



2-1-1 Kern County, formerly HelpLine, is the multilingual, comprehensive community information and referral service for Kern County. Individuals in need of information or assistance can simply dial 2-1-1 to be referred to the local resources for which they may be eligible for services. The local 2-1-1 office in Bakersfield, hosted by Community Action Partnership of Kern (CAPK) serves the entire county of Kern.

### **211 Inclusion Criteria**

**It is important to review the Inclusion Criteria (separate document) prior to submitting your information. If you determine that your agency meets the criteria, the form may be submitted via mail, email, or online.**

- **Mail to:**  
Community Action Partnership of Kern  
C/O 2-1-1 Kern  
1300 18<sup>th</sup> Street Suite 200  
Bakersfield, CA 93301
  
- **Email to:**  
[211@capk.org](mailto:211@capk.org)  
Subject: [Your Agency Name] Inclusion Documents
  
- **Online at:**  
[211kerncounty.org](http://211kerncounty.org)
  - **About 211**
  - **Choose File**
  - **Attach File**
  - **Submit**

2-1-1 Kern County maintains a resource database containing information about health and human service agencies and other community organizations in the county. Our database also contains information about organizations that do not provide direct services to the general public, but that serve as a resource for nonprofits and/or social service professionals.

### ***INSTRUCTIONS FOR ORGANIZATION & PROGRAM FORMS***

**This packet includes four different forms.** Please fill out the attached forms completely. Sending a brochure in addition to the form is optional and **does not** substitute for filling out the forms. 2-1-1 Kern relies on the information provided to make accurate referrals to organizations. Please do not include information that is confidential or is best for your internal staff to provide to individuals after they have contacted your organization.

**Organization Information Form (Form A)** Use this form to provide information about the agency or organization's main administrative office and headquarters.

**Program/Services Information Form (Form B)** Use this form to describe the service(s) your organization offers. If the services provided can be described in a few sentences, and if they have identical or very similar eligibility requirements, services areas, and intake procedures, one submission of Form B will be adequate. However, if services provided have their own eligibility criteria, etc., or the organization has several departments (like a city or government office), please use a separate Form B for each service offered.

**Basic Needs Assistance** Fill out this form if your agency provides services covering basic needs, such as providing financial assistance for food vouchers, utility bill payments, clothing, or other services.

**Memorandum of Understanding** Sign this form to grant 2-1-1 Kern County permission to provide callers with information about your organization's services.

2-1-1 Kern County reserves the right to edit the information provided.