



211 Yolo Inclusion/Exclusion Criteria and Application Process

Thank you for your interest in listing your resource in the 211 Yolo database. Please review the inclusion criteria explained below. If you believe that your resource meets these criteria and would like to be considered for inclusion, or if you need to report updates regarding your resource, please follow the application process explained at the end of this document.

Inclusion Requirements:

All of the criteria in this section must be met in order for the agency/program to be considered for inclusion:

- Provides a free or sliding scale cost health or human service for residents of Yolo County
- Must have at least 6 months' history of provision of service*
*exception made for county agencies or a new program offered by an agency already established with 211 Yolo
- Must agree to update their service information when changes occur or when requested, at least once per year

Exclusion Factors:

None of these factors may apply. Any one of the factors in this section will result in the exclusion of the agency/program from the database:

- Promotes or delivers illegal services or misrepresents themselves or the program
- Fails to respond to requests to update service information
- Denial of service based on prejudice or discrimination
- Offers services only to members of a certain group or affiliation (i.e. resource available only to church or club members)

Note: 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 target populations.

Examples of Included Agencies/Programs:

- Local, state and federal agencies that provide social, consumer, criminal justice, education, legal, environmental or other services
- Non-Profit organizations that provide social, educational, legal, community, consumer, health or human services
- Local elected representatives
- Churches, social clubs, service organizations and civic groups that offer a service available to the whole community.

- For-Profit organizations that provide a service not adequately available from the non-profit sector are considered on an individual basis
- Support groups that are independent and not part of a larger agency/organization
- Regional, statewide or national entities, including websites and toll-free phone services, that address a gap in local services, or where the service is more accessible to residents than equivalent services offered within Yolo County.
- Professional associations providing a public service (i.e. information and referral).

Application and Update Process:

1. To start a new application for agency inclusion in the 211 Yolo resource database, please complete the agency application and the program application.
2. If your agency is already included but you wish to apply to add a new program, please complete the program application.
3. To provide updated information for your agency and/or program, please complete the applicable application(s)
4. Both applications are located on our website www.211yolocounty.com under the Partner Information section.
5. Send the completed application(s) to 211yolo@yolocounty.org or 211 Yolo, 25 N. Cottonwood St., Woodland, CA 95695

Decision and Review Process:

1. When received, the application(s) will be reviewed by the 211 Yolo team and you will receive an email informing you of the decision.
2. If special circumstances exist which are not effectively covered by the criteria above, or if there is a disagreement about the decision, the agency may contact 211 Yolo to provide additional information and request a review of the decision.

Disclaimers:

- Inclusion in the 211 Yolo resource database does not imply endorsement nor does omission indicate disapproval.
- 211 Yolo has discretion to add or remove agencies and/or programs at any time.
- Information provided by agencies and service providers in the 211 Yolo resource database will be made available to the public in various formats, including telephone information and referral, text message referral information, an online searchable database of services and limited printed material.
- 211 Yolo reserves the right to edit information to meet format, guideline and space requirements.
- Information listed in the 211 Yolo resource database represents what has been provided to 211 Yolo and, as such, 211 Yolo can neither guarantee nor make representation as to the accuracy or completeness of the information contained in its resource inventory.
- 211 Yolo disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon information and procedures presented in the resource inventory.

Questions:

If you have any questions about the inclusion/exclusion criteria, the application/update process or the decision/review process, please contact us at 211yolo@yolocounty.org or (530) 666-8004.