

Inclusion/Exclusion Policy

Through the Wake Network of Care Database, Alliance Behavioral Healthcare and Wake County Government collect information about healthcare and social services that cover a broad range of needs from access to basic necessities to the enhancement of physical and psychological care and social growth. Services may be provided by governmental agencies, non-profit organizations, or others.

The Wake Network of Care serves as a comprehensive online database to increase access to community services and supports. The purpose of this policy is to provide general guidelines and criteria for the development and maintenance of the Wake Network of Care. Alliance Behavioral Healthcare and Wake County Government are not responsible for the quality of services, nor does either entity guarantee, recommend, and/or endorse listings in the resource database. Eligibility for inclusion does not guarantee inclusion. Exclusion from the Wake Network of Care is not a reflection on the value or quality of an organization or service.

Criteria for Inclusion:

- Professional organization in the health or human services field;
- Programs and services are available to persons within Wake County;
- Does not charge a fee for self-help support groups that are sponsored by or affiliated with an agency or church;
- In business for at least one year;
- Have a website, working telephone number, and physical/mailling address;
- No complaints by any licensing agency and/or Better Business Bureau within the last 3 years;
- Complies with any established, applicable local, state, or federal laws and regulations; and
- Provides services without regard to race, color, religion, national origin, ancestry, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religious affiliation, political beliefs, familial or parental status (including pregnancy), medical conditions, military service, or genetic information.

Criteria for Exclusion:

- Located outside of the geographic service area and is unable to provide services or is not readily available to provide services to individuals in Wake County;
- Provides information or public awareness that is only of a political or commercial nature;
- Denies or limits services based on color, race, religion, gender, or sexual orientation;
- Violated local, state, or federal laws within the last year;
- Misrepresents services in any way; and
- Does not respond when contacted to update information.

When special circumstances exist that are not effectively addressed by the preceding guidelines, the organization will be reviewed on an individual basis. Determination of inclusion or exclusion in the Wake Network of Care will be made by Alliance Behavioral Healthcare and Wake County Government. Alliance Behavioral Healthcare and Wake County Government reserve the right to refuse listing an agency or program if, in their opinion, the listing is deemed inappropriate.