INCLUSION / EXCLUSION POLICY

Policy Overview

Policy

Name: Inclusion / Exclusion Policy

Policy Number: 211ASHCO-2026-002.03

Related Inform USA Standard(s): Version 10.0, Standard 7

Reviewed Date: 9/1/2026

Disclaimer

Inclusion within the 2-1-1 Ashtabula County database does not imply endorsement and exclusion from the 2-1-1 Ashtabula County database does not imply disapproval.

All information contained within the 2-1-1 Ashtabula County database is provided by each organization with entries in the database.

Purpose

This policy provides the criteria for inclusion in the resource database maintained by 2-1-1 Ashtabula County. The 2-1-1 Ashtabula County database will contain community, social, health and human services resources available to the residents of Ashtabula County.

2-1-1 Ashtabula County defined Human Services as:

> **Human Services:** The activities of human services professionals that help people become more self-sufficient, prevent dependency, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific human services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; consumer advice and education; criminal justice or legal services; education and employment; health and mental health care including substance abuse services; and environmental protection; both routinely and in times of disaster or

other emergencies. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and people with disabilities; offer social, religious, and leisure time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.

Review

This policy will be reviewed annually in order to assure that the database continues to meet the needs of the community.

Availability

This policy will be made available through several means:

Paper versions of this policy are available at the primary location of service provision. That address is 4200 State Road, Ashtabula, Ohio 44004

Electronic versions of this policy are available at the service web site (www.211ashtabula.org) and the parent agency (Ashtabula County Community Action Agency) web site (www.accaa.org).

Service Standards

Where licensing standards for a given field of service are known to exist, only those agencies that meet these standards may be included in the 2-1-1 Ashtabula County database. Agencies may be required to send copies of their licensing with their application for inclusion in the resource database.

INCLUSION / EXCLUSION POLICY

Inclusion Criteria

1. Service must provide a community, social, health or human service to the residents of Ashtabula County.

2. Service must be classified as one of the following categories

   a. Non-profit organization which provides, coordinates and/or advocates for community, social, health and human services

   b. Government entities: municipal, county, state and federal agencies

   c. School Districts, Boards of Education and Colleges and Universities

   d. Hospitals or health care facilities

   e. Community groups and points of interest/recreational

   f. Self-help and/or support groups

   g. For-profits that offer free services

   h. For-profits that offer essential services not available from a non-profit source or not adequately covered by a non-profit source where it may be a high community need.

3. Organization must have a demonstrated continued operation for a minimum of six (6) months. Exceptions may be made for “one-time” events offering services to Ashtabula County residents.

INCLUSION / EXCLUSION POLICY

Exclusion Criteria

1. For-profit entities that do not meet the inclusion criteria.
2. Private practitioners that do not meet the inclusion criteria.
3. Entities that deny service or engage in discriminatory practices on the basis of any protected class as defined by state or federal law.
4. Entities that violate local, state, or federal laws or regulations.
5. Entities that misrepresent their services in any way.
6. Entities that are not licensed in areas where licensing standards exist.
7. Entities that provide services only to members.
8. Entities that provide free or low-cost services whose primary purpose is to market their main for-profit business.
9. Entities that fail to respond to update requests.

Grounds for Removal from the Database

2-1-1 Ashtabula County reserves the right to exclude any organization that it has adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups, or the community. Potential grounds for exclusion or removal from the database may include, but is not limited to, service non-delivery fraud, misrepresentation, discrimination, or proven or alleged criminal activities.

INCLUSION / EXCLUSION POLICY

Appeals Process

Any organization may appeal a decision to be included in or excluded from the 2-1-1 Ashtabula County database. A letter may be sent to the address listed below within thirty (30) days of the decision. For exclusions from the database, the letter should outline information related to the exclusion issue and any new information that addresses that issue. If an organization does not want to be listed in the 2-1-1 Ashtabula County database, they may also write a letter expressing as much.

2-1-1 Ashtabula Database Appeal

P.O. Box 2610

Ashtabula, Ohio 44004-2610