



## **211 Sonoma County Inclusion / Exclusion Policy**

211 Sonoma County provides comprehensive information and referral services, linking residents to health and human services in our community. The following guidelines are used to determine if an organization is eligible to be listed in the 211 Sonoma County community service directory.

### **The following criteria MUST be met to be in order to be considered for inclusion in the 211 Sonoma County community service directory. (MANDATORY CRITERIA)**

- Organization provides a health or human service for residents of Sonoma County.
- Organization must demonstrate provision of service for at least six months.
- All organizations included in the 211 Sonoma County community service directory must agree to update their service information, at minimum, once each year.

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### **Organizations meeting the following criteria are generally eligible for inclusion, provided they meet all mandatory criteria above and do not meet exclusion factors.**

- Government (local, state, federal) agencies that provide social, consumer, criminal justice, education, legal, environmental or other services to residents of Sonoma County.
- Non-profit organizations that provide social, educational, legal, community, consumer, health or human services to residents of Sonoma County.
- Local elected representatives.
- Service organizations, social clubs, religious organizations, and civic groups that offer a service to the community at large.
- For-profit organizations providing health or human services not adequately available from the non-profit sector are considered on an individual basis.
- Support groups that are not part of a larger agency that do not charge a fee for service and can demonstrate provision of service for at least six months.

### **Organizations meeting the following criteria WILL NOT be included in the 211 Sonoma County resource database.**

- Any organization which promotes or delivers illegal services.
- Agencies that misrepresent themselves, fail to respond to updating contacts, or deny service based on prejudice or discrimination.
- Services which are available only to members of a certain group or affiliation. For example, counseling available only to a church's parishioners.
- Organizations that offer free or low-cost services as a way to market the organization's main business when the organization's main business/services are not appropriate for 211 inclusion.

- Private practitioners or group practices of mental health providers, medical doctors, dentists, legal/paralegal providers, etc.
- Providers serving the childcare needs of the county, as Sonoma County 211 has an agreement with specific agencies to handle all referrals for childcare requests.
- Volunteer recruitment and coordination organizations, as Sonoma County 211 has an agreement with specific agencies to handle all volunteer related referrals.

### **Guidelines for Review and/or Appeals**

Should special circumstances exist which are not effectively covered by the preceding guidelines, or if there is disagreement about inclusion or exclusion, the agency or organization in question may contact 211 Sonoma County and request a review of the inclusion/exclusion decision.

### **Disclaimer**

Eligibility for inclusion does not guarantee inclusion. Inclusion in the 211 Sonoma County community service directory does not imply endorsement, and omission does not indicate disapproval.

211 Sonoma County may exclude or remove organizations from the 211 Sonoma County resource community service directory at any time at the discretion of the 211 Sonoma County Resource Department. Exceptions to this policy may be made at the discretion of the 211 Sonoma County Resource Department.

This policy does not prohibit the inclusion of any program that targets services based on age, gender, health, disability or other characteristics designed to meet special needs of targeted populations. However, the program must be open to all people in those targeted populations.

Information provided by organizations and individual service providers included in the 211 Sonoma County community service directory will be made available to the general public in various formats, including telephone, text-based information and referral, and an online searchable database of services. 211 Sonoma County reserves the right to edit information to meet style and format requirements. Information listed in the resource database represents what is provided to 211 Sonoma County by service providers and, as such, 211 Sonoma County neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource inventory. 211 Sonoma County 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.