

211 SANTA CLARA COUNTY DATABASE INCLUSION POLICY

Agencies, services and programs are included in or excluded from the 211 Santa Clara County Database based on the following criteria:

I. The following items should be included in the database:

- Nonprofit and governmental agencies that provide a health or human service in Santa Clara County providing a community services (free, based on ability to pay).
- Organizations (such as churches, social clubs) that offer a service to the community at large, not just their own members. Non-profit social clubs that serve the community at large are to be listed as programs under their parent organizations.
- Hospitals with emergency rooms.
- Membership organizations, churches and public schools providing direct health and human services.

II. The following items may be included in the file:

- Self-help groups that are not part of a larger agency.
- Elected state and federal officials and representatives.
- Organizations outside Santa Clara County that provide a service not available locally.
- Professional organizations.
- Advocacy groups.
- Private organizations providing a service not adequately addressed by the nonprofit sector.
- Hierarchy for includes is thus: local, state, then national
- For-profit organizations that offer services to low-income clients on a sliding scale basis.

III. The following will not be included in the file:

- One time or pilot programs.
- Private for profit organizations.
- Any organization that may spread hatred or has a philosophy that could be hurtful to the well-being of individuals, groups, or the community as a whole.
- Private practitioners, group practitioners or therapists.
- Agencies that deny service on the basis of color, race, religion, sexual orientation, ancestry or nationality.
- Illegal services.
- Agencies that misrepresent their services in any way.

IV. The following may result in, but not limited to, removal from database:

- Services non-delivery, fraud, misrepresentation, discrimination or criminal activities.
- Organizations that have had serious complaints lodged against them.

- Seasonal listings to be updated and removed accordingly.

Inclusion within the 2-1-1 Santa Clara County website does not imply endorsement of the organization and omission does not indicate disapproval. Also, the owners of the website do not evaluate the quality of services provided by organizations included in the database. The owners assume no liability for information contained in this database or the services provided as a result of referral from this system.

2-1-1 Santa Clara County is a free non-profit referral service. 2-1-1 Santa Clara County makes no warranty or claim with regard to the quality of services of organizations, companies and/or individuals referred. The caller hereby assumes all risk with regard to his/her and/or acceptance of the referral by 2-1-1 Santa Clara County and indemnifies and holds harmless the United Way Silicon Valley from any and all claims, damages and causes of action related to, arising from, or regarding any and all referrals from 2-1-1 Santa Clara County. A "referral" is defined as any organization or company contacted by the caller arising from or related to the use of 2-1-1 Santa Clara County.

Revised 10/10/2014