

Inclusion/Exclusion Criteria

2-1-1 Sacramento Database of Community Resources



The purpose of the database Inclusion/Exclusion Criteria is to ensure that the agencies that are listed represent and support the needs for clients in Sacramento County. 2-1-1 Sacramento adheres to the accreditation standards of the Alliance of Information & Referral Systems (AIRS) which require that our policy be uniform, fairly applied and published online so that our 2-1-1 staff and the general public are aware of the scope and limitations of the database.

Inclusion Must Meet A through C:

A	B	C
Offer one of the services below: Health, Human Service, Consumer, Educational, Environmental or Disaster Related	AND HAS Existed for at least six months	AND HAS Proof of licensure as six months (exceptions made for emergencies Services)

And Meet the Following Criteria:

- Private, nonprofit organizations providing a health or human service to the community.
- Federal, tribal, state, county, and local government agencies.
- Faith-based organizations with social services (i.e. food pantries, clothing, financial assistance) accessible to the general public beyond the organization's own members.
- For-profit organizations providing services that are not adequately met by the nonprofit sector, or whose services are available at no charge or on a sliding scale. (e.g., caregivers, cleaning/housekeeping, senior housing placement, medical alert systems, accessibility companies)
- Public or private non-profit housing providers that offer subsidized, or below- market rentals, or financial assistance for home buying to low-income families.
- Self-help support groups available at no fee.
- Public agencies providing a unique human service to the community (e.g., PG&E).
- Non-profit or government agencies that provide the public with free information about, referral to, or assistance with community health and human services.
- Professional organizations which provide free public service (e.g., professional referral services).
- Clubs or special interest groups (e.g., Lions Club, Soroptomists, Rotary) concerned with health and human issues.

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- School districts, colleges, and universities. Special services offered by school systems.
- Hospitals and community clinics.
- State Licensed Facilities listing for nursing homes and child care day centers (which may or may not be nonprofit).
- Organizations under contract with a government agency to provide community-based health or human services.
- For-profit or nonprofit organizations that provide free or reduced-cost services (not introductory offers) that help bridge the digital divide, including communication services (Internet, telephone, and broadcast media access) and electronic devices.
- Agencies must provide a contact person, phone number, and address for administrative purposes. This information can be unlisted.
- Agencies and programs must also provide an easy-to-reach method of contact for the public (toll free telephone or FAX number, accessible walk-in location, active e-mail, etc.) and have an accessible contact person to provide a timely response to public inquiries about their services.

Exclusion:

- Agencies or groups that deny services on the basis of color, race, religion, sexual preference, or nationality that violates local, state, or federal laws or regulation.
- For-profit organizations or individual/private practitioners or professionals (e.g., attorneys, counselors, therapists, private physicians, etc.).
- Individuals that operate door-to-door for-profit businesses or provides services in their private home (e.g., beauty care, companionships, personal advisors or helpers, financial planners, etc.).
- Private or for-profit agencies or groups that incur a cost for information (e.g., toll calls, membership dues, access or finder's fees, service charges).
- Agencies or groups that misrepresent their services in any way.
- Agencies or groups whose service is illegal.
- Agencies or groups whose contact method or process are consistently difficult to use or fails to provide timely response to requesters.
- Agencies or groups whose services cannot be verified or who do not respond to requests for an annual review and update of their information.

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- Agencies or groups whose provided services are relatively new (i.e., less than six months).
- Agencies or groups who have credible or serious complaints registered against them about their service.
- Agencies or service providers who lack, or were revoked of, a required license or permit to provide a listed service.
- Online resource Webpages or displays that link to offers that incur hidden fees, or are damaging, misleading, offensive, controversial, biased, or leads to illegal activity.

Disclaimer

2-1-1 Sacramento may exclude or remove organizations from its resource database for any reason. Inclusion of a program or service in the database does not imply endorsement of the quality of those services. Exclusion does not reflect on any organization's contribution to the community. 2-1-1 reserves the right to edit information to meet format, guideline, and space requirements.

Exclusion Appeals Process:

Agencies may send an appeal regarding our decision for exclusion by email to directory@211sacramento.org. The appeal must be fully described by the appealing organization.

Resolution Steps:

The request will be reviewed by the Director and a reply will be provided in writing within 30 days.