



CRITERIA FOR INCLUSION

211OC 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 211OC resource database.

In order to be included in the 2-1-1 Orange County resource inventory, all agencies must:

- A. Have proof of licensure as required by regulating agencies
- B. Have existed for at least 6 months
- C. Offer one of the following services to Orange County residents:
 - Health or Human Service
 - Educational
 - Environmental
- D. Agree to update service information, at minimum, once each year

The following types of agencies may be included:

- A. Non-profit (ie. 501(c) tax-exempt) agencies that offer free or low cost services to the community at large (not just to members)
- B. Government (local, state, federal) and quasi-public agencies
- C. Crisis lines, hotlines, help lines, information lines, and information and referral lines administered by non-profit organizations or government entities
- D. Local, statewide, and nationwide toll-free phone services or websites that can be accessed by clients in Orange County, that provide a socially beneficial service and that are administered by government or non-profit organizations
- E. Acute care hospitals and community clinics
- F. Advocacy groups and community coalitions that provide direct services
- G. Self-help support groups that do not charge a fee or charge a nominal fee
Note: Only support groups led by licensed professionals or trained members of non-profit agencies
- H. Professional associations providing a public service (e.g. information and referral)
- I. Private, for-profit, agencies providing a service not adequately addressed by the non-profit or governmental sectors and that provide services for free, on a low sliding scale or with scholarships

211 Orange County

Mission: To connect Orange County's most vulnerable to the health and human resources they need.

CRITERIA FOR EXCLUSION

The 211 Orange County resource inventory will not include agencies that:

- A. Deny service on the basis of race, sexual orientation, religious beliefs, or national origin, unless the mission or purpose of the program is to serve a specific underserved/under-represented population.
- B. Engage in or promote fraudulent activities or activities that violate local, state, or federal laws or regulations
- C. Do not supply proper documentation (e.g. proof of 501(c) tax-exempt status on IRS/Department of Treasury letterhead)
- D. Do not have an established address, phone, and/or consistently available contact person
- E. Are not licensed (if providing services for which licensing requirements exist)
- F. Misrepresent their services in any way
- G. Have been in existence less than 6 months
- H. Do not respond when asked to update information
- I. Serve members or former members only, or a very narrow population
- J. Offer programs where standards of service quality are heavily regulated and for which there exists an entity that adequately maintains current data and provides central referral for the service (i.e. California Nursing Home Search).

QUALITY CONTROL

To ensure it meets the changing needs of the community, the Inclusion/Exclusion Policy is reviewed annually by 211 Orange County. In addition, 211 Orange County conducts an annual update process to ensure that all agencies and services are in compliance and up to date with the inclusion/exclusion policy. Failure to comply or respond to the 211 annual update request may result in your agency's exclusion from the 211 database.

DISCLAIMER

2-1-1 Orange County may exclude or remove organizations from its resource inventory at any time and for any reason. Inclusion in the resource inventory does not imply endorsement, and omission does not indicate disapproval. 2-1-1 Orange County neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource inventory. 2-1-1 Orange 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. 2-1-1 Orange County reserves the right to edit information to meet guidelines, format, and space requirements.

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