



INCLUSION/EXCLUSION POLICY

INCLUSION

To be eligible for inclusion in the FIRSTLINK database, an agency must provide a community service or volunteer opportunity that is accessible to Franklin County residents.

If that initial criterion is met, the organization may be listed if it fits into one of the following categories:

- Government entities
- Support groups
- Nonprofits that
 - Have received a letter of 501(c) status from the IRS and have provided services to the public for at least six months
- OR**
- Fill a service gap in the database and have been determined essential services by FIRSTLINK
- School districts/boards of education
- Hospitals
- Professional associations
- For-profits that
 - Offer services on a sliding fee scale, or offer subsidies or other coverage that make their services accessible to low-income persons
- OR**
- Provide services that are not available in the nonprofit sector and that have been determined essential by FIRSTLINK

For-profit agencies will be charged a fee for inclusion in the referral database, annual *Directory* and *Directory Online* (DOL). The fee may be waived if a resource has been determined to fill a gap in services in the FIRSTLINK database, determination to be reassessed annually.

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EXCLUSION

An organization will be excluded if:

- It is located outside of Franklin County and duplicates services already provided within Franklin County. This rule may be waived when collecting resources for a special project or contract relationship.
- It does not provide services to residents of Franklin County or Columbus.
- It is an independent provider, practitioner or group of consulting practitioners.
- It denies service based on race, religion, gender, nationality, ancestry, sexual orientation or any other basis not permitted by law, or its services are discriminatory.

FIRSTLINK reserves the right to prioritize, limit entry to, exclude or remove any agency or organization from the FIRSTLINK database. Factors such as staffing, funding and agency cooperation affect the extent to which eligible agencies can be included. FIRSTLINK also reserves the right to remove organizations that have not responded to requests for updated information. Decisions may be appealed to the President/CEO of FIRSTLINK if there is evidence of misapplication of the inclusion policy.

NONDISCRIMINATION POLICY

Agencies and organizations included within the 2-1-1 database may be required to provide a written policy that discrimination on the basis of race, religion, gender, sexual orientation, national origin, ancestry, disability or age is prohibited in service, volunteer utilization and employment.

DISCLAIMER

Information in the FIRSTLINK database is self-reported. FIRSTLINK assumes no responsibility regarding the quality of services of agencies or organizations in the database. Inclusion in the database does not imply endorsement.