

## **King County 2-1-1 Database Inclusion/ Exclusion Policy for Public Posting**

The Youth Program Directory reserves the right to determine inclusion/exclusion into the database of youth development organizations and programs used by King County's Youth Program Directory. Our eligibility requirements are aligned with that of Crisis Clinic, as a leading partner and data provider, we shall adhere to the outlined requirements below.

Requirement: Your organization is a nonprofit agency that has been operating for at least six months and provide direct services to King County residents. Exceptions may be made for emergency services, crisis intervention, information and referral and other emergent areas of critical need. This policy does not prohibit the inclusion of any programs that target services based on age, gender, health, disability or other characteristics designed to meet the special needs of targeted populations, as long as they are open to all people in those targeted populations.

Inclusion to 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. Agency information is provided by the agencies themselves via new resource forms, annual updates, and informal updates initiated by Crisis Clinic or the agency, as well as agency-sanctioned newsletters, websites, and other publications. We reserve the right to edit information to meet format, guideline and space requirements. We reserve the right to exclude programs that are unresponsive to update requests and whose information cannot be made current by other means.

### **Inclusion:**

- Private, nonprofit agencies in general (see exclusions)
- Community and on-going self-help groups
- Government agencies
- Substance Abuse Treatment programs that are approved by the WA State Department of Alcohol and Substance Abuse
- For-profit agencies, when the services they provide are not adequately met by the nonprofit sector; must be licensed or certified by the appropriate level of government where provisions for such certifications exist
- Professional organizations that provide a public service
- Websites that provide information about or direct access to a health and human services resource

### **Exclusion**

- Agencies that deny service on the basis of color, race, sexual orientation, gender, religious belief, national origin or ancestry
- Agencies that violate federal, state, or local laws or regulations
- Agencies or organizations that misrepresent themselves in any way
- Organizations (e.g., churches, social clubs, adoption services) whose services are not available to non-members, or that require participation in religious activities or profession of faith to receive services. Exceptions may be made in areas of acute need, such as food or shelter programs
- Crisis Clinic reserves the right to refuse or discontinue listings for organizations that have had serious complaints lodged against them with Crisis Clinic or any regulatory body.

### **Complaints**

Crisis Clinic views complaints as valuable feedback that can enhance the quality of our database and services. Complaints about exclusion/inclusion will be acknowledged and addressed. Written procedures are available to complainants upon request.