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Inclusion / Exclusion Criteria 2-1-1 Alameda County

Inclusion in the database means providing the public free information about available resources and services within the county. There is no fee for inclusion. By dialing 2-1-1, an I&R Specialist may refer callers to your agency after assessing a person's situation. 2-1-1 offers the daily county shelter availability, food pantry or meal information, referrals to low income housing or below market rate units (BMR), and much more. Needs vary from food and shelter to health and social services. 2-1-1 provides information 24 hours daily, is confidential and multilingual. The public can also access our database of resources by visiting www.211alamedacounty.org or www.edenir.org

INCLUSION

- Non-profit agencies, 501© (3) (4) or (6), that offer free or low cost services to the community
- Government agencies that provide or coordinate health, human and community based services
- Agencies that are not eligible for non-profit status, but provide health related services, accept Medi-Cal and/or Medicare
- Agencies, out of the county, that meet a need and are available through toll free hotline numbers
- Advocacy groups related to health and human service issues
- Community and self-help support groups
- Permanent local, state and federal disaster-related resources with a formal role in emergency response
- Private schools for special needs population
- Agencies offering a service not adequately provided by non-profit or governmental sectors or those agencies whose programs/services are either free or based on sliding-scale fees

EXCLUSION

- Agencies that misrepresent services in any way
- Agencies that do not provide a copy from the IRS Treasury Department stating non-profit 501© (3)(4) or (6) tax-exempt status when applicable
- Agencies with incomplete applications
- Agencies that do not update information annually by due date
- Agencies that do not contact Eden I&R, Inc. when information changes (phone number change, address change, services no longer offered, additional programs, etc.)
- Agencies that do not have an established address, phone and available contact person
- Agencies that deny services on basis of race, sexual orientation, religious belief, national origin, or that violate federal, state, or local laws or regulations
- Faith community-based programs that provide services only to congregation members
- Private practitioners or group practices of mental health providers, medical doctors, legal/paralegal providers, dentists, etc.

To insure equal access for all agencies, Eden I&R, Inc. has established this Inclusion/Exclusion Criteria and reserves the right of final determination and appropriateness of an agency for the database - inclusion is a privilege, not a right