Inclusion-Exclusion Policy

A. ABOUT LISTINGS

This database has comprehensive, up-to-date information on health and social services in Contra Costa County, California that are provided free of charge or at minimal cost by nonprofit and government organizations. In a few instances for-profit entities are included. The criteria by which services are included or excluded are described below. Inclusion does not imply endorsement, and exclusion does not indicate disapproval. We reserve the right to edit information to meet format, guideline, and space requirements.

B. INCLUSION GUIDELINES

Included in this database are:

1. City, county, state, or federal governments that operate health and social services that are available to Contra Costa County residents. These may or may not be located in the county.

2. Nonprofit organizations and community groups that provide direct health and social services to Contra Costa residents. Organizations meet IRS criteria for being tax-exempt (i.e. 501(c)3). Examples include organizations that provide health care, housing, food, or food stamps, counseling, or job search and placement services.

3. Public and private school administrative offices, (i.e. School Districts) along with the types of programs offered that serve Contra Costa residents. This includes administrative offices of federally-funded preschools such as Head Start and College Districts for community colleges.

4. Public library administrative office. Special libraries operated by nonprofit agencies or cities are included if the organization meets the other remaining inclusion rules.

5. Churches, civic, social, or fraternal groups that offer health or social services for the community-at-large and aren't restricted to their members. In this instance only service sites and programs are listed, not the organizations themselves.

6. Self-help support groups offered by a nonprofit or government agency that don't charge a fee or where the fee is nominal and meant to cover incidental costs such as refreshments.

7. Hotlines, help lines, information lines, or information and referral lines operated by nonprofit and government organizations that provide information on health and social services that are accessible to Contra Costa residents.

8. Hospitals, inpatient, and outpatient facilities that provide health or social services to Contra Costa County residents at no cost or on a sliding scale. These services accept Medicare, Medi-Cal, Contra Costa Health Plan coverage, or other health insurance.

9. For-profit agencies or business that offer needed services that aren't offered by any nonprofit or government entity. Examples include crime scene cleaners, waste disposal companies, and ambulance services.

10. Agencies that provide referrals to licensed entities such as therapists, skilled nursing facilities, residential care facilities for the elderly/disabled (assisted living facilities, board and care facilities, etc.), in-home care agencies, child care centers, and in-home childcare.

11. All for-profit and nonprofit counseling centers that provide free service or offer sliding fees, and accept Medicare, Medi-Cal, Contra Costa Health Plan, and other private insurance payments and who hire only clinicians with pre-license or licensed in good standing with the appropriate licensing board.

12. For-profit housing for seniors and people with disabilities.

C. EXCLUSION GUIDELINES

Excluded from this database are:

1. Agencies that give information or provide public awareness that is only of a political or commercial nature.

2. Individual public and private schools and school programs. Information on individual schools and school programs can be obtained by calling the school administrative numbers included in the database.

3. Individual public libraries. Information on individual libraries and programs can be obtained by calling the library administrative number included in the database.

4. Organizations that deny service because of race, religion, gender, sexual orientation, ancestry, nationality, or any other basis not permitted by law, or that promote racism or bigotry.

5. Organizations that violate local, state, or federal laws or regulations.

6. Organizations or programs that offer a service to members only, such as churches, social clubs, and medical services with the exception of hospital emergency rooms.

7. Organizations or programs that require a referral for service except for disability services.

8. Organizations that provide unlicensed services based out of the provider's home.

9. Organizations where standards of service are heavily regulated and for which there exists a governmental entity that provides central referral for the service. An example is nursing facilities, unless the information is provided by the state licensing agency.

10. For-profit organizations that don't meet inclusion rule number 9 (i.e. they provide a service that also is offered by a nonprofit or government entity).

11. Individuals performing services that require licenses, but don't operate within agencies. Examples are marriage counselors, psychotherapists, and massage therapists.

D. ADDITIONAL RULES

1. We reserve the right to exclude from the database any organization that we have adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups, or the community as a whole.
2. We also reserve the right to refuse to list or to discontinue listings for organizations that have had serious complaints lodged against them by a regulatory body, other organizations in the database that provide similar services, or 211 Contra Costa staff.

3. Potential grounds for exclusion or removal from the database may include—but isn't limited to—service non-delivery, fraud, misrepresentation, discrimination, or criminal activities.

4. Organizations must demonstrate the ability to provide ongoing, reliable services and have an established funding base or the support of an established parent organization. Exceptions may be made in emerging or underfunded service areas.