

2-1-1 El Dorado

Inclusion/Exclusion Guidelines



2-1-1 El Dorado provides comprehensive information and referral services, linking residents to health and human services in our community. Residents can obtain referrals through the website (211ElDorado.org), by phone, or by text.

The following guidelines are used to determine if an organization is eligible to be listed in the 2-1-1 El Dorado County resource database.

The following criteria MUST be met in order to be considered for inclusion in the 2-1-1 El Dorado County resource database. (MANDATORY CRITERIA)

- Organization provides a health or human service for residents of El Dorado County.
- Organization must demonstrate provision of service for at least the last six months.
- All organizations included in the 2-1-1 El Dorado County resource database must agree to update their listed information as it changes or, at a minimum, once each year.

Organizations meeting the following criteria may be eligible for inclusion, provided they meet all mandatory criteria above:

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

Note: For-profit organizations providing health or human services not adequately available from the non-profit sector may be considered on an individual basis.

The following organizations will be EXCLUDED from the 2-1-1 El Dorado resource database:

- Any organization which promotes or delivers illegal services, exists solely for promoting a political or social agenda, or violates laws or discrimination policies.
- Any organization whose services are available only to members of a certain group or affiliation. For example, counseling available to church parishioners only.
- Organizations that offer free or low-cost services solely 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. unless they offer specialty services not otherwise available in the County.
- Organizations that do not maintain a consistently available contact person. Access through an answering machine is acceptable.
- Volunteer recruitment and coordination organizations will not be considered for inclusion.

Any organization that misrepresents themselves, provides false information, or fails to update their contact information at least annually may be removed from the database.

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 us at 211eldorado@icfs.org to request a review of the inclusion/exclusion decision.

Disclaimer

Inclusion in the database does not constitute an endorsement or recommendation of services, nor does exclusion signify disapproval of an organization. 2-1-1 El Dorado may exclude or remove organizations from the 2-1-1 El Dorado resource database at any time at the discretion of the County. Exceptions to this policy may be made at the discretion of the County. Applying for inclusion in the database does not guarantee acceptance.

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 El Dorado 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 El Dorado reserves the right to edit information to meet format, guideline and space requirements. Information listed in the resource database represents what is provided to 2-1-1 El Dorado by service providers and, as such, 2-1-1 El Dorado neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource inventory.

The County of El Dorado 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.