



2-1-1 Stanislaus 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 2-1-1 Stanislaus County resource database.

I. MANDATORY CRITERIA

The following criteria **MUST** be met to be in order to be considered for inclusion in the 2-1-1 Stanislaus County resource database.

- Organization provides a health or human services, education, or advocacy for residents of Stanislaus County.
- Services are free, low cost, or on a sliding scale. (For-profit exceptions see below.)
- All organizations included in the 2-1-1 Stanislaus County resource database must agree to update their service information, at minimum, once each year.

II. ELIGIBLE ORGANIZATIONS

A. Organizations meeting the following criteria **MAY BE ELIGIBLE** for inclusion, provided they meet all mandatory criteria above and do not meet exclusion factors listed in section IV.

- Government agencies (local, state, federal) that provide social, consumer, criminal justice, education, legal, environmental or other services to residents of Stanislaus County.
- Non-profit organizations that provide social, educational, legal, community, consumer, health or human services to residents of Stanislaus County.
- Churches, social clubs, service organizations, and civic groups that offer a service to the community at large.
- Local elected representatives.

B. Organizations meeting the following criteria **MAY BE CONSIDERED** for inclusion provided they meet all mandatory criteria above and do not meet any exclusion factors. Consideration for inclusion is made on an individual basis.

- For-profit organizations providing free, low-cost, or sliding scale health or human services, advocacy or education.
- For-profit providing health and human services, advocacy or education that is not adequately available from the non-profit sector.
- Support groups that are not part of a larger agency and do not charge a fee for service.
- National organizations and out-of-county entities, including statewide and national toll-free phone services, that offer needed health and human services and which address a gap in local services or in the case where the out of county service is more accessible to residents than the equivalent services offered within Stanislaus County.
- Professional Associations providing a public service (e.g. information and referral).

III. EXCLUSION FACTORS:

Organizations meeting the following criteria **WILL NOT BE** included in the 2-1-1 Stanislaus County resource database.

- Any organization which promotes or delivers illegal services.
- Any organization that does not meet federal, state, and/or local licensing requirements.
- 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 to a church's parishioners only.
- Agencies that deny services on the basis of color, race, religion, gender, nationality, or on any other basis not permitted by law.
- Organizations that offer free or low-cost services only to market the organization's main business

when the organization's main business/services are not appropriate for 2-1-1 inclusion.

- Private practitioners or group practices of mental health providers, medical doctors, dentists, legal/paralegal providers, etc.
- Organizations that do not maintain a consistently available contact person may be removed from the database. Access through an answering machine is acceptable.

IV. 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 2-1-1 Stanislaus County and request a review of the inclusion/exclusion decision.

V. DISCLAIMER

Eligibility for inclusion does not guarantee inclusion. Inclusion in the 2-1-1 Stanislaus County database does not imply endorsement and omission does not indicate disapproval.

2-1-1 Stanislaus County may exclude or remove organizations from the 2-1-1 Stanislaus County resource database at any time at the discretion of the 2-1-1 Stanislaus County Resource Department. Exceptions to this policy may be made at the discretion of the 2-1-1 Stanislaus County Resource Department.

This policy does not prohibit the inclusion of any program that targets services based on age, gender, health, disability or other characteristic 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 and included in the 2-1-1 Stanislaus County database will be made available to the general public in various formats, including telephone information and referral, an online searchable database of services and printed materials. 2-1-1 Stanislaus County reserves the right to edit submitted information to meet format, guideline and space requirements. Information listed in the resource database represents what is provided to 2-1-1 Stanislaus County by service providers and, as such, 2-1-1 Stanislaus County neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource inventory. 2-1-1 Stanislaus 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.