



AGING AND DISABILITY RESOURCE CENTER & UNITED WAY 2-1-1 **RESOURCE DATABASE INCLUSION/EXCLUSION CRITERIA**

The purpose of this policy is to provide a framework for United Way 2-1-1 and the Aging & Disability Resource Center to develop and maintain a comprehensive, collaborative resource database accessible to individuals, families and service providers.

The Aging & Disability Resource Center of Dane County supports older adults, adults with disabilities, their families and caregivers by providing useful information, assistance and education on community services and long term care options and by serving as the single entry point for publicly funded long term care services while at all times respecting the rights, dignity and preferences of the individual.

United Way 2-1-1 strives to provide accurate, respectful, and confidential information and referral services to residents of Columbia, Dane, Green, Iowa, Lafayette, Rock and Sauk counties. 2-1-1 helps the public access community resources through a 24-hour telephone line as well as offering a searchable, online resource database through the United Way 2-1-1 website.

Experience, reputation, fiscal stability, length of service and other factors will be considered when determining inclusion/exclusion.

INCLUSION:

- Nonprofit organizations that address fundamental human service needs
- Government agencies (federal, state, county, city) that provide services in the areas of health, welfare, support, or education
- Faith-based organizations and service clubs that offer a service to the community at large (not just to their own members)
- Crisis lines, hotlines, helplines, information lines and information and referral lines administered by nonprofit organizations or governmental 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 governmental entities
- Specialized Information and Referral providers
- 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
- Independent programs, such as mutual support groups, that may or may not be affiliated with a professional, governmental or other entity may be included
- For-profit organizations providing social services not adequately met by other resource listings and that accept Medical Assistance or offer free service, scholarships, reduced fees or a sliding fee scale
- For-profit organizations offering programs that provide unique, specifically targeted services, or services that are otherwise difficult to access
- Services that meet the previous criteria and are non-discriminatory
- Services that meet the previous criteria and have demonstrated some stability in the community. There may be some exceptions to this for new services that are deemed critical for meeting an emergency or unmet need

Inclusion specific to ADRC management

- Organizations that serve residents of Dane County
- Organizations under government contracts
- Businesses/organizations which offer services in the area of health, mental health, recreation, education, home maintenance, arts and culture, to the general public
- Housing establishments, for-profit, commercial, private, governmental, or not-for-profit

Inclusion specific to United Way 2-1-1 management

- Organizations that serve residents of Columbia, Dane, Green, Iowa, Lafayette, Rock and Sauk counties
- United Way of Dane County partner agencies

EXCLUSION:

- 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
- Organizations that provide services only to their own members
- Organizations that only list volunteer opportunities but not services for inquirers
- Organizations that do not expressly meet the inclusion criteria
- Organizations that provide group advocacy or lobbying on behalf of their social agenda/social issues.

DUPLICATION OF SERVICES:

If a specialized I&R service exists, we generally do not want to duplicate their services by maintaining the same information as the inquirer is better served by calling the specialized I&R service. In general, specialized I&R services are more knowledgeable in their particular area, whereas we are a general, non-specialized service. These include:

Adoption Agencies:

Adoption agencies are not included because we include Adoption Resources of Wisconsin's resource centers. Their primary service is adoption information and referral, including confidential information about the adoption process, licensed Wisconsin adoption agencies, and rights and responsibilities of birthparents. They also maintain counseling and support group resources relating to adoption and foster care.

Community Events and Activities:

Local community events (i.e. county fairs, circus, fireworks, etc) are not listed. We refer all inquirers looking a community event to their local Chamber of Commerce or the Wisconsin Department of Tourism, as these agencies offer information about recreation, community events, and local tourism. Additionally, we do include local neighborhood centers that may have information on community events.

Day Care/Child Care:

Private day care/child care centers are not included because 4Cs (Community Coordinated Child Care) provides this service. We refer all inquirers looking for child care resources to 4Cs.

Political Representatives:

We do not list all political representatives because the State of Wisconsin provides this service via the Legislative Hotline for state and national representatives. For local representatives, we list the mayor, city and/or county offices.

Private Mental Health Counseling and AODA Services:

Private mental health counselors are not included and AODA services are not comprehensively maintained because Dane County Human Services provides this service through its Recovery Dane Resource Center. We direct all inquirers looking for a private mental health counselor or AODA services to Recovery Dane Resource Center.

Schools:

Individual schools and school departments are not included because each school district maintains this information. We refer all inquirers looking for school information to the school district in their community.

GUIDELINES FOR REVIEW, APPEAL, AND ELIMINATION FROM THE DATABASE:

Potential grounds for exclusion or removal from the database may include, but are not limited to: service non-delivery, fraud, misrepresentation, discrimination, criminal activities, and non-compliance with federal, state, and/or local laws. Agencies that have had complaints filed with any regulatory board may also be excluded or removed.

We reserve the right to delete or inactivate an agency or service for failing to update their record annually.

Inclusion in the database is a privilege not a right, and it is possible that organizations may be refused inclusion. If an agency or service submits an application and is determined ineligible to be listed in the resource database, we will respond with an explanation. Appeals to the decision of non-inclusion must be made in writing. This appeal should include an explanation of the program in question and a reference to the item of the policy which contradicts the decision.

Inclusion in the United Way 2-1-1 Resource Database does not imply endorsement of the agency or service. Exclusion from the database simply indicates that criterion for inclusion have not been met; it does not signify lack of endorsement.