



Criteria for Inclusion/Exclusion in the United Way 2-1-1 Database

Purpose

The 2-1-1 Wisconsin statewide database is a collection of service listings created by our seven regional providers for the purpose of providing information and referral. Our inclusion policy outlines the types of agencies, organizations, and networks that can be found within our database; as well as explains what we do not collect. Regional centers may have additional guidelines that they follow to determine what is included and excluded from the 2-1-1 community resource database. Please call 2-1-1 if you have any questions about our policies.

Statement of Principles

The 2-1-1 Wisconsin system also recognizes the expertise of specialized information and referral providers, and will strive to collaborate and not duplicate efforts between systems. The 2-1-1 Wisconsin system, and regional providers will not accept compensation from any organization(s) or person(s) to maintain a listing of information regarding an agency or service in its database, without entering into a formal written agreement.

Definition of Human Services

"Health and human service providers" is defined as those operations that offer programs or services to the public to meet the following human care needs of individuals and families: Advocacy, Clothing, Disaster, Education/Training, Employment, Food, In Home Assistance, Housing, Medical, Mental/Behavioral Health, Mobility, Recreation, Shelter, and Substitute Family Care.

Inclusion Policy

The 2-1-1 Wisconsin database includes non-profit, government, health and human services providers, as well as for-profit health and human service providers which provide a unique, hard-to-find, or state-regulated service that is free, or offer scholarships, reduced fees, sliding fee scale, or that accept Medical Assistance as payment. This would include organizations that fit this criteria that offer services to individuals residing or located in the overall 2-1-1 Wisconsin service area, or the service area of a local 2-1-1 Wisconsin provider. Agencies which are included are expected to perform a minimum of an annual full update/review of their information, and to provide best-effort updates as changes in Agency or Service information occur. Failure to meet this expectation can be cause for removal from the 2-1-1 Database.

Organizations must meet at least one of the following criteria:

- Private, nonprofit organizations that offer services to the community at large (not just to members)
- Other nonprofit organizations providing affordable health or social services not adequately met by other resource listings or that offer free service, scholarships, reduced fees, sliding fee scale, or that accept Medical Assistance as payment
- Faith-based organizations (churches, synagogues, temples, etc.) offering services to the greater community and not confined to their own membership or congregation
- Government offices that provide services to their constituents
- Crisis lines, hotlines, help lines, information lines, information and referral lines administered by nonprofit organizations or government entities
- Statewide and national toll-free phone services that can be accessed by callers in Wisconsin that provide socially beneficial services and that are administered by nonprofit organizations or government entities
- Self-help support groups that do not charge a fee or charge a nominal fee including state, regional, or national headquarters to facilitate tracking of local groups
- Advocacy groups offering human services to the greater community and not confined to their own membership
- Public educational institutions and school districts
- Programs that are temporary in nature and are active in response to special circumstances such as natural or man-made disasters, seasonal and holiday programming, or any other event or situation in which people need to be connected to resources
- For-profit organizations providing affordable health or social services not adequately met by other resource listings and that offer free service, scholarships, reduced fees, sliding fee scale, or that accept Medical Assistance as payment
- For-profit organizations offering programs that provide unique, specifically targeted services, or services that are otherwise difficult to access, e.g. service an area where resources are scarce
- Organizations under government or nonprofit contracts
- Public and private housing providers that offer subsidized rent
- Web-only entities that offer health and human service information and assistance through a web site, and not by phone or in-person, provided that they meet other inclusion criteria
- If there is a specialized line providing referrals then it is not necessary to maintain the resources provided by that specialized line

Agencies may be excluded if they meet any of the following criteria:

- Organizations which deny services based on age, gender, race, religion, national origin, disability, or sexual orientation
- Organizations that engage in fraudulent, discriminatory, or illegal activities
- Organizations that misrepresent their services in any way
- Organizations that are not licensed in areas where licensing standards exist
- Practitioners that are too numerous, e.g. private therapists and private adoption agencies
- Organizations that provide services only to their own members
- Organizations that do not expressly meet the inclusion criteria

United Way 2-1-1 reserves the right, after consultation with the appropriate United Way, to exclude any agency or program from the 2-1-1 database and/or any materials distributed. Agencies and programs that do not meet these criteria will be excluded from the United Way 2-1-1 database. An organization may appeal a decision to be included or excluded in the 2-1-1 Regional Provider database by submitting a 2-1-1 Database Appeals Form to United Way 2-1-1. If the organization is not satisfied with the outcome of the appeal request, the organization may provide a request for review to the 2-1-1 Wisconsin Operations (Provider) Council group. As the final step, an appeal determination can be brought before 2-1-1 Wisconsin Executive Director. 2-1-1 Database Appeals Forms can be requested via email at lisa.smith@unitedwayfoxcities.org

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