

Resource Database Inclusion/Exclusion Criteria

UWGA 211 offers a straightforward way to access comprehensive and specialized information and referrals to community programs and services. It connects individuals with the assistance they need to navigate everyday challenges and address issues that arise during times of community emergencies.

Inclusion Criteria:

- Have been **in operation for at least 6 months** (unless their parent organization meets this requirement).
- Are **nonprofit 501(c)(3) organizations** providing, coordinating, or advocating for health and human services.
- Are **government programs** at the state, county, or city level serving Georgia residents.
- Serve the **13-county United Way of Greater Atlanta area** or any part of it.
- Serve the **state of Georgia** or nearby areas supported by United Way of Greater Atlanta.
- Are **United Way of Greater Atlanta grantees**.
- Are **professional organizations** providing a public service.
 - *(Does not include private landlord/owners, room-for-rent listings, or other commercial housing providers.)*
- Are **advocacy groups** focused on health or human-service issues.
- Are **community groups** offering support or services.
- Operate **food pantries, clothing closets, or shelters** that run independently of personal residences.
- Are **self-help or support groups** affiliated with a church, hospital, nonprofit, or national organization.
- Are **social organizations** that offer services to non-members.
- Are **administrative offices of Georgia public schools**.
- Are **private schools** offering free or very low-cost community services.
- Are **state or community colleges** offering community-service programs.
- Are **professional or regulatory boards**.
- Are **Chambers of Commerce**.
- Are **licensed childcare or adult day-care providers** offering free or low-cost services.
- Are **licensed and regulated nursing homes, assisted living facilities, personal care homes, or home-health providers** offering free or low-cost services.
- Are **for-profit companies** providing free or very low-cost services that are not easily available through public or nonprofit organizations.
- Are **licensed therapists, psychologists, or psychiatrists** offering free or low-cost services.
- Are **national public websites** providing information on health or human services.

****Please Read****

Organizations must meet the following requirements to be added to the **211** database:

- **Applications must be complete.** All forms and required documentation must be submitted.
- **Organizations must be in operation for at least 6 months.**
Exception: Allowed if the parent organization meets this requirement.
- **Must be in good standing with the Georgia Secretary of State.**
- **Nonprofits must provide proof of 501(c)(3) status.**
- **For-profit organizations must provide a valid business license.**
- **For-profit organizations must pay an annual inclusion fee.**
- **Better Business Bureau reports for for-profit companies may be reviewed** and can affect eligibility.

- **Home-care providers, childcare programs, and senior residential care homes** must provide required state certifications (e.g., Bright from the Start or DHR).
- **Agencies may be required to participate in a site visit** and must comply if requested.
- **All locations must pass inspection standards**, including being clean, sanitary, safe, properly maintained, and fully equipped (not under construction and with adequate supplies such as food, beds, clothing, etc.).

Exclusion Criteria

The following organizations **cannot** be included in the **211** database:

- Nonprofits that **only** list volunteer or donation needs and **do not** provide direct services.
- Commercial businesses that do not meet 211's inclusion criteria.
- Agencies that **violate federal, state, or local laws**.
- **Unregulated for-profit** health or human-service providers.
- Organizations (such as churches or social clubs) that only serve **their own members**.
- Agencies that **discriminate** based on race, ethnicity, religion, or sexual orientation.
- Organizations offering **unsafe or predatory financial services** that undermine community well-being.
- Agencies that **misrepresent** their services in any way.
- Employment agencies that **charge fees to applicants**.
- **For-profit private medical facilities**.
- Agencies that only provide **general information and referral** services unless they focus on a specific issue (e.g., a health condition).
- Agencies located **outside Georgia** that do not provide services to Georgia residents.
- For-profit agencies outside Georgia that cannot provide a **valid business license**.
- Nonprofit agencies outside Georgia that cannot provide proof of **501(c)(3) status**.
- Abortion clinics.
- Organizations that promote or are affiliated with **political views or activities**.
- Private landlords are **not eligible** for inclusion in the 211 database.
- **Individual property owners** renting units for profit are excluded.
- Landlords who are **not registered** as a nonprofit or government entity are excluded

Guidelines for Review, Appeals, and Elimination from Database

- If an organization is **denied** inclusion in the 211 database, the Engagement and Outreach Manager will send a written explanation **within two weeks**.
- United Way may **refuse or remove** a listing if complaints have been filed with 211, other United Way programs, or a regulatory agency.
- Organizations may be removed for **failing to update their record annually**.
- Organizations may be removed if they are **not in compliance with federal, state, or local laws**.
- If denied, an organization must wait **up to six months** before reapplying; the Engagement and Outreach Manager determines the exact wait time based on the severity of the issue.

Organizations should not reapply if denial was due to:

- A **severe complaint** filed with 211, another United Way program, a regulatory board, or the Better Business Bureau.
- **Illegal practices**.
- Promoting or permitting **racism or bigotry**.
- **Misrepresentation** of services.
- Being removed previously for any **Exclusion Criteria**.
- Losing **501(c)(3) nonprofit status**.

The **211 database does not endorse or rate any organization or service**.

All information is provided directly by the agencies themselves.

If a program is **not included**, it simply means it **did not meet the inclusion criteria** — it does **not** mean the program is unsafe or not recommended.