



## **Purpose**

The 211 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 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.

## **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, 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 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

### **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 are located in the State of Wisconsin

*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