



**Information and Referral Center  
Great Rivers 2-1-1  
P.O. Box 426, Onalaska WI 54650  
Resource Database Inclusion/Exclusion Policy**

*The purpose of the Policy is to provide a framework for Great Rivers 2-1-1 to develop and maintain a comprehensive database of health and human services resources accessible for individual, families, and providers in the Great Rivers 2-1-1 service area*

• **INCLUSION CRITERIA:**

- Nonprofit organizations that address basic health and human service needs
- Public/private organizations offering free/low cost services
- Agencies offering basic needs including food resources, housing/shelter resources, material goods, transportation services and utilities payment assistance programs
- Hospitals and clinics
- Dental providers offering free/low cost dental care
- Faith-based organizations offering a service to the greater community (not limited to their own members)
- Public housing and low income subsidized rental housing
- Free/low cost legal services and advocacy organizations
- Agencies providing Information and Referral including specialized Information and Referral services
- Local/state/federal government offices that provide direct services to the public
- Public school district offices
- Nursing homes, retirement homes and communities, independent and assisted living facilities
- Public and private mental health practitioners
- For-profit agencies providing services not adequately met by other resource listings and that accept Medical Assistance, Medicaid, or that offer free services, scholarships, reduced fees, or a sliding fee scale
- Support groups

• **Agencies will be included within the following geographical area:**

- Agencies located within or serving the Wisconsin Counties of Buffalo, Chippewa, Dunn, Crawford, Eau Claire, Grant, Jackson, La Crosse, Monroe, Pepin, Richland, Trempealeau, Vernon; the Iowa Counties of Allamakee, Clayton, Fayette, Howard, and Winneshiek; and the Minnesota Counties of Fillmore, Houston, and Winona

• **EXCLUSION CRITERIA:**

- Agencies or services which misrepresent their services in any way
- Private for-profit organizations at the discretion of Great Rivers 2-1-1
- Agencies that are not licensed where licensing standards exist
- Clubs and service organizations
- Home based businesses will be considered on a case-by-case basis
- Agencies engaged in fraudulent or illegal activities

**Disclaimers:**



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- A listing in the Great Rivers 2-1-1 database does not constitute endorsement of or liability for any agency program or service
- Great Rivers 2-1-1 reserves the right to refuse listing an agency, if in its sole opinion, such a listing is deemed inappropriate
- Great Rivers 2-1-1 does not guarantee client referrals to organizations in the database. Agencies are completely and wholly responsible for screening clients for eligibility of services within their program(s)
- Great Rivers 2-1-1 reserves the right to edit agency/service information to make it compatible with software fields and to make the information consistent with other like agencies/services listed
- Great Rivers 2-1-1 reserves the right to cancel a listing when an agency no longer meets the required criteria or if the agency does not provide updated information regarding the organization when requested by Great Rivers 2-1-1
- Great Rivers 2-1-1 will consider the following as a basis for denying inclusion in its database:
  - Agencies denying services on basis of color, race, religion, ancestry, sexual preference, nationality, creed, or whose service is illegal
  - When Great Rivers 2-1-1 knows or has reasonable basis to believe services to clients are not in accord with accepted community professional practices and standards

**Review Process:**

This document will be reviewed on a yearly basis by the Referral Database Coordinator and approved by the Director of Great Rivers 2-1-1

**Appeal Process:**

Agencies may appeal decisions regarding being listed in the database by contacting the Referral Database Coordinator (608) 775-6328. If there continues to be a dispute the agency Director (608) 775-6335 will be contacted.

**Reviewed and Approved:**

01/09/17  
01/09/17

Mary Mundt Reckase, Director  
Barbara McPeak, Referral Database Coordinator