

**Exhibit 5**  
**United Way of Greater St. Louis, Inc.**  
**2-1-1 Database Inclusion and Exclusion Policies**

**I. Purpose and Structure of the United Way 2-1-1 Database**

- A. The United Way 2-1-1 Database will include information and sufficient detail necessary to:
- 1) Facilitate matching individuals with health and human services appropriate services appropriate to their needs (support I&R functions);
  - 2) Provide an “inventory” of government and voluntary health and human service efforts, based upon geographic or programmatic criteria (support community planning);
- B. The United Way 2-1-1 Database shall conform to the database standards adopted by the Alliance of Information and Referral Systems (AIRS) in the “National Standards for Information and Referral,” upon which national accreditation is based.
- 1) Standard 6: Data Elements;
    - Unique record identification number;
    - Code to identify the organization responsible for maintaining the record (to facilitate combination, in a single database, of records maintained by different organizations);
    - Organization name (legal name) and AKAs including former name(s), popular names and popular acronyms;
    - Street and mailing addresses (main location and branches);
    - Telephone number(s) including TDD/TTY, Fax, web site address and electronic mail addresses;
    - Hours and days of operation;
    - Services provided and target populations served;
    - Eligibility requirements and exclusions (e.g., age, gender);
    - Documents which may be required by the organization for application (such as birth certificates);
    - Geographic area served;
    - Application process;
    - Languages other than English in which the service is offered (bilingual staff or interpreter services);
    - Legal status (e.g., nonprofit, government, for-profit, unincorporated group);
    - Fee structure for service, if any (the phrase "sliding scale" may be sufficient; use "none" or the equivalent when applicable);
    - Method of payment accepted (e.g., Medicaid, Medicare, private insurance);
    - Name and title of the organization's administrator/director; and
    - Date the information was last verified.
    - Program capacity/units of service (e.g., number of persons the program can serve, number of shelter beds, number of training slots available);
    - Access for people with disabilities or known barriers to such access;
    - Licensing/accrediting bodies and type of licensing;
    - Identification of local or national organizations with which an agency may be affiliated but whose title or acronym does not indicate this affiliation; and
    - Title and/or name of the contact person for updating the record.
    - Travel information such as cross streets and public transportation information;
    - Title and/or name of the person (intake worker) who will assist the client.
  - 2) Standard 7: Indexing The Resource Database/Search Methods
    - Alphabetically by organization name (including related acronyms or abbreviations);

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- Type of service provided with extensive cross-references;
- Specific target population served, where applicable;
- Geographic area or political subdivision served; and
- Geographic location.
- Language(s) (other than English) in which the service is available;
- Fee structure (to allow for access to services that are available at no cost or on a sliding scale);
- Access for people with disabilities;
- Legal status of the organization (government, nonprofit, for-profit, unincorporated group);

3) Standard 8: Classification System.

I&R services in the United States shall use the AIRS/INFO LINE Taxonomy of Human Services (formally titled *A Taxonomy of Human Services: A Conceptual Framework with Standardized Terminology and Definitions for the Field*).

Accordingly, programs or services will be coded utilizing the AIRS Taxonomy of Human Services.

4) Standard 9: Database Maintenance

- The resource database shall be totally updated, at least annually, by surveys, telephone contact or on-site visits to organizations listed in the database. Records in the database shall include the date of last update.
- Procedures shall be in place for integrating interim information changes.
- Procedures shall be in place for identifying new agencies, acquiring required information about them and including them in the database.
- Update verification procedures shall be in place to ensure accuracy. The I&R service may, for example, request a signature on the update form.
- United Way 2-1-1 shall safeguard its resource database through duplication or computerized back-up. The back-up database shall be kept in a secure location where it will be protected from destruction or theft.

*See Section V of this document.*

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**II. Inclusion Criteria**

- A. General Scope:** The primary focus of the United Way 2-1-1 Database shall be non-profit and government (tax-supported) health and human services; however, the United Way 2-1-1 Database may also include non-profit arts, cultural and environmental organizations, particularly those that may provide volunteer opportunities. The United Way 2-1-1 Database may include certain for-profit health and human service companies, provided they meet the criteria delineated in Sections III & IV of this document.
- B. Geographic Scope:** The United Way 2-1-1 Database will include organizations providing services to residents of the following counties in Missouri:

City of St. Louis	Harrison County	Pemiscot County
Adair County	Hickory County	Perry County
Atchison County	Holt County	Phelps County
Audrain County	Howard County	Pike County
Barry County	Howell County	Polk County
Barton County	Iron County	Pulaski County
Benton County	Jasper County	Putnam County
Bollinger County	Jefferson County	Ralls County
Boone County	Knox County	Randolph County
Butler County	Laclede County	Reynolds County
Callaway County	Lawrence County	Ripley County
Camden County	Lewis County	St. Charles County
Cape Girardeau County	Lincoln County	St. Clair County
Carroll County	Linn County	Ste. Genevieve County
Carter County	Livingston County	St. Francois County
Cedar County	McDonald County	St. Louis County
Chariton County	Macon County	Schuyler County
Christian County	Madison County	Scotland County
Clark County	Maries County	Scott County
Cole County	Marion County	Shannon County
Cooper County	Mercer County	Shelby County
Crawford County	Miller County	Stoddard County
Dade County	Mississippi County	Stone County
Dallas County	Moniteau County	Sullivan County
Daviess County	Monroe County	Taney County
Dent County	Montgomery County	Texas County
Douglas County	Morgan County	Vernon County
Dunklin County	New Madrid County	Warren County
Franklin County	Newton County	Washington County
Gasconade County	Nodaway County	Wayne County
Gentry County	Oregon County	Webster County
Greene County	Osage County	Worth County
Grundy County	Ozark County	Wright County

As well as the following Illinois counties currently being served by the United Way of Greater St. Louis:

Calhoun County	Jersey County	Monroe County
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Clinton County  
Greene County

Macoupin County  
Madison County

Randolph County  
St. Clair County

- C. Organizational Types: See sections III and IV – the organizations must meet the criteria described in either Section III or IV.
- D. Types of Human Services Included – will generally conform to the structure of the AIRS/INFO LINE Taxonomy of Human Services. See Part I, Section B3, Standard 8.

B Basic Needs

Definition: Programs that furnish survival level resources including food, housing, material goods, transportation and temporary financial assistance for low and fixed-income, indigent, elderly or disabled people who are otherwise unable to adequately provide for themselves and their families. Also included are related services that are available to the community at large.

D Consumer Services

Definition: Programs that provide for the education and protection of individuals who purchase, use, maintain and dispose of products and services. Included are programs that establish and/or enforce pricing policies, credit reporting and debt collection practices, quality and safety standards for goods and services and other trade practices that affect the consumer; programs that provide information and/or counseling to help consumers manage their finances and make informed credit and purchasing decisions; and programs that provide access for consumers to fair hearings, mediation or binding arbitration when they have complaints regarding consumer products and services and appropriate remedies when their complaints are justified.

F Criminal Justice and Legal Services

Definition: Programs that promote and preserve the conditions that enable community residents to live in a safe and peaceful environment through the enforcement of laws that protect life and property and the administration of justice according to the principles of law and equity. Included are crime prevention programs as well as programs that investigate and make arrests for criminal behavior; provide support for witnesses to and victims of crimes; and provide for the arraignment, prosecution and defense, judgment, sentencing, confinement and eventual release and resettlement of offenders.

H Education

Definition: Programs that provide opportunities for people in the community to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

J Environmental Quality

Definition: Programs that preserve, protect and, where possible, improve both the artificial and natural aspects of the physical environment and/or which develop and implement measures for accident prevention and intervention in the case of emergencies in order to promote the public health and safety and enable human beings to live in ecological balance and harmony with their surroundings.

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L Health Care

Definition: Programs whose primary purpose is to help people in the community achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries or disabilities; and the provision of family planning, maternity and other services that relate to human reproduction.

N Income Security

Definition: Programs that provide for the economic needs of the community by helping those who are able and willing to prepare for and obtain gainful employment; by securing public assistance and support for the eligible needy; and by ensuring that retirees, older adults, disabled people and other eligible individuals receive the social insurance benefits to which they are entitled.

P Individual and Family Life

Definition: Programs that promote the personal, social and spiritual development of people in the community by providing services that replace or supplement the care and support that is generally available through the family unit, and by offering social, religious and leisure-time activities that are personally satisfying and lead to optimal social functioning.

R Mental Health Care and Counseling

Definition: Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people to achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without excessive stress. Treatment may include emotional support, introspection and problem-solving assistance utilizing a variety of modalities and approaches, and medication, as needed, for individuals who range from the severely chronically mentally ill through those who are experiencing difficult life transitions or who are having problems in coping with daily living.

T Organizational/Community Services

Definition: Programs that provide any of a broad spectrum of services for the community as a whole including opportunities for individuals or groups to participate in community improvement or service projects, to have a voice in the political process, to have access to information services, or to benefit from the availability of a variety of services for residents, travelers, newcomers, community agencies, organizations, businesses and industry.

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**III. Non-Profit Organizations (tax-exempt or government-supported)**

Organizations that meet the following criteria are automatically considered for inclusion in the United Way 2-1-1 Database.

- A. Organizations that meet the requirements under 501(C)(3) of the Internal Revenue Code of the Internal Revenue Service as a tax exempt charitable organization. This includes the following:

“501(c)3 - Corporations, and any community chest, fund, or foundation, organized and operated exclusively for religious, charitable, scientific, testing for public safety, literary, or educational purposes, or to foster national or international amateur sports competition (but only if no part of its activities involve the provision of athletic facilities or equipment), or for the prevention of cruelty to children or animals, no part of the net earnings of which inures to the benefit of any private shareholder or individual, no substantial part of the activities of which is carrying on propaganda, or otherwise attempting, to influence legislation (except as otherwise provided in subsection (h)), and which does not participate in, or intervene in (including the publishing or distributing of statements), any political campaign on behalf of (or in opposition to) any candidate for public office.”

- B. Organizations that meet requirements under 501 (C) (4) through 501 (C) (8) of the Internal Revenue Code of the Internal Revenue Service as tax exempt organizations. This includes:

“501(c)(4)-Civic leagues or organizations not organized for profit but operated exclusively for the promotion of social welfare, or local associations of employees, the membership of which is limited to the employees of a designated person or persons in a particular municipality, and the net earnings of which are devoted exclusively to charitable, educational, or recreational purposes.”

“501 (c)(5) Labor, agricultural, or horticultural organizations.”

“501 (c)(6) Business leagues, chambers of commerce, real-estate boards, boards of trade, or professional football leagues (whether or not administering a pension fund for football players), not organized for profit and no part of the net earnings of which inures to the benefit of any private shareholder or individual.”

“501 (c)(7) Clubs organized for pleasure, recreation, and other nonprofitable purposes, substantially all of the activities of which are for such purposes and no part of the net earnings of which inures to the benefit of any private shareholder.”

“501 (c)(8) Fraternal beneficiary societies, orders, or associations -

(a) operating under the lodge system or for the exclusive benefit of the members of a fraternity itself operating under the lodge system, and

(b) providing for the payment of life, sick, accident, or other benefits to the members of such society, order, or association or their dependents.”

- C. Organizations that have met requirements under 501(C)3 of the Internal Revenue Code of the Internal Revenue Service under the tax-exempt status of a larger, “parent” charitable organization.

Examples: The organization is “covered” under the 501(c)3 of Catholic Charities USA or the National Benevolent Association of the Disciples of Christ.

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- D. Public, tax-supported agencies and institutions, including those operated by local, municipal, county, state & federal agencies.
- E. Schools providing preschool, elementary and secondary education that meet one of the above criteria A-D (either nonprofit or public, tax-supported institutions.)
- F. Colleges and universities providing post-secondary education that meet one of the above criteria A-D (either nonprofit or public, tax-supported institutions.)
- G. Hospitals & health care agencies that meet one of the above criteria A-D (either nonprofit or public, tax-supported institutions.)
- H. Churches, synagogues, mosques or other religious institutions
- I. Organizations comprised entirely of volunteers, which exist for charitable purposes or for mutual support (ie. Support or self-help groups, PTO's, neighborhood associations) who have not filed for tax exemption because they do not generate revenue.

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**IV. For-Profit Organizations/Services**

Certain for-profit organizations will be considered for inclusion in the United Way 2-1-1 Database provided that they meet criteria A and B, and at least one of C, D, or E of the following criteria:

- A. They are incorporated in the State of Missouri or Illinois, or in the case of national companies, legally incorporated in the state in which they operate.
- B. If appropriate, they are licensed to provide the service they offer; ie. Nursing homes, mental health services, etc. and can provide documentation or proof of such licensing. If hospital or direct health care institution, they must:
  - 1. Meet the accreditation standards of the Joint Commission for the Accreditation of Health Care Organizations, and
  - 2. Accept Medicare/Medicaid.
- C. They offer a unique health or human service NOT provided by a government or nonprofit entity, or
- D. They offer a significant, "needed" service to the public or to nonprofit organizations free of charge or with client fees underwritten by contract with a government or non-profit entity. This service must not be tied to the purchase of another fee-based product or service. The company's fee-based services will NOT be included in the "United Way 2-1-1 Database".
- E. They are a licensed service vendor for City, County or Municipal Government; the State of Missouri or Illinois, the Federal Government. Includes MC+ and Medicare HMO vendors.



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**V. Updating/Authorization of Use**

- A. Organizations are responsible for completing a comprehensive questionnaire detailing their organization's administrative and site information, and all programs or services.
- B. Organizations must complete and sign an annual Authorization/Release form, certifying that:
- The organization continues to meet the criteria for inclusion in the United Way 2-1-1 Database detailed in Sections III & IV of this document;
  - That the information provided is accurate;
  - That the United Way is authorized to use the information provided in the United Way 2-1-1 Database and its related I&R products and services, including the 2-1-1 web page;
  - That the organization has not been found guilty of fraud;
  - That the organization does not discriminate against clients in provision of services on the basis of race, religion, gender or national origin.
- C. Organizations included in the United Way 2-1-1 Database are responsible for notifying the United Way of any significant changes in the services that they provide as they occur throughout the year. Significant changes include such changes as address, telephone number, key staff, etc. or programmatic changes such as the addition or discontinuation of services. Notification may be done by telephone, fax, post or e-mail.
- D. The United Way will provide (by mail, e-mail or fax) a comprehensive, printed profile at least once per year for the purpose of reviewing the organization's listing and authorizing its use in the United Way 2-1-1 Database and its I&R products. The organization must respond by fax, post or e-mail with any needed changes and return a signed Authorization/Release form.
- E. The United Way will actively update certain types of services on a more frequent schedule (between annual updates); examples include food pantries, utility assistance and housing payment assistance programs.

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**VI. Complaints**

The United Way of Greater St. Louis is not a licensing or accrediting body for nonprofit or for profit organizations, and therefore is not qualified to make qualitative judgements about the organizations included in the United Way 2-1-1 Database. Individuals wishing to make complaints about agencies will be referred to appropriate consumer protection agencies; ie. Better Business Bureau, Attorney General, etc. or, when relevant, to the appropriate licensing or accrediting body.

However, when complaints are made regarding agencies receiving United Way funds, the offended individual will be referred to the appropriate local United Way.

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**VII. Removal of Profiles from the United Way 2-1-1 Database**

Inclusion in the United Way 2-1-1 Database should be viewed as a privilege rather than a right. The United Way reserves the right to remove any agency from the United Way 2-1-1 Database at any time, for any reason. However, the following circumstances will result in immediate removal from the United Way 2-1-1 Database:

- A. The agency fails to respond to requests for update and verification for more than 15 months.
- B. The agency's status changes such that it no longer meets the inclusion criteria delineated throughout this document.
- C. Failure to deliver service, a finding of fraud, misrepresentation and/or discrimination.

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**VIII. Appeals**

Appeals of this Inclusion/Exclusion Criteria, or of a decision to exclude or remove an agency from the United Way 2-1-1 Database may be made to the following individuals, in this order:

- A. United Way 2-1-1 Resource Manager
- B. United Way 2-1-1 Director
- C. United Way President or COO
- D. Chair, United Way 2-1-1 Advisory Committee
- E. United Way Executive Committee

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**IX. Disclaimer**

Inclusion in the United Way 2-1-1 Database does not imply United Way membership, funding or endorsement, nor does it guarantee any client referrals will be made by the United Way 2-1-1 or by agencies utilizing the United Way 2-1-1 Database for case management or referral purposes.