

Mental Health Association in Waukesha County, Inc.
211/First Call For Help Resource Database Guidelines for Inclusion/Exclusion

A. 211/First Call For Help (FCFH) Resource Database Guidelines For Inclusion

- 1) Non-profit agencies providing a human/community service.
- 2) Government agencies, which provide social, educational, and health services (except surgical services).
- 3) United Way Agencies.
- 4) Organizations (such as churches, social clubs, etc.) that offer services to the community at large (not just their own members).
- 5) For-profit agencies which provide a community service, and meet one or more of the following criteria:
 - The service is free.
 - An adjusted fee scale is offered.
 - The fee is less than or equal to the fee charged in the non-profit sector.
 - Medicaid or Medicare covers the service, and the agency will accept these forms of payment.
 - The service is not available in the non-profit or government sectors.
- 6) Agencies offering services parallel to a non-profit service to which clients referred, and fees paid by a government agency.
- 7) Hospitals, health clinics, personal and intermediate care homes, and nursing homes may qualify, although any surgical services they provide will not be included.
- 8) Agencies serving residents of Waukesha County, or a portion of the county.
- 9) Agencies outside of Waukesha County that provide a service not available locally. This includes agencies providing I&R and crisis services to residents of surrounding counties.
- 10) Professional organizations, especially those organizations in the social services field.
- 11) Independent self-help/support groups may qualify.
- 12) Database entries are at no charge.
- 13) Possible exception to the above guidelines may be reviewed if an agency meets the following criteria:
 - Evidence of an established service site.
 - Demonstrated provision of service for a period of at least six months.
 - Evidence of community involvement in or oversight of program (e.g., Board of Directors, advisory committee, etc.).
 - A national accredited agency that has open eligibility requirements.

B. 211/First Call For Help (FCFH) Resource Database Guidelines For Exclusion

- 1) 211/FCFH reserves the right to refuse listing any agency if, in its sole opinion, such a listing is deemed inappropriate based on the inclusion/exclusion criteria set forth herein. 211/FCFH does not guarantee the outcome of any referral to an organization in the database.
 - 2) 211/FCFH reserves the right to cancel a listing when an agency no longer meets the required criteria.
 - 3) 211/FCFH reserves the right to delete any agency from the database when updates are not provided by the agency.
 - 4) 211/FCFH will consider the following as a basis for denying inclusion in the database: agencies denying services on the basis of race, color, religion, ancestry, sexual preference, nationality, creed, or whose services are illegal; and when 211/FCFH knows or has reasonable basis to believe services to clients are not in accord with the AIRS or AAS standards and commonly accepted professional practices.
- ❖ Exclusion does not reflect on any organization's contribution to the community. 211/FCFH neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in the respective database. 211/FCFH disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the database.

C. Suspension/Appeals Process

The Mental Health Association in Waukesha County, Inc., reserves the right to refuse or discontinue listings for agencies/organizations who are under investigation for any type of transgression (see 211/FCFH Resource Database Guidelines for Exclusion). We will remove keywords and taxonomy references for organizations being suspended. In the event they are cleared of suspicion, keywords and taxonomy references will be restored. If the agency is found to be guilty of transgression, the agency and program listing(s) will be removed from the database.

An organization may appeal an exclusion decision by submitting a written statement to the Mental Health Association in Waukesha County, Inc., S22 W22660 E. Broadway Suite 5s Waukesha, WI 53186. The written statement should include a justification referencing the Inclusion/Exclusion Policy of the 211/FCFH Resource Database, be dated, and include the name, address, telephone number and authorized signature of the appealing organization.

The MHA Operations Director and the 211/First Call For Help Stakeholders Advisory Group will review the appeal and make a decision. The appealing organization will be informed of the decision within 90 days.

If the appealing organization wishes to continue the appeal, they must notify the MHA Operations Director in writing within 30 days. The MHA Operations Director will review this appeal with the Mental Health Association in Waukesha County, Inc., Board of Directors within 90 days. Ruling of this appeal will be considered final.

D. Public Disclaimer

- 1) A listing in the 211/FCFH database does not constitute an endorsement of or liability for any agency, program, or service.
- 2) Agencies providing services to specific populations will be so identified in the service/eligibility description.