



## Community Information Inclusion Policy

June 2016

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

- Non-profit agencies
- For-profit and commercial businesses that provide a unique hard to find service, or state-regulated human service that offers:
  - Free service
  - Sliding-fee scale
  - Medical Assistance as a form of payment
  - Service to a targeted population (i.e. Spanish-speaking, Veterans)
- Educational institutions
- Family services
- Foundations
- Government offices
- Health care facilities that are state licensed or certified, which offer:
  - 24-hour inpatient care
  - Walk-in services
  - Sliding fee scale
  - Provide service to a targeted population (i.e. Spanish-speaking, Veterans)
- Mental health care facilities
- Self-help/support groups
- Special interest groups
- Service clubs – Marathon County only

\*"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	Food	Mobility	Mental/Emotional Health
Clothing	Home Care	Recreation	Financial/Economic
Education/Training	Housing	Shelter	
Employment	Medical	Substitute Family Care	

UW 2-1-1 will decline to collect:

- Commercial business information that does not meet policy criteria or business promotions
- Unsubstantiated information
- Information about illegal activities
- 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
- Information about services that are only available to existing clients and not the general public
- Information about social and hobby groups

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. UW 2-1-1 will not include agencies and programs that do not meet the criteria cited above. Decisions may be appealed by contacting 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 criteria.

United Way's 2-1-1  
United Way of Marathon County  
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