

**Resource Database Inclusion/Exclusion Policy 2023**  
**Document Number: GR211-004-004**



**Information and Referral Center**  
A Community Service of Gunderson Health System

**Information and Referral Center**  
**Great Rivers 2-1-1**  
P.O. Box 426, Onalaska WI 54650

*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.*

*This document will be reviewed on an annual basis by the Referral Database Coordinator, approved by the Director of Great Rivers 2-1-1 and by the Great Rivers 2-1-1 Community Advisory Committee.*

**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 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
- Animal Humane Societies

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

- Agencies located within 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



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**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:**

- 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 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:**

Agencies that request to be added to the Great Rivers 2-1-1 database will receive a decision regarding inclusion within 14 business days of the date of the request to be included. If the decision is made to exclude an agency from the Great Rivers 2-1-1 database, the agency will be notified of the decision and the reason or reasons for the exclusion decision.

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**Appeal Process:**

Agencies may appeal a decision to exclude the agency from the Great Rivers 2-1-1 database. To appeal an exclusion decision:

1. Complete an [appeal form](#) within 14 days of the date they were notified of the decision to exclude the agency from the Great Rivers 211 database.
2. The appeal form will be reviewed by the Great Rivers 2-1-1 Advisory Committee (AC).
3. The Great Rivers 2-1-1 AC will review the database team's decision-making process to ensure it follows the inclusion/exclusion policy and will make a recommendation to the Great Rivers 2-1-1 management team.
4. The Great Rivers 2-1-1 management team will review the decision-making process by the database team and the Great Rivers 2-1-1 AC recommendation.
5. The Great Rivers 2-1-1 management team will make a final decision to include or exclude the agency and will notify the agency of the final decision.

**Reviewed and Approved:**

<i>Carla Lundeen</i>	12/8/2022
Carla Lundeen, Director	Date
<i>Ru Ance Lor</i>	12/13/2022
Ru Ance Lor, Referral Database Coordinator	Date
<i>Majel Hein</i>	2/7/2023
Majel Hein, Lead Representative Great Rivers 2-1-1 Community Advisory Committee	Date

Forms (List all that apply)

- [Great Rivers 2-1-1 Agency Exclusion Appeal Form](#)

Document Update Date	Summary of Update Activity	Who Requested
11/2/2022	Updated content to provide more details on exclusion criteria. Added appeal process content. Reformatted.	RLor/CLundeen
11/10/2022	Updated to standard policy template and format	RLor/CLundeen