



AIRS Accreditation/Policies/"Inclusion Exclusion Rev1.doc"

Inclusion/Exclusion Criteria

PURPOSE: To promote and maintain a continual search for the potential inclusion of new agencies/service providers in our 2-1-1 database.

Revised August 2015

A. **PRINCIPLE:** 2-1-1 Sonoma manages a database and provides free referrals to citizens requiring help for a variety of health and human services needs. 2-1-1 Sonoma County does not provide free referrals to business that make a profit from their service as a result of the 2-1-1 referrals. The list of criteria for inclusion/exclusion is not meant to be exhaustive, and 2-1-1 Sonoma County reserves the right to change or modify these criteria at its discretion.

B. **POLICIES**

Should be included:

- Non-profit and governmental agencies providing a health or human service in Sonoma County
- Organizations that offer a service to the community at large; no membership is required
- Hospitals and clinics
- For-profit organizations that offer special discounts and/or very low prices to citizens who qualify for low-income assistance
- Private organizations providing a service not adequately addressed by non-profits

Should be excluded:

- Private for-profit organizations that don't meet the above criteria
- Private practitioners or therapists
- Agencies that deny service on the basis of color, race, religion, sexual orientation, ancestry or nationality
- Illegal services
- Agencies that misrepresent their services in any way
- Any agency or organization which, at the discretion of 2-1-1 Sonoma County, should be excluded