



Community Information Inclusion Policy

December 2015

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 human 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, community groups, and service clubs

*"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 is only available to existing clients and not the general public.

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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