

## **Inclusion, Exclusion Criteria**

Included in our database are privately supported and public organizations. It is designed to serve the public, agencies, and organizations of Snohomish, Skagit, Island, San Juan and Whatcom Counties, Washington. Our funding and ability to manage the amount of data constricts the size of our database.

### **Inclusion**

1. Local, regional, state, and national hotlines on specific human service subjects.
2. Puget Sound area crisis lines and community information lines.
3. Government and not-for-profit agencies and programs that provide assistance to the general public.
4. Agencies or organizations which are tax-exempt, and/or offer services that are of interest to Snohomish, Skagit, Island, San Juan and Whatcom County residents at no fee or sliding fee.
5. For-profit, commercial, or private organizations may be considered on an individual basis.  
Inclusion is based on:
  - a. Uniqueness of service;
  - b. Lack of comparable services from not-for-profit;
  - c. Degree of need for the services.
6. Professional organizations that do specialized referral to private persons.

### **Exclusion**

1. We reserve the right to exclude any agency or organization at the discretion of the Program Director.
2. In general, private practitioners or group practices of mental health providers, medical doctors, legal/paralegal providers or dentists, except as may be necessary under inclusion criteria, are excluded.
3. Agencies or organizations that violate or promote the violation of municipal, state, or federal laws or regulations.
4. Agencies or organizations that consistently fail to provide the services that they claim to provide, or which misrepresent their services in any way.
5. Programs that are very infrequently needed by our callers and staff.
6. We will refrain from duplicating other agencies' or organizations' specialized databases, using the agency or organization as the referral point, rather than the agencies or organizations they include in their database, except where the specialized database excludes specific resources that we include.

If your organization is not listed in this database, fits the above criteria for provider inclusion, and you would like to be included, please provide the following information in an email to [211@voaww.org](mailto:211@voaww.org) : Name of organization, contact name, street address including zip code, phone number, email address of contact, brief description of services provided, and primary county served. Instructions on how to be listed in the database and how to add the remaining required information will be forwarded after review.

