



## **211 NorCal**

### **Agency Inclusion/Exclusion Policy**

Last updated November, 2025

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## **CRITERIA FOR INCLUSION**

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211 NorCal provides comprehensive information and referral services. Links health and human services to residents in Plumas, Shasta, Siskiyou, and Tehama County. The 211 NorCal resource database may include or exclude agencies based on the following guidelines.

### **211 NorCal includes Agencies in their database that:**

- A. Offer one of the following services to Plumas, Shasta, Siskiyou, and/or Tehama County residents:
  - Health or Human Service (including for pets)
  - Advocacy
  - Educational
  - Environmental
  - Disaster relief
- B. Offer services that are available to the general public
- C. Offer services for free, low cost, or on a sliding scale
- D. Be licensed or certified, when applicable
- E. Agree to update service information, at minimum, once each year.

### **Types of Agencies in the 211 NorCal database include:**

- A. Nonprofit agencies that offer free or low-cost services to the community at large
- B. Federal, state, county, and municipal agency listings will be maintained based on verified public information sources, even in cases where the agency does not provide a direct response
- C. Crisis lines, hotlines, helplines, information lines, and information and referral lines. Nonprofit organizations or government entities must administer these.
- D. Out of county organizations or groups (in surrounding counties). These must offer services not adequately available through local organizations
- E. Acute care hospitals and community clinics
- F. Advocacy groups and community coalitions that provide direct services

- G. Self-help support groups that do not charge a fee or charge a small fee
- H. Faith-based programs that offer community services—such as food distribution, housing support, or counseling—if they are open to all individuals regardless of faith or participation. May include services during and following a disaster.
- I. Professional associations providing a public service (e.g., information and referral)
- J. Private, for-profit agencies providing a health or social service. Local nonprofit or governmental sectors must not adequately offer these services. They must provide services for free, low fees, on a sliding scale, or with scholarships.

**Please note:** If an agency sends clients to individual providers for services, 211 NorCal will list only the main agency and not the individual programs or providers.

## CRITERIA FOR EXCLUSION

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### **211 NorCal excludes Agencies from their database that:**

- A. Deny service based on race, sexual orientation, religious beliefs, or national origin. Exceptions can be made for programs serving a specific underserved or under-represented population.
- B. Engage in or promote fraudulent activities or activities that violate local, state, or federal laws or regulations
- C. Do not supply proper documentation upon request (e.g., proof of 501(c)(3) tax-exempt status)
- D. Do not have an established address, phone, and/or consistently available contact person. Exceptions can be made for website-only resources.
- E. Are not licensed (if providing services for which licensing requirements exist)
- F. Misrepresent their services in any way
- G. Do not respond when asked to update information
- H. Serve members or former members only, or a very narrow population.

Agencies may send an appeal/complaint regarding our decision for exclusion by email to [info@211norcal.org](mailto:info@211norcal.org). The appealing organization must fully describe the appeal/complaint. 211 NorCal will contact the agency by phone or email to clarify concerns. The appealing organization will receive the final decision by mail or email within 14 days.

## QUALITY CONTROL

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211 NorCal reviews the Inclusion/Exclusion Policy a minimum of every two years. This is to ensure it meets the changing needs of our communities. In addition, 211 NorCal conducts an annual update process. This ensures that all agencies and services are in compliance and up-

to-date with the Inclusion/Exclusion Policy. Failure to comply or respond to annual update requests may result in the agency's exclusion from the 211 NorCal database.

## DISCLAIMER

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211 NorCal may exclude or remove organizations from its resource database at any time and for any reason. Inclusion in the resource database does not imply endorsement, and omission does not indicate disapproval. 211 NorCal is not responsible nor liable for any issues caused by using information from the resource database. 211 NorCal reserves the right to edit information to meet guidelines and formatting requirements.