy and completeness of the contents of the database, UWCE 211 makes no representation and specifically disclaims any implied responsibility for the accuracy of the information provided and shall in no event be held liable for any loss or damage.
- By submitting your agency's information, you agree that UWCE 211 may use your agency information for referral, publication, data sharing and/or licensing purposes. All information submitted may be edited to meet format, guidelines, style and space requirements.