211 WISCONSIN STATEWIDE INCLUSION/EXCLUSION POLICY

Purpose

The mission of 211 Wisconsin is to connect everyone in Wisconsin with quick and easy access to community-based health and human services information and resources. To provide this service, 211 Wisconsin curates a comprehensive health and human services database. 211 services are provided to anyone regardless of age, gender, race, ethnicity, faith, disability status, sexual orientation or any personal beliefs.

The 211 Wisconsin statewide database is a collection of service listings curated by our eight regional providers and 211 Wisconsin 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 211 community resource database. Please call 211 if you have any questions about our policies.

Statement of Principles

The 211 Wisconsin system also recognizes the expertise of specialized information and referral providers and will strive to collaborate and not duplicate efforts between systems. The 211 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.

211 Wisconsin also recognizes the importance of maintaining a balanced approach when listing political causes and issue-oriented action groups. Inclusion decisions for these types of organizations are made with care to ensure fairness, community benefit, and alignment with human services priorities.

Definition of Human Services

”Health and human service providers” are 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, Substitute Family Care.

Inclusion Policy

The 211 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 211 Wisconsin service area, or the service area of a local 211 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 211 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, 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

New agencies without a history of service provision may need to provide services for a certain amount of time before becoming eligible for inclusion. The amount of time should be determined on a case-by-case basis to ensure legitimacy while avoiding delays in listing crucial resources. Factors to consider include funding source(s), affiliation/partnership with other known agencies, and endorsement from government and academic institutions.

Disclaimers

- 211 Wisconsin strives towards complete accuracy with respect to the current resources in the Database and the scope of the callers that it serves. Database inclusion does not imply any form of endorsement, and omission does not indicate disapproval.
- Information is constantly changing and is being updated, listings are subject to change without notice. With respect to the accuracy and completeness of the contents of the database, 211 Wisconsin makes no representation and specifically disclaims any implied responsibility for the accuracy of the information provided and shall in no event be held liable for any loss or damage.
- By submitting your agency's information, you agree that 211 Wisconsin may use your agency's information for referral, publication, and data sharing / licensing purposes. Information in the database is not used or shared for solicitation purposes. All information submitted may be edited to meet format, guideline, style and space requirements.

Wisconsin Addiction Recovery Helpline - Inclusion Policy Addendum

The 211 Wisconsin system contracts with the state of Wisconsin to provide the Wisconsin Addiction Recovery Helpline (WARH). As a focused subset of resources, inclusion into the referral database will have additional guidelines in addition to the general 211 Wisconsin Database Inclusion Policy. Agencies and other resources which are of interest to the WARH Project are reviewed for potential inclusion using the 211 Statewide Inclusion/Exclusion Policy, except for where it conflicts with this Addendum, in which case this Addendum takes precedence. This Addendum is to be used only in reviewing potential resources which are being considered as a direct result of the WARH Project.

Inclusion Policy

In addition to the criteria listed in the 211 Wisconsin Database Inclusion Policy the following item(s) will be considered.

- Treatment Services that are located in the State of Wisconsin
- Recovery residence agencies that are listed on the Wisconsin Department of Health Services Wisconsin Recovery Residence Registry or are provided by agencies that meet the 211 Wisconsin Inclusion Guidelines

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

- Treatment Services are located outside the State of Wisconsin and do not have approval from a Wisconsin State Agency

Appeals Process

An organization may appeal a decision to be included or excluded in the 211 Wisconsin Database or a 211 Wisconsin regional provider database by contacting the regional 211 Wisconsin provider responsible for that area. If the organization is a national or state organization, the appeal process begins with the 211 Wisconsin regional provider with maintenance responsibility for the data record. If the organization is not satisfied with the outcome of the appeal request, the organization may provide a request for review to the Resource Management workgroup. If needed, the next step in the review of appeal would go to the 211 Wisconsin Operations Council for additional review. As the final step, an appeal determination can be brought before the 211 Wisconsin President & CEO. If you have questions about this process or don't know who to contact to start the process, please email 211support@unitedwaywi.org.