



Community Action's FIND Inclusion/Exclusion Criteria

This document provides criteria for being listed as a resource in Community Action's FIND, a comprehensive information and referral database of services available to people in Washington County. Community Action serving Washington County is a 501(c)(3) non-profit agency whose administrative offices are located at 1001 SW Baseline St, Hillsboro, OR 97123.

It is the purpose of FIND to provide information about a broad range of human service agencies including both non-profit and for-profit. The database will contain information about service providers that enhance the quality of individual and community life. Data included in the database will be used to produce various printed directories, and for display on the FIND website.

Inclusion Guidelines:

Overall inclusion emphasis will be placed on agencies and those programs whose services are directed toward the solution of human service problems. All agencies or providers must meet licensing standards if operating in a service field where such standards are known to exist. Where licensing standards do not exist, an agency; must operate in a manner consistent with the implied standards of their field of service.

In all human resource areas, inclusion preference will be extended to non-profits. If a demonstrated need is not being met sufficiently by the non-profit sector, a for-profit may be included with preference given to those who offer a sliding-scale fee and/or perform pro-bono services. Any for-profit listed must have as its primary goal the resolution of a human service need and operate in accordance with the regulatory guidelines applicable to their field. Listing preference will be given to those for-profits registered with a regulatory organization, such as the Better Business Bureau.

Consumer protection and basic business services that are either government designated or contracted will be included.

General inclusion requirements will be as follows:

- Organization must show evidence of an established service site.
- Organization must have demonstrated provision of service.
- Organization must have accessible program hours or an answering machine announcing current hours of availability.
- Organization must have been in existence for at least six months.

Certain exceptions to the inclusion requirements may be made in the case of support groups or seasonal programs. Exceptions may also be made for health care providers who offer no cost, sliding scale, or OHP/Open services.

Exclusion Guidelines:

Trade Associations of any type will not be included. Individual Practitioners will not be included with the exception of heads of governments, such as mayors or governors, and health care providers serving the low-income population as noted previously.

Organizations will not be included under the following circumstances:

- Organization denies service to any inquirer on the basis of prejudice
- Organization purposefully misrepresents its mission or engages in illegal fundraising or operating practices
- Organization fails to respond to update requests
- Organization has an unresolved, documented complaint on file with Community Action
- Organization is under pending litigation
- Organization proselytizes as condition for service
- Organizations providing free or low cost services whose primary purpose is to market their main for-profit business

Where there are existent central clearinghouses or resource-specific information and referral providers, i.e., childcare referral agencies, these referral resources will be given inclusion and referral preference over any specific resources addressing the same need.

Inclusion Procedure:

To be included in the database, the following procedures will be followed:

Agencies will complete the Agency and Program Information Forms and attach additional information as applicable.

Completed Agency and Program Information Forms will be reviewed by the staff of Community Action's FIND for accuracy and completeness prior to acceptance. Following review and acceptance the agency and programs will be added to the database. Some information from the Agency and Program Information Forms may be altered slightly to conform to the FIND Style Guidelines

Community Action's I&R staff may solicit agencies to be added to the database, or agencies may request consideration for inclusion.

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This Inclusion/Exclusion Policy shall be reviewed annually in January to ensure that it continues to meet the changing needs of the community.

Community Action accepts no liability for the incorrect usage of the data by its subscribers. It will, however, make every effort to train users and provide technical assistance whenever necessary.