



United Way of the Midlands 211 Inclusion Policy

United Way of the Midlands' 211 database contains resources that provide direct services to residents in our 211 service area – Nebraska, Iowa, and 83 counties in Illinois. United Way of the Midlands reserves the right to determine inclusion/exclusion for the database of social service agencies, recognizing that local needs and gaps vary. There is no fee to be listed in the 211 database.

Inclusion in the database does not represent or imply an endorsement of an organization's services, and exclusion from the database does not reflect on any organization's value or contribution to the community.

New Agencies: Agencies must be operating for at least 6 months before being listed in the 211 database. Some exceptions may be made for basic needs services, special projects, and in times of disaster.

National Organizations: National organizations may be included if they provide services to area residents and offer services not available in local areas.

Discrimination: United Way of the Midlands 211 does not list agencies that deny service on the basis of color, race, sexual orientation, gender, religious belief, national origin, or ancestry. This policy does not prohibit the inclusion of any programs that focus services based on age, gender, health, disability, or other characteristics designed to meet the special needs of specific populations if they are open to all people in those specific populations.

Removal: An agency may request removal at any time. 211 may remove an organization if the resource has minimal referrals within a 12-month period, or if the agency fails to update their information annually after multiple attempts to reach them. Agencies that violate federal, state, or local laws or regulations, or agencies that misrepresent themselves in any way, will be removed.

Appeals Process: An agency who believes they were inaccurately removed or excluded should submit a written appeal to the Resource Database Manager, outlining why they believe they meet the inclusion criteria or providing any new information for consideration. If the agency is not satisfied with the decision of the Resource Database Manager, they may request a review by the Vice President of 211, which will serve as the final decision.

Inclusion/Exclusion Criteria

Category	Inclusion Considerations	Exclusion Considerations
Non-profit	Includes agencies registered as 501(c)(3) and informal volunteer-run agencies (i.e. support/self-help groups).	
Government	Includes agencies at local, county, state, or federal levels.	Does not include every office at every level of government; decisions are based on client needs.
Faith-based	Includes services offered by religious or nonprofit institutions or funded by religious sources; participation requirements must be clearly stated.	Excludes programs requiring membership/profession of faith; exclude primarily religious services/activities.
For-profit	Includes for-profit agencies offering a free/low-cost commonly requested service not otherwise available from nonprofits. May be considered if Medicaid is accepted. Must be licensed or certified where provisions for such certifications exist.	Excludes agencies that exist to monetize clients, or if a specialized clearinghouse exists and is eligible. 211 is not intended as free marketing.
Education	Includes agencies providing educational services as core program (preschools, after-school programs, post-secondary). Individual school districts may be included in high population areas or if additional services are offered to the public, such as ESL classes.	For-profit education follows for-profit rules and exclusions.
Advocacy	Includes organizations advocating on behalf of individuals with specific needs.	Excludes organizations whose primary purpose is advocating for policy change.
Volunteer Opportunities	Includes online portals or agencies that list local volunteer opportunities.	Excludes individual volunteer opportunities.
Child Care	Includes state/regional websites providing childcare resource and referral. Community after-school and summer programs may be included.	Excludes centers and homes offering childcare for the general public.
Nursing Facilities and Assisted Living Residences	Includes state websites listing licensed facilities, as well as nonprofit organizations providing long term care options counseling.	Excludes individual care facilities.
Tourist Attractions	Includes nonprofit museums, zoos, etc. that offer free or low-cost educational classes.	

In accordance with Nebraska Revised Statute Chapter 71, Section 7606(3), UWM 211 does not list programs that offer abortion, abortion counseling, referral for abortion, or research or activity of any kind involving the use of human fetal tissue obtained in connection with the performance of an induced abortion or involving the use of human embryonic stem cells or for the purpose of obtaining other funding for such use.