

UNITED WAY 2-1-1
RESOURCE DATABASE INCLUSION/EXCLUSION CRITERIA
UNITED WAY OF DANE COUNTY

United Way 2-1-1 strives to provide accurate, respectful, and confidential Information and Referral Services to Dane County residents in order to connect people with available community resources. The United Way 2-1-1 database is used to assist inquirers through the 24-hour telephone line and the United Way 2-1-1 website.

United Way 2-1-1 staff stay abreast of community's changing needs by serving on United Way of Dane County Community Solution Teams (CSTs), attending community meetings, reviewing agency news letters, reading/viewing/listening to the news and other networking with human services providers in the coverage area. Inclusion/Exclusion criteria are open to change as needed by the community and are formally reviewed at three year intervals.

INCLUSION:

- Nonprofit organizations that address the fundamental human service needs of the people of Dane County
- Government agencies (federal, state, county, city) that provide services in the areas of health, welfare, support, or education may be included, but no attempt will be made to list all governmental agencies and departments
- United Way of Dane County partner agencies
- Faith-based organizations and service clubs that offer a service to the community at large (not just to their own members)
- For-profit organizations that provide an important community service may be included if the service is not available in the non profit or government sections and if they meet one or more of the following criteria:
 - The service is free
 - A sliding fee scale is offered
- Comprehensive Information and Referral providers serving Wisconsin
- Specialized Information and Referral providers serving Columbia, Dane, Green, Iowa, Lafayette, Rock and Sauk Counties.
- 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
- Services that meet the previous criteria and are non-discriminatory
- Services that meet the previous criteria and are provided for free or for a low cost or according to a sliding fee scale based on income
- 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 need

EXCLUSION:

- 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:

I&R Services in Other Geographical Areas:

The United Way 2-1-1 database primarily contains information on services available to Dane County residents. We do include some key agencies that serve residents of one of six additional counties (Columbia, Green, Iowa, Lafayette, Rock and Sauk) currently under our responsibility through an agreement with 2-1-1 Wisconsin. We also maintain listings in our database for all comprehensive I&R services serving Wisconsin. When we receive calls from out of our service area we directly transfer inquirers to the appropriate I&R service.

Rock County: Through an agreement with United Way of North Rock County First Call for Help, we will refer callers looking for resources in Rock County to First Call for Help except calls for crisis (911, poison control, elder abuse reporting, and hotlines for suicide prevention, mental health, domestic violence, sexual assault, parents, runaway/home youth, and crisis pregnancy) and disaster-related services. First Call manages Rock County resources using United Way of Dane County 2-1-1 ReferNET database.

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, the Wisconsin Department of Tourism, or the Greater Madison Convention and Visitors Bureau, 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.

Home Health Care Agencies:

Home health care agencies are not included because Wisconsin Department of Health Services operates a toll-free Home Health Care Hotline. We refer all inquirers looking for home health care agencies to call this service.

Low Cost Home Rental Listings:

Individual apartments are not listed because Tenant Resource Center maintains and distributes these listings through their specialized I&R service called Housing Help Desk. We refer all inquirers looking for available and affordable rental listings to Housing Help Desk.

Nursing Homes/Assisted Living Facilities:

Nursing homes and assisted living facilities are not listed because the Area Agency on Aging of Dane County maintains this information and provides a specialized I&R called Senior Hotline to Help, which helps seniors find housing and connect with other needed services. We refer all inquirers looking for a nursing home or assisted living facility to the Senior Hotline to Help.

Pharmaceutical Company Patient Assistance Programs:

PPA (Partnership for Prescription Assistance) has a service available by phone and web site that acts like a prescription drug information clearinghouse, checking all known discount or free services to try and meet prescription needs by eligible callers or web inquirers.

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.

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 serving Dane County, we do list the Dane County Executive's Office and the mayors' offices.

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.

If an agency or service submits an application and is determined ineligible to be listed in the United Way 2-1-1 resource database, we will respond with an explanation.

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