

United Way of the Quad Cities Area InfoLINK Inclusion/Exclusion Criteria (as of March 2008)

Should be included in InfoLINK's resource database:

- Non-profit 501c(3) organizations licensed in the State of Illinois and/or the State of Iowa, or programs licensed in other states, providing health and human services to residents of Illinois and/or Iowa.
- Organizations (churches, service organizations, etc.) offering a health and human service to the greater community and not confined to their own membership.
- Hospitals.
- Educational institutions.
- Fundraising organizations providing service to the non-profit sector.
- Government agencies providing health, education, social services, recreation, legal or consumer protection services.
- Transportation services for seniors, disabled or special needs callers.
- School districts, but not individual schools unless they provide a unique service open to the public.
- Advocacy groups, self-help and mutual support groups and help lines with expertise in specific fields.
- The National Organization of a local program (i.e., Sex Addicts Anonymous (SAA)), if it serves InfoLINK's service area and offers an additional service from that of the local office.

May be included at the discretion of InfoLINK:

- For-profit agencies only where they offer services not adequately covered by the non-profit sector and where the for-profit organization offers a sliding fee scale or accepts third party payments (including Medicare, Medicaid).
- Professional organizations.
- Each individual housing location for public housing programs (include if they are specific to different keywords – such as 'disabled housing' or 'senior housing', etc.)
- Websites that are referred to on a regular basis.

Will not be included in InfoLINK's resource database:

- Agencies or services that misrepresent their service in any way.
- Private for-profit organizations (except those covered above).
- Agencies or programs that do not serve our area (Rock Island County in Illinois and Clinton, Scott and Muscatine counties in Iowa).
- Banks.
- Agencies not licensed where licensing standards exist.
- Organizations that engage in fraudulent, discriminatory or illegal activities.
- Organizations that provide services only to their own members.
- Agencies that do not offer programs relating to the health and human service field.
- Individual practitioners of any type, including individual private providers.
- Private recreational clubs or organizations.
- Agencies that meet criteria, but are currently under investigation or have had repeated allegations for malpractice.

- Organizations that do not expressly meet the inclusion criteria.

Disclaimers:

- A listing in the InfoLINK resource database does not constitute endorsement of or liability for any agency program or service.
- InfoLINK reserves the right to refuse listing an agency or program if, in its sole opinion, such a listing is deemed inappropriate.
- InfoLINK does not guarantee client referrals to anyone in the database. Agencies are completely and wholly responsible for screening clients for eligibility of services within their program(s).
- InfoLINK reserves the right to cancel a listing when an agency/program no longer meets the required criteria.
- InfoLINK reserves the right to delete an agency/program from the database when the agency/program does not provide updated information as requested by InfoLINK.

InfoLINK will consider the following as a basis for denying inclusion in its database:

- Agencies/programs denying services on basis of color, race, religion, ancestry, sexual preference, nationality, or creed, or whose service is illegal.
- When InfoLINK knows or has reasonable basis to believe services to clients are not in accord with community accepted professional practices and standards.

Decisions regarding the inclusion or exclusion of individual agency information are based on the determination of client needs and made by the InfoLINK/211 Manager and the InfoLINK Associate.

Appeals Process:

If you have been denied inclusion in the InfoLINK database, you may request a review of your database application. You will receive a letter within 15 days notifying you of the decision. If it has been determined that your agency is not eligible for InfoLINK's database and you feel that you should be included, you may file a formal appeal in writing and submit to InfoLINK, 3247 East 35th Street Court, Davenport, IA 52807. The Board will review your request and a decision will be made within 60 days in writing to the address provided.