

MyconnectionNEW
Network of Care Website
Inclusion/Exclusion Policy

Introduction: Northeast WI Network of Care

The Northeast Wisconsin Mental Health Connection’s website, “MyConnectionNEW.org,” is designed to be a “virtual community” to serve our community’s behavioral health needs. It combines all critical behavioral-health information in a single, easily accessible place so that there is “No Wrong Door” for those who need services. The purpose is to arm individuals, families and other mental health providers directly with accurate mental wellness information, knowledge and support to empower them to make the best possible decisions regarding their lives. This site also seeks to attack the root causes of stigma by providing information and education to the general public. Consumers can:

- Learn more about behavioral health issues with a library of more than 30,000 articles, fact sheets and reports produced by the leading experts and organizations in the health field;
- Research all services available in their area and locate those services by accessing a database of local social services and supports available to people in Brown, Calumet, Winnebago & Outagamie Counties;
- Develop a personal health record directly from the site, parts of which they may choose to share with family members and professionals;
- Links to local, state, and national organizations that provide assistance, support, information and advocacy to behavioral health consumers, families and service providers;
- Conduct searches on a wide variety of variables including, age, language, diagnosis; and
- Access an on-line local community calendar of events and trainings.

Inclusion & Exclusion Policy

I. Disclaimer

The *MyconnectionNEW* Network of Care website is a regional database for Brown, Calumet, Outagamie and Winnebago Counties that is comprised of data records compiled from regional providers for the purpose of providing Mental Health and Substance Use education and service referral. Each Network of Care County provider maintains a listing of many organizations providing services that are available to the residents of that regional provider’s respective service area. Information that is collected by each regional provider is provided voluntarily by the organizations that are listed. The Network of care county provider will make only routine editorial revisions for consistency of style and format and does not evaluate the programs and services.

II. Liability

Inclusion in the Service Directories does not imply endorsement of an organization or its individual programs or services, nor does omission reflect disapproval. The regional Network of Care providers neither guarantee nor make any representation as to the accuracy or completeness of the information contained in the respective databases. The Regional provider (s) disclaim any or 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 databases.

III. Blanket declaration

MyconnectionNEW Network of Care reserves the right to exclude from its database any organization not meeting the inclusion criteria. Potential grounds for exclusion and/or removal from the database may include, but are not limited to, service non-delivery, fraud, misrepresentation, discrimination, or criminal activities.

IV. Guidelines for Inclusion

The primary focus should be on the information that details critical services for the most vulnerable people.

Agencies that provide these services should be prioritized and listed. The demographic trends of the region will suggest certain listings, for example if it has a large proportion of homeless, aging or immigrant populations.

Inclusion criteria may differ from product to product and from region to region. It will depend on the focus of the needs of the target user group, the population density, and the expanse of the region covered. For example, the NOC for Veterans product will include Veterans Benefits Services and Veteran/Military Health Insurance, where the Developmental Disabilities product probably will not. Rural areas will have fewer listings while entire states will be more comprehensive. Note that rural area service directories may differ from urban area service directories because agencies not pertinent to include for cities may be few and far between in sparsely populated regions.

Where known, services routinely inquired about by the community should be included. A community's unmet needs or service gaps should be identified and agencies that provide or refer to those services should be included. If the Service Directory includes political cause and issue-oriented action groups, the directory should achieve balance, i.e. it should include organizations that represent all sides of the issue.

Per AIRS 2014 survey results and per targeting realistic maintenance size, "the average I&R resource database serves a population of around 1.4 million and contains around 1,253 organizational records".

V. Service Directories should generally include:

- Organizations that address the fundamental needs of all the people in the target community.
- Organizations that serve the geographic area covered by the database (even though not all of them will be located within the geographic area).
- For-profit organizations and/or individual providers who are licensed by the State of Wisconsin to provide important human services relevant to individuals and families in the target population.
- Government and/or nonprofit agencies, who are licensed by the State of Wisconsin to provide important human services relevant to individuals and families in the target population.
- Mutual support groups (self-help groups) that may not charge a fee or charge a nominal fee but serve a valuable purpose.
- Crisis lines, hotlines, information lines, and information and referral lines administered by nonprofit organizations or government entities.
- Services that meet the previous criteria and are provided for free or for a low cost or according to a sliding scale geared to income.
- Services that meet the previous criteria and have demonstrated some stability within the community (for example, they recently received government or United Way funding, are accountable to the community through a volunteer Board of Directors and have been in operation for at least 3 months).

VI. Guidelines for Exclusion:

If a program does not expressly meet the inclusion criteria, it is therefore excluded.

Listings supplied by the client that have too little information to verify the existence of the agency, for example only a vague name and description given, may be omitted if further information cannot be provided.

VII. Service Directories will exclude:

- Organizations that engage in fraudulent, discriminatory or illegal activities.
- Organizations that violate local, state, or federal laws or regulations.

- Organizations that misrepresent their services in any way, for example, an organization may claim to be providing youth counseling, but on closer examination it is discovered they are primarily concerned with securing members to grow their specific interest/community).

VIII. Service Directories may exclude:

- Organizations that provide services only to their own members (for example, a faith community that only provides food or clothing to its own congregation).
- Practitioners and institutions who are too numerous, particularly if there is a referral service or a head or district office available, which may include the following:
 - Schools
 - Political Representatives
 - Advocacy and Issue-oriented Groups
 - Places of Worship
 - Private Counseling
 - Private Professionals (such as chiropractors, licensed therapists, dentists, paralegals, etc.)
 - Service Clubs (such as Rotaries, Elks, Moose, etc.)
 - Recreation Programs

IX. Denial & Appeal Process

If an agency's service listing does not meet the requirements of inclusion for the Network of Care website, a letter outlining the reason(s) for denial will be sent to you. If your agency has received a denial letter and you disagree with this decision, there is an appeal process to review your request further. Please follow the instructions below.

1. Contact your local county Network of Care site administrator via email to submit a NOC Inclusion Denial Appeal request. Please include all comments and details as to why you believe this decision should be overturned. Upon receiving your NOC Inclusion Appeal email, the local administrator will follow-up with your appeal within 60 days of submission. Contacts by county are listed below:

Brown County:

Connections for Mental Wellness
 Attn. Executive Director
director@connectionsMW.org

Calumet, Outagamie, Winnebago Counties:

NEW Mental Health Connection
 Attn. Executive Director
Beth@newmentalhealthconnection.org

2. If your organization still has not found a resolution to the appeal request, you may submit a written request for an Appeal Review to the County Network of Care Steering Committee. The address to submit a written appeal to is:

Brown County:

Connections for Mental Wellness
 Attn: NOC Steering Committee – NOC Appeal
 1061 West Mason St.
 Green Bay, WI 54303

Calumet, Outagamie, Winnebago Counties:

NEW Mental Health Connection
 Attn. NOC Steering Committee – NOC Appeal
 POX 374
 Appleton, WI 54912