

COPE Services Resource Database: Guidelines for Inclusion/Exclusion

COPE Services, Inc. maintains the Ozaukee County Hotline and a comprehensive database of nonprofit, government human service agencies and other community resources that enhance the quality of life for residents and the community of Ozaukee County.

Fees are not charged for listings in the resource sections of the database; however, listings are accepted or denied per the COPE Service's guidelines for inclusion/exclusion. The information contained in COPE Services resource database was provided by the agencies and organizations. COPE Services reserves the right to edit information to meet format, guidelines and space requirements.

A listing does not constitute an endorsement of or liability for any agency/organization or its services nor should exclusion be construed to constitute disapproval. COPE Services reserves the right to remove or exclude any agency/organization from their database for any reason.

COPE Services Resource Database: Guidelines for Inclusion

1. Nonprofit organizations providing a human and/or community service.
2. Government agencies that provide social, educational and health services. No attempt will be made to list all governmental agencies or departments.
3. Member organizations, i.e. churches, social clubs, etc., who also offer services to the community at large.
4. For-profit agencies who provide a service in the areas of health, education, social services, advocacy, recreation, of community benefit, legal or consumer protection and meet one or more of the following criteria:
 - The service is free. If a for-profit agency is offering a free service to the community, the free service may be listed in the resource database but not services for which a fee is charged unless it meets one or more of the other inclusion criteria.
 - An adjusted fee scale is offered.
 - The fee is less than or equal to the fee charged in the nonprofit sector.
 - Medicaid or Medicare covers the service and the agency will accept these forms of payment.
 - The service is not available in the nonprofit or government sectors, or there is a gap in services or gap-group not adequately served by the nonprofit and government sectors.
5. Agencies offering services parallel to a nonprofit service to which clients are referred and for which fees are paid by a government agency.
6. Hospitals, health clinics, any types of health care providers, personal and intermediate care homes, and nursing homes may qualify. COPE Services maintains the right to list a parent, oversight or specialized I&R resource which provides this information to the public instead of these facilities, agencies or organizations themselves, i.e. we refer clients to the Aging and Disability Resource Center specialized I&R for older adult subsidized housing.

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7. Organizations/agencies serving residents of Ozaukee County or a portion of the county.
8. Organizations/agencies outside of Ozaukee County and toll-free telephone lines operated by government or nonprofit organizations that provide a service not available locally, and organizations/agencies providing I&R and crisis services to residents of surrounding counties.
9. Professional organizations, especially those organizations in the social services field.
10. Independent self-help/support groups may qualify.
11. 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(s) (Board of Directors, advisory committee, etc.).
 - A nationally accredited agency that has open eligibility requirements.

COPE Services Resource Database: Guidelines for Exclusion

1. COPE Services reserves the right to refuse any agency if, in its sole opinion, such a listing is deemed inappropriate based on the inclusion/exclusion criteria set forth herein. COPE Services does not guarantee the outcome of any referral to an agency or organization.
2. COPE Services reserves the right to cancel a listing when an agency/organization no longer meets the inclusion criteria.
3. COPE Services reserves the right to delete any agency/organization from the database when changes in services or updates to information are not provided by the agency/organization to COPE Services.
4. COPE Services will consider the following as a basis for denying inclusion in the database: agencies or organizations denying services on the basis of race, color, religion, ancestry, sexual preference, nationality, creed or whose services are illegal and when COPE Services knows or has reasonable basis to believe services to clients are not in accord with the Alliance of Information and Referral Systems (AIRS) and commonly accepted professional practices.

Public Disclaimer:

Exclusion does not reflect on any organization or agency's contribution to the community. COPE Services neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in the COPE database. Information as to services for specific populations will be so identified in the COPE database as provided by agencies and organizations. COPE Services disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information in the COPE database and procedures set forth herein.