



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

Inclusion of an agency or organization or its individual programs or services does not imply endorsement by United Way 2-1-1, nor does omission reflect disapproval. United Way Fox Cities 2-1-1 believes that consumers are in the best position to evaluate and choose resources appropriate to their need.

1. The service must be accessible to the public and offer a sliding scale fee, and /or accepts Medicare or Medicaid. Agencies offering services for set fee will be considered on a case-by-case basis.
2. Organizations that provide services in health, welfare, support, recreation, education or advocacy and are not-for-profit corporations (with Internal Revenue Service 501 (c) (3) status), or do not charge fees for service, are welcome additions to our database.
3. Government agencies (federal, state, county, city) which provide services in the areas of health, welfare, recreation, or education may also be included. No attempt will be made to list all governmental agencies or departments.
4. 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 scale fee, or that accept Medical Assistance as payment. For profit organizations offering programs that provide unique, specially targeted services, services that are difficult to access and the lack of subsidized services available.
5. Programs that are non-traditional in nature, such as support groups and special interest groups that may or may not be affiliated with a professional, governmental or other entity may also be included in the United Way 2-1-1 database.
6. 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, a crisis affecting the community on either a macro or micro level or any other event or situation where people need to be connected to resources will be included.
7. United Way 2-1-1 will not accept money from any organization or person(s) to maintain a listing of information regarding an agency or service in our database or printed materials.
8. United Way 2-1-1 reserves the right to refuse or discontinue listings for an organization that has had serious complaints lodged against them with any regulatory body or with United Way 2-1-1.
9. United Way 2-1-1 assumes no responsibility regarding the quality of services of agencies and programs in the United Way 2-1-1 database. Further, inclusion does not imply endorsement by United Way 2-1-1.
10. 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 contacting the regional 2-1-1 provider responsible for that area. 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.
11. Every organization must update information at least once a year. If information is not updated at least once a year as requested, the United Way 2-1-1 reserves the right to delete the record for that organization.

12. United Way 2-1-1 reserves the right to edit information to meet format, guideline, and space requirements.
13. The United Way 2-1-1 database Inclusion/Exclusion Criteria shall be reviewed and approved by 2-1-1 Advisory Committee every year.

May Include at the Discretion of United Way 2-1-1:

Individual schools, coalitions, private educational institutions, private medical or mental health clinics, clubs, community groups and service organizations with an emphasis on health and human service.

Exclude:

Organizations that deny service or engage in discriminatory practices on the basis of any protected class as defined by state or national law; organizations that violate local, state, or federal laws or regulations; organizations that misrepresent their services in any way; organizations that are not licensed in area where licensing standards exist; organizations that do not meet the inclusion criteria.

Data collected for the United Way 2-1-1 database is used in the following manner:

1. To assist callers accessing United Way 2-1-1 information and referral helpline.
2. Published in United Way 2-1-1 Online Resource Directory and other United Way 2-1-1 printed materials.
3. Published in specialized lists of resources that may be requested by third parties and may be supplied in print or electronic form.
4. The United Way 2-1-1 database is indexed using the AIRS/Infoline Taxonomy of Human Services.

This policy will be published in:

1. United Way 2-1-1 Online Resource Directory.
2. Any other publication using data from the United Way 2-1-1 database.

Approved by 2-1-1 Advisory Committee, November 30, 2010.

Approved by 2-1-1 Advisory Committee, April 15, 2012.

Approved by 2-1-1 Advisory Committee, April 21, 2014.