



Bureau of Health Equity Webpage Inclusion & Exclusion Policy

The Bureau of Health Equity (BHE) webpage is where individuals can access resources and volunteer opportunities. The purpose of the Bureau of Health Equity webpage is to supply statewide and community information to residents of Delaware.

Agencies and programs can contact us to add/update information to the page by reviewing this BHE web policy and submitting the [BHE Program Profile Form](#).

Inclusion Policy:

The following types of agencies who provide services to Delawareans may be included within the Bureau of Health Equity webpage:

- Federal, state, county and local government that provide health and human services, housing, libraries, education, legal, consumer protection and crisis/disaster services.
- Non-profit, faith based and community organizations that provide fundamental services to the community such as health and human services, housing, education, legal, crisis and consumer protection free of charge or on a sliding scale based on income.
- Self-help support groups that charge no fee or charge a nominal fee.
- Organizations (such as churches, social clubs, social or fraternal organizations) which offer a health and human service to the community at large, not just their own members
- Proprietary organizations which offer services in the areas of health, mental health, recreation, education, financial, legal, home maintenance, arts and culture to the general public
- Hospitals, health clinics, intermediate care homes
- Professional organizations (especially those organizations in the social services field: Counseling/Psychiatry, Medical, Dental, Legal)
- Non-profit organizations which provide, coordinate and advocate for health and human services
- Non-profit organizations that provide community service opportunities
- Agencies outside of Delaware that meet a health and human service need not met by a non-profit or public agency within the geographic service area
- For-profit agencies that accept Medicaid or provide free or low-cost services
- Free or sliding scale human services offered by a for-profit agencies
- Administrative offices of public schools in Delaware
- Private or public schools for special needs
- Specialized information and referral services

- Non-profit nursing homes
- Chambers of Commerce
- Non-profit licensed childcare facilities
- Consumer protection and basic business services that are either government designated or contracted
- Public resources and services such as libraries, free or low-cost support groups, information on pets, etc
- Licensed long-term care services
- Housing agencies that are intake points for housing programs or that maintain updated lists of licensed facilities

Exclusion Policy:

The Bureau of Health Equity will not include the following agencies or programs within the webpage:

- Private practitioners.
- Churches or faith based groups that do not provide services.
- Organizations that engage in fraudulent, illegal or discriminatory activities.
- Non-licensed organizations.
- Organizations that do not meet the inclusion policy.
- Services available only to members of a certain group or club (i.e. counseling available to a church's parishioners only)
- Provide free or low-cost services when their primary purpose is to market the organization's main business
- Agencies that misrepresent themselves, have documented complaints or deny services based on prejudice or discrimination.
- Fail to respond three times to requests to update their agency information.

Agencies or programs will be added to the Bureau of Health Equity webpage based on the above criteria within thirty days of submission.

Inclusion on the Bureau of Health Equity webpage does not imply endorsement of any organization or service and omission does not reflect disapproval of any organization or service.

When an agency or program is added to the webpage, our Resource Specialist will send a welcome letter.

Webpage Maintenance:

Webpage update surveys will be sent to all agencies and programs on an annual basis. Upon receipt of the surveys, the Resource Specialist will update the webpage. Agencies have access throughout the year to go to [BHE Program Profile Form](#) and print, complete, and fax, mail, or email the form to make changes to their agency/program information. Once this form is received, the Resource Specialist will make the appropriate changes within thirty days. Please submit changes to address listed below.

Bureau of Health Equity
417 Federal Street
Dover, DE 19901
Fax: (302) 739-4784
Email: Glenda.Krause@state.de.us