



## 2-1-1 NorCal Agency Inclusion/Exclusion Policy

Last updated June, 2020

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### CRITERIA FOR INCLUSION

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2-1-1 NorCal provides comprehensive information and referral services, linking residents to health and human services in Shasta, Siskiyou, and Tehama County. The following guidelines are used to determine if an organization is eligible to be listed in the 2-1-1 NorCal resource database.

**In order to be included in the 2-1-1 NorCal resource database, all agencies must:**

- A. Offer one of the following services to Shasta, Siskiyou, and/or Tehama County residents:
  - Health or Human Service
  - Advocacy
  - Educational
  - Environmental
- B. Offer services that are available to the general public of Shasta, Siskiyou and/or Tehama County and not exclusive to a membership
- 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.

**The following types of agencies may be included:**

- A. Non-profit (i.e., 501(c) tax-exempt) agencies that offer free or low-cost services to the community at large (not just to members)
- B. Government (local, state, federal) and quasi-public agencies (including school districts)
- C. Crisis lines, hotlines, help lines, information lines, and information and referral lines administered by non-profit organizations or government entities
- D. Local, statewide, and nationwide toll-free phone services or websites that can be accessed by clients in Shasta, Siskiyou, and/or Tehama County, that provide a socially beneficial service and that are administered by government or non-profit organizations
- E. Out of county organizations or groups (in surrounding counties) that offer services not adequately available through local organizations
- F. Acute care hospitals and community clinics
- G. Advocacy groups and community coalitions that provide direct services

- H. Self-help support groups that do not charge a fee or charge a nominal fee
- I. Churches, service organizations, and civic groups that offer free or low-cost services to the community at large (not just to members), including during and following a disaster
- J. Professional associations providing a public service (e.g., information and referral)
- K. Private, for-profit agencies providing a health or social service not adequately addressed by local non-profit or governmental sectors and that provide services for free, low fee, on a sliding scale, or with scholarships.

## CRITERIA FOR EXCLUSION

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### **The 2-1-1 NorCal resource inventory will not include agencies that:**

- A. Deny service on the basis of race, sexual orientation, religious beliefs, or national origin, unless the mission or purpose of the program is to serve a specific underserved/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) tax-exempt status on IRS/Department of Treasury letterhead)
- 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 appeal/complaint must be fully described by the appealing organization. 2-1-1 NorCal will contact the agency by phone to clarify concerns. The appealing organization is informed of the final decision in writing/email within 14 days.

## QUALITY CONTROL

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To ensure it meets the changing needs of our communities, 2-1-1 NorCal reviews the Inclusion/Exclusion Policy a minimum of every three years. In addition, 2-1-1 NorCal conducts an annual update process to ensure that all agencies and services are in compliance and up-to-date with the Inclusion/Exclusion Policy. Failure to comply or respond to the 211 annual update request may result in the agency's exclusion from the 211 database.

## DISCLAIMER

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2-1-1 NorCal may exclude or remove organizations from its resource inventory at any time and for any reason. Inclusion in the resource inventory does not imply endorsement, and omission does not indicate disapproval. 2-1-1 NorCal 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 resource inventory. 2-1-1 NorCal reserves the right to edit information to meet guidelines, format, and space requirements.