



## **2-1-1 WI Database Inclusion Policy**

### **I. Purpose**

The 2-1-1 Wisconsin statewide database is comprised of data records compiled from regional providers for the purpose of providing information and referral.

### **II. Definitions of human services**

2-1-1 Wisconsin uses the “Alliance of Information & Referral Systems Definition of Human Services adopted for the field of I&R” (January 2009), which is as follows:

#### **From AIR Standards V7 (revised March 2013)**

**Human Services:** The activities of human services professionals that help people become more self-sufficient, prevent dependency, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific human services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; consumer advice and education; criminal justice or legal services; education and employment; health and mental health care including substance abuse services; and environmental protection; both routinely and in times of disaster or other emergencies. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and people with disabilities; offer social, religious, and leisure time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.

### **III. Inclusion policy**

The 2-1-1 Wisconsin database includes non-profit and government health and human services, and for profit health and human service providers which provide a unique, hard-to-find or state-regulated service free service, scholarships, reduced fees, sliding fee scale, or that accept Medical Assistance / BadgerCare as payment. This would include organizations that fit this criteria that offer services to individuals residing or located in the 2-1-1 Wisconsin service area or the service area of a local 2-1-1 Wisconsin provider.

**A. ORGANIZATIONS MUST MEET AT LEAST ONE OF THE FOLLOWING CRITERIA:**

1. Private, nonprofit 501 c (3) organizations that offer services to the community at large (not just to members)
2. 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 / BadgerCare as payment.
3. Faith-based organizations (churches, synagogues, temples, etc.) offering services to the greater community and not confined to their own membership or congregation.
4. Local, state, and national elected officials
5. Government offices that provide services to their constituents.
6. Crisis lines, hotlines, help lines, information lines, and information and referral lines administered by nonprofit organizations or government entities.
7. 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.
8. 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.
9. Advocacy groups offering human services to the greater community and not confined to their own membership.
10. Public educational institutions and school districts.
11. 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 / BadgerCare as payment.
12. 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.
13. Private, for-profit mental health clinics offering services to the public. Listings will be for the clinic only and the services it provides, not for the individual practitioners on staff. These clinics are included due to a community-wide need for a searchable, online resource of mental health services/resources in Brown County.
14. Organizations under government or nonprofit contracts.
15. Public and private housing providers that offer subsidized rent.
16. Organizations in states adjacent to Wisconsin that offer socially beneficial services meeting these Inclusion/Exclusion criteria.
17. 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.
18. If there is a specialized line providing referrals then it is not necessary to maintain the resources provided by that specialized line.

**B. MAY INCLUDE AT THE DISCRETION OF THE 2-1-1 WISCONSIN REGIONAL CENTER or the 2-1-1 WISCONSIN GOVERNING BODY:**

19. Individual schools
20. Coalitions

21. Private educational institutions
22. Private medical or mental health clinics
23. Clubs, community groups and services organizations with an emphasis on health and human services.

#### **C. EXCLUDE:**

1. Organizations that deny service or engage in discriminatory practices on the basis of any protected class as defined by state or national law
2. Organizations that violate local, state, or federal laws or regulations.
3. Organizations that misrepresent their services in any way.
4. Organizations that are not licensed in areas where licensing standards exist.

#### **IV. Disclaimer**

Each 2-1-1 Wisconsin regional provider maintains a listing of many organizations providing services that are available to residents of that regional provider's respective service area. Information collected by each 2-1-1 Wisconsin regional provider is provided voluntarily by the organizations that are listed. Staff will make only routine editorial revisions for consistency of style and format and does not evaluate the programs and services. Any organization that has a service listed in a 2-1-1 Wisconsin regional provider database and/or in print is prohibited from using that fact in any way to promote the service. Inclusions of a program or service in a 2-1-1 Wisconsin regional provider database or resource publication does not in any way represent or imply a determination or approval of the quality of those services. Exclusion does not reflect on any organization's contribution to the community.

2-1-1 Wisconsin and the 2-1-1 Wisconsin regional providers neither guarantee nor make any representation as to the accuracy or completeness of the information contained in the respective databases. 2-1-1 Wisconsin and the 2-1-1 Wisconsin providers disclaim any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the databases.

#### **V. Appeals Process**

An organization may appeal a decision to be included or excluded in the 2-1-1 Wisconsin or a 2-1-1 Wisconsin regional provider database by contacting the regional 2-1-1 Wisconsin provider responsible for that area. If the organization is a national or state organization, the appeal process begins with the 2-1-1 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 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.