



Aloha United Way

INCLUSION /EXCLUSION CRITERIA

The purpose of Aloha United Way's 211 database is to provide a comprehensive listing of up-to-date health and human service resources for the State of Hawaii. We collect and classify programs and services that help to enhance the quality of individual, family, and/or community life here on the islands. The information provided here is our full inclusion/exclusion policy.

- I. AUW211 will include the following types of agencies that have provided services for at least six months and are registered or licensed as required by regulating agencies. During a disaster, exceptions can be made for emergency services.
 - Non-profit, private, and government agencies (see exclusions)
 - Community and self-help support groups
 - Community collaborations and coalitions
 - Organizations that provide services nationally and those who provide services solely via the web.

Exceptions may apply to agencies and/or programs that serve vulnerable populations, i.e. homeless individuals, youth, older adults, victims of domestic violence, or individuals with disabilities. Specific agencies may be required to show documentation to support their licensing and/or governing body regulations.

- II. Exclusions:
 - We will not include private practitioners or group practices of mental health providers, medical doctors, dentists, or legal/paralegal providers.
 - Individual caregivers who are not providing service as part of an organized agency or program.
 - Programs where standards of service quality are heavily regulated.
- III. AUW211 will consider including the following for-profit, private, and group practices:
 - Agencies or programs providing services related to Aloha United Way contracts.
 - For-profit agencies and services if those services are not adequately met by the non-profit sector.
 - Programs that have a fee structure that meets the needs of low to moderate-income individuals.
 - Programs that provide unique, specifically targeted, or difficult-to-access services.