

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

Crisis Clinic reserves the right to determine inclusion/exclusion into the database of social service agencies used by King County 2-1-1, Crisis Line, Teen Link, WA Recovery Help Line, Youth Program Directory and online users.

The King County 2-1-1 database predominantly contains nonprofit agencies that have 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.

INCLUSION

- Private, non-profit agencies in general (see exclusions)
- Community and on-going self-help groups
- Government agencies
- Substance Use Disorder programs that are approved by the Washington State Department of Behavioral Health Services
- For-profit agencies, when the services they provide are not adequately met by the non-profit sector; must be licensed or certified 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
- For-profit agencies, when the services they provide are not adequately met by the non-profit sector, but a specialized clearinghouse organization exists
- Organizations (e.g., churches, social clubs, and 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
- Services that are rarely or never requested on any of the phone lines.
- Agencies who are unresponsive to update requests and whose information cannot be made current by other means.
- 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.