



A Community of Caring People

Resource Policies and Procedures Inclusion/Exclusion Policy

Issued By: Chief Executive Officer/Executive Team

Approved By: Board of Directors

Board President: 11/11/14, 2003

Effective Date: 12/2/13

Approved by Board Date: 11/11/14

Revised: 5/13/2025, 11/20/2023, 12/01/2020, 10/22/19, 7/18/17, 11/11/14, 12/2/13

Reviewed: 5/13/2025, 11/20/2023, 12/01/2020, 10/22/19, 4/28/19, 7/18/17, 2016, 11/11/14, 12/2/13

I. Purpose:

To ensure the Help Network of Northeast Ohio (HNNEO) resource database includes accurate, up-to-date information about community resources and services relevant to the needs of our service population. This policy outlines the criteria used to determine whether an agency, program, or service is eligible for inclusion or exclusion.

II. Inclusion Criteria

Eligibility for inclusion is based on the following principles:

1. Focus of Services:

The database primarily includes services related to human needs, including but not limited to:

- Basic Needs (e.g., food, clothing, shelter, utilities)
- Consumer Services
- Education and Training
- Environmental Quality
- Health Care
- Income Support and Employment
- Individual and Family Life
- Mental Health and Counseling
- Substance Use and Recovery
- Organizational and Community Services
- Services for Special Populations or Target Groups

2. Type of Organization:

- Non-profit organizations with a 501(c)(3) tax-exempt status, or similar nonprofit designation
- Governmental agencies
- Faith-based organizations offering services to the general public, without proselytizing requirements
- Grassroots, mutual aid, and community-based organizations providing relevant services

3. **For-Profit Providers:**

For-profit entities may be included *only* when:

- Comparable services are not available through nonprofit or governmental sources; or
- The for-profit entity offers services at reduced cost, sliding scale, or free to underserved populations

4. **Support, Civic, and Collaborative Groups:**

Support groups, civic organizations, and coalitions offering relevant, non-restrictive services to the public are eligible for inclusion.

5. **Service Accessibility and Conduct:**

Agencies must demonstrate:

- Non-discrimination in service provision
- Clear service eligibility guidelines
- A history of providing accurate information and reliable service delivery

III. Exclusion Criteria

An organization or program may be excluded from the database if it:

- Promotes hate, discrimination, or violence
- Fails to provide direct services or information relevant to community needs
- Charges excessive fees without clear justification or sliding scale options
- Is found to consistently provide misleading or inaccurate information
- Violates local, state, or federal laws or regulations in a way that compromises public trust

IV. Review Process

- All programs will be evaluated for inclusion using this policy and reviewed at least annually.
- Inclusion in the database does not imply endorsement or licensing by Help Network of Northeast Ohio.
- The final decision for inclusion or exclusion rests with the Resource Database staff, under the oversight of the Database Curator or Director of I&R and Crisis Services.

Statement to Agencies during database review:

*Submission of your program information does not guarantee inclusion in our database nor in our web-based on-line directory and/or print directory. Our inclusion/exclusion policy may be requested at any time by calling our office requesting a copy. Additionally, Help Network of Northeast Ohio reserves the right to edit information for brevity, clarity and content; and to publish the information in a variety of media, subject to confidentiality issues.

Original Board Approval 2003