



COMMUNITY INFORMATION INCLUSION POLICY
November 2011

United Way's 2-1-1 will gather information about local operations that provide human services* to residents of Marathon, Portage, Lincoln, Oneida and Vilas Counties, including but not limited to:

- ♦Agencies
- ♦Commercial businesses which provide a unique, hard-to-find, or state-regulated human service
- ♦Community groups
- ♦Educational institutions
- ♦Family services
- ♦Foundations
- ♦Government offices
- ♦Health care facilities which offer: 24-hour inpatient care; walk-in care; sliding fees; or service to an identified special population (e.g. Spanish-speaking, Veterans)
- ♦Mental health care facilities
- ♦Self-help/support groups
- ♦Special interest groups

* For the purposes of this policy, "human service providers" is defined as those operations which offer programs or services to the public, to meet the following human care needs of individuals and families:

- | | | |
|---------------------|--------------------------|-------------------------|
| ♦Advocacy | ♦Food | ♦Mobility |
| ♦Clothing | ♦Home Care | ♦Recreation |
| ♦Education/Training | ♦Housing | ♦Shelter |
| ♦Employment | ♦Medical | ♦Substitute Family Care |
| ♦Financial/Economic | ♦Mental/Emotional Health | |

United Way's 2-1-1 will decline to collect commercial business information or promotions; unsubstantiated information; information about illegal activities; information already being compiled by other agencies for referral; or information about any group that has a philosophy that could be hurtful to the well-being of individuals, groups or the community as a whole.

United Way's 2-1-1 further reserves the right to exclude any agency or program from any of its electronic records or printed materials. Agencies and programs that do not meet the human service criteria cited above will not be included in United Way's 2-1-1 information. Such decisions may be appealed to the Director of United Way's 2-1-1 if there is evidence that the criteria have been misapplied, or if there is new information about the agency or program that would satisfy the human service criteria cited above.

United Way's 2-1-1
United Way of Marathon County
137 River Drive
Wausau, Wisconsin 54403
www.unitedwaymc.org
(715) 848-2927