



2-1-1 NorCal Agency Inclusion/Exclusion Policy

Last updated August, 2023

CRITERIA FOR INCLUSION

2-1-1 NorCal provides comprehensive information and referral services. Links health and human services to residents in Shasta, Siskiyou, and Tehama County. The 2-1-1 NorCal resource database may include or exclude agencies based on the following guidelines.

The 2-1-1 NorCal resource database includes Agencies that:

- 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
- 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 listed in the 2-1-1 NorCal database include:

- A. Nonprofit agencies that offer free or low-cost services to the community at large
- B. Government (local, state, federal) and quasi-public agencies
- 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. Churches, service organizations, and civic groups that offer free or low-cost services to the community at large. 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.

CRITERIA FOR EXCLUSION

The 2-1-1 NorCal resource database does NOT include agencies 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. The appealing organization must fully describe the appeal/complaint. 2-1-1 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

2-1-1 NorCal reviews the Inclusion/Exclusion Policy a minimum of every three years. This is to ensure it meets the changing needs of our communities. In addition, 2-1-1 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 2-1-1 NorCal database.

DISCLAIMER

2-1-1 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. 2-1-1 NorCal is not responsible nor liable for any issues caused by using information from the resource database. 2-1-1 NorCal reserves the right to edit information to meet guidelines and formatting requirements.