Well Badger Resource Center
Database Inclusion/Exclusion Criteria

Last Update September 2019

BACKGROUND

The Well Badger Resource Center provides specialized health-related Information and Referral (I&R) services to individuals and families throughout Wisconsin. Target groups include pregnant women, children and youth with special health care needs, and low-income individuals and families. The Well Badger Resource Center maintains a searchable database of health, human service, and community-based services, sites, and agencies in Wisconsin. The database is accessible to the public and professionals. The database is also accessed by Well Badger staff in providing phone, email, chat, text, and web form I&R services.

INCLUSION

Inclusion Overview

For inclusion in the Well Badger Resource Center database, an agency/service must:

- Provide direct health, human, and/or community services; and/or have a related role (such as planning, coordinating, or funding of these services) that fall under one of the service categories found on page 4 & 5.
- Be located within and/or serve residents of the state of Wisconsin
- Have provided continuous services for at least six months
- Provide timely and accurate information about agency and service updates to the Well Badger Resource Center
- Not deny services to individuals based on agency membership, nationality, race, religion, age, sexual orientation, or any other category protected by civil rights laws
- Follow regulatory or licensing standards, if applicable

Included Entities

In addition, to meeting the above criteria, agencies will be included in the Well Badger Resource Center database must also fall under at least one of these entity types:

- Non-profit health, human, and/or community-service agencies
- Government agencies that provide oversight, funding, or coordination of health, human, and/or community-services
- For-profit health, human, and/or community-services agencies that meet at least one of the following criteria:
    - Provide services at no-cost, low-cost, or on a sliding scale-fee
    - Provide "critical for-profit health and human services" [1]
    - Provide services for children, youth, and adults with special health care needs
- Faith-based agencies that provide ancillary health, human, and/or community services. Health, human, and/or community services must be offered to all individuals regardless of religion or membership. Religious services or related-activities will not be included.
- Informal/unincorporated agencies that provide ancillary health, human, and/or community services, such as support groups.

[1] An agency will be considered a "critical for-profit" when it's services provide a unique offering to a community or region or if similar non-profit or governmental services in the community are missing or lacking.

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EXCLUSION

Exclusion Overview

Any agency that does not meet the above inclusion criteria will not be included in the Well Badger Resource Center. In addition, any agency that meets any of the following exclusion criteria will not be listed in the Well Badger database:

- Does not provide health, human, or community services or have a related role
- Delivers services that violate local, state, or federal law
- Misrepresents or omits information about services, sites, or agency information
- Denies services to individuals based on agency membership, nationality, race, religion, age, sexual orientation, or any other category protected by civil rights law
- Does not have necessary licensure, or license has been suspended (if applicable)
- Does not provide direct services
- Is not located within or primarily serve residents of the state of Wisconsin
- Individual or private practitioners

REMOVAL FROM WELL BADGER RESOURCE CENTER DATABASE

At the discretion of the Well Badger Resource Center, agencies may be suspended from the Well Badger Resource Center database under the following circumstances:

- Has not responded to three requests for updated service, site, and agency information
- Is under legal investigation for criminal activity, fraud, misconduct, discrimination, or other suspected wrongdoing
- Has not responded to communication from the Well Badger Resource Center about a suspension
- Has misrepresented or given false information about services, site, or the agency

REQUEST FOR INCLUSION

Agencies not currently listed in the database should review the inclusion/exclusion policy. If they feel they meet the requirements, the agency should complete an intake form. (Instructions listed here.)

REQUEST FOR UPDATES

Agency listings will be updated at least once per calendar year. Agencies will receive a verification email from agencyinfo@wellbadger.org. We rely on agencies to provide up-to-date information and updates to our database. We will also continuously update entries when we learn of new services or updates.

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DENIAL

If an agency or service is found ineligible for the database, Well Badger staff will inform the agency of the decision within 30 days of the receipt of the intake form.

GRIEVANCES

All agencies will be considered for inclusion in the Well Badger Resource database on a case by case basis. Well Badger Resource Center reserves the final decision about inclusion and exclusion decision. If an agency does not agree with the decision, the following process will be followed:

1. Complainant agency may file a written complaint via email to agencyinfo@wellbadger.org or by mail to Wisconsin Women's Health Foundation, 2503 Todd Drive, Madison, WI 53713.
2. Well Badger Resource Center will acknowledge the receipt of the complaint within two business days.
3. Well Badger Resource Center Review Team (comprised of Resource Specialist, Program Manager, and Operations Director) will examine the complaint and make a determination within five business days.
4. Once the determination is made, Well Badger Resource Center will respond to the complainant via email with the decision.
5. If the complainant wishes to appeal a second time, the final say as to the exclusion will be decided by Wisconsin Department of Health Services.

DISCLAIMERS

1. The information listed in the Well Badger Resource Center database has been provided by the agency. The Well Badger Resource Center is not responsible for missing or inaccurate information.
2. The Well Badger Resource Center aims to provide accurate and appropriate referrals based on the individual and family needs. It does not recommend or endorse any agencies.
3. The Well Badger Resource Center is not responsible for misunderstanding or misuse of services.
4. The Well Badger Resource Center is not responsible for the quality of services delivered by any agency listed within the database.
5. The Well Badger Resource Center reserves the right to add or remove that do not meet inclusion criteria based on imminent need (public health emergency, etc.)

Well Badger Referral Key – 2019

INCLUDED SERVICES AND CATEGORIES

NUTRITION SERVICES

- *No subcategory*
  - Women, Infants, and Children
  - FoodShare
  - Free & reduced meals – TEFAP
  - Other, specify:

CHILDREN & YOUTH WITH SPECIAL HEALTH CARE NEEDS

- Screening & Assessment
  - Birth-to-3
  - Autism
  - Mental and Behavioral Health
  - Developmental Screenings
- Services
  - Autism Therapy
  - Speech and Hearing Services
  - Occupational/Physical Therapy
  - Complimentary Therapy
  - Recreation and Social Skills
  - School Age Services
  - Assistive technology
- Family Help
  - Parent and Family Support
  - Youth Support
  - Respite Care
- Financial Help
  - CYSHCN Health Benefits Counseling
  - Health Check Other Services
  - Katie Beckett Program
  - Children's Long-Term Support Waiver
  - Children's Community Options Program
- Information, Referral, and Navigation
  - ADRC
  - CYSHCN Regional Centers
  - Navigation and Case Management
- Other
  - Other, specify:

HEALTH CARE COVERAGE & SERVICES

- Health Advocacy & Benefits
  - Adult Health Benefits Counseling
- Health Coverage
  - BadgerCare Plus
  - Family Planning Only Services Program
  - Medicaid Disability
  - Emergency Medicaid/Emergency Services
  - HMO
  - Marketplace/ACA
  - Other
- Health Screening & Services
  - Well Woman
  - Health Check
  - Family Planning
  - Medical Services/Provider
  - Dental Services/Provider
  - Immunizations
  - Free/Community Clinic
  - Newborn Screening
  - Domestic/Sexual Violence
  - Breast Care
- Other
  - Medical Transport
  - Support Groups
  - Other, Specify

FINANCIAL ASSISTANCE

- *No subcategory*
  - Wisconsin Works
  - Wisconsin Shares
  - Supplemental Security Income (SSI)
  - Wisconsin Caretaker Supplement (CTS)
  - Exceptional Expense Supplement (SSI-E)
  - Social Security Disability Insurance (SSDI)
  - Emergency Assistance
  - Employment Services
  - Housing
  - Transportation (non-medical)
  - Energy Assistance
  - Child Support
  - Free/Low Cost Legal Aid
- Other
  - Other, specify

Well Badger Referral Key – 2019

INCLUDED SERVICES AND CATEGORIES

PREGNANCY & PARENTING HELP

- Parenting Help
  - Child care
  - Breastfeeding
  - Parenting Support and Education
  - Doula Services
  - Pregnancy & Infant Loss
- Supplies for Babies/Children
  - Supplies for Babies/Children
- Home Visiting & Early Education
  - Prenatal Care Coordination
  - Nurse-Family Partnership
  - Healthy Families of America
  - Parents as teachers
  - Early Head Start
  - Head Start
  - Home Instruction for Parents of Preschool Youngsters/HIPPY
  - Other Home Visiting
- Pregnancy Help
  - Pregnancy Help Centers
  - Pregnancy counseling
  - Pregnancy Testing or Ultrasounds
  - Abortion Services
  - Emergency Shelter for Pregnant Women
  - Emergency Contraception
  - Pregnancy and Infant Loss
  - Abortion Service Funding Assistance
- Adoption & Foster Care
  - Counseling
  - Private Adoption
  - Foster Care
  - Kinship Care
  - Public Adoption
  - Post-Adoption Services
  - Safe Haven
- Other
  - Other, specify:

MENTAL HEALTH AND SUBSTANCE USE DISORDERS

- Mental Health
  - Crisis
  - Screening and Assessment
  - Counseling & Therapy
  - Physician-based psychiatric services
  - Support and education for families
  - Complimentary/Alternative Therapy
  - Community Support
  - Day Treatment
  - Residential Treatment
  - Psychiatric Hospital/Inpatient Treatment
  - Group Therapy
- Substance Use
  - Crisis
  - Screening and Assessment
  - Outpatient Treatment
  - Inpatient Treatment
  - Medication Assisted Treatment
  - Residential Treatment
  - Substance Use Prevention & Education
  - Transitional Living
  - Harm Reduction (needle exchange)
  - Smoking Cessation
  - Support and education for families
- Other
  - Other, specify:

OTHER

Please confirm with KA before using Other Category

- Other
  - o Other, specify: