

**Louisiana 2-1-1  
United Way of Northwest Louisiana  
Statement of Inclusion/Exclusion Criteria**

United Way of Northwest Louisiana 2-1-1, in partnership with the Louisiana 2-1-1 Network, is a statewide collaboration of regional 2-1-1 center partners coordinated by the Louisiana 2-1-1 state office. The network center partners' database updates and maintains a separate, independent statewide resource database of health and human services within their respective service areas and according to common practices.

The resource database is used internally by 2-1-1 center staff to connect people in need of resources and externally through a public website. Other uses of the community resource database may include supporting analysis of community needs/unmet needs during planning and research and participation in specialized programs, projects, and committees at state and local levels. The organizations that make-up the Louisiana 2-1-1 can be found by clicking on this link:

[www.louisiana211.org/our-statewide-coverage](http://www.louisiana211.org/our-statewide-coverage)

**Statement of Purpose**

To be included in the statewide collaborative resource database maintained by the Louisiana 2-1-1 Network, organizations must meet the following criteria:

**I. Geographic Criteria**

An organization must be located within the region (Region 7) or provide service to residents of Louisiana.

**II. Agency Type Criteria**

Agencies appropriate for inclusion in the United Way of Northwest Louisiana 2-1-1 database include:

1. Government bodies that provide a health or human service, including elected officials at the following levels:
  - a. Local
  - b. State
  - c. Federal
  - d. Special district
2. Private nonprofit organizations, such as:
  - a. 501(c)3 organizations that provide a direct service or information about a direct service
  - b. Religious institutions that offer a human service available to the general public
  - c. Professional associations that offer a free or low-cost service to the general public
  - d. Labor organizations providing human services to the general public
  - e. Clubs organized for the purpose of recreation or other nonprofit purposes to the general public
  - f. Support or self-help groups

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- g. Toll-free hotlines or websites that offer information about health and human services or direct assistance
- h. Hospitals and medical facilities offering a sliding fee scale or accepting Medicare and Medicaid
- i. Advocacy groups

### 3. Educational institutions

- a. Intermediate school districts
- b. Trade schools
- c. Community colleges
- d. Special service components of schools or school districts

### 4. For-profit businesses that offer a health and human service to the general public may be considered for inclusion if they meet one or more of the following criteria:

- a. The service offered is a unique service or one that is otherwise unavailable from the nonprofit community
- b. The service is available for free, low-cost, or on a sliding fee scale based on income. The organization must have a documented policy for the provision of the service on a sliding fee scale and provide it at the time of application
- c. The organization will accept payment for the service by another agency, government entity, or from Medicare or Medicaid
- d. The agency or service is required under a specialized contract.

**Note on cost of service:** Most government, nonprofit, educational, and health and human services are offered to the public for free, low cost, on a sliding scale, or payable by a third party (such as Medicare or Medicaid). However, if a service's cost is considered to be generally prohibitive or at full price without financial discount, the service **CANNOT** be included in the United Way of Northwest Louisiana 2-1-1 database.

**Note on provision of service:** Organizations providing services available to the general public may be included in the 2-1-1 database. Recognized secondary services provided to established clients of organizations, patrons, members, etc., that are not accessible to the general public are **NOT** suitable for inclusion in the database. Exceptions may occur if an organization's customer base is large, loosely defined, and/or the program is largely accessible to community members.

### III. Stability Criteria

Agencies appropriate for inclusion in the United Way of Northwest Louisiana 2-1-1 database must:

- 1. Have at least one established service site that clients can physically visit should the service require it. This should not be construed to indicate the exclusion of web and telephone based services that otherwise meet the inclusion requirements

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2. Employ at least one staff person, either paid or volunteer, who is regularly available to communicate with 2-1-1 resource staff and individuals seeking services
3. Have been in existence for at least one full year (365 days) or demonstrate substantial proof of viability to the satisfaction of the resource database managers

### **Other Factors**

As needs vary, some communities may opt to prioritize the development of resource information based on the needs most urgent to their local population. The following factors may also be considered when evaluating organizations for inclusion in the United Way of Northwest Louisiana 2-1-1 database:

1. Degree of demand/need for the services offered in each community
2. Number of agencies currently included in the database that already offer a particular service

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United Way of Northwest Louisiana fights for the health, education,  
financial stability and essential needs of every person in every community.