



INCLUSION /EXCLUSION CRITERIA

The purpose of Aloha United Way's 2-1-1 database is to provide a comprehensive listing of health and human service resources covering 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 in 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 for 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. AUW211 will consider including the following for-profit, private and group practices:
 - Agencies or programs providing service 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
- III. Exclusions:
 - We will not include private practitioners or group practices of mental health providers, medical doctors, dentists or legal/paralegal providers
 - Individual care givers who are not providing service as part of an organized agency or program
 - Programs where standards of service quality are heavily regulated