



## Eden I&R, Inc.

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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](http://www.211alamedacounty.org) and [www.achousingchoices.org](http://www.achousingchoices.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
- All organizations included in the Alameda County 2-1-1 resource database must agree to update their service information, at least once each year.
- Groups that advocate for the access to health and human services on behalf of their clients
- 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
- Affordable, market rate and shared housing rentals restricted to those which fall within the price guidelines set by Eden I&R's housing department.

#### **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 and notify Eden I&R of any changes to the record as needed throughout the year may be excluded from the database.
- 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.
- Housing programs that misrepresent themselves in any way
- Housing properties that are found to jeopardize the safety and well-being of residents.
- Housing that discriminates on the basis of race, sexual orientation, religious belief, national origin, or that violate federal, state, or local laws or regulations.

To ensure 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 at the sole discretion of Eden I&R.