

Frequently Asked Questions

What is Open Doors?

Open Doors is a collaborative effort uniting government, nonprofits and community-based organizations that deliver critical safety net services to vulnerable populations. It expands upon the No Wrong Door philosophy adopted by the Sonoma County Board of Supervisors in 2021, which aims to create an interlinked system of care where people are connected to the services they need, regardless of where they enter the system.

A new website, www.OpenDoorsSC.com, features a searchable directory of over 600 social service providers across 12 categories. By centralizing information previously scattered across agencies, the website makes it easier for both the public and service providers to find the support they need quickly.

Why is Sonoma County doing this?

Sonoma County launched the Open Doors campaign to make it easier for residents to find and access the help they need. Whether someone is looking for housing, food, health care, or other types of support, Open Doors connects them to services offered by many different community-based organizations and county agencies serving Sonoma County. The goal is to reduce confusion, break down barriers and ensure that everyone receives the right help at the right time. It's part of the County's broader commitment to building healthy and safe communities with equitable access to services.

Has something like this ever existed before?

Open Doors is Sonoma County's first online directory unifying over 600 safety net providers across the entire county in multiple categories, including disability and aging, veterans, employment, mental health, and disaster response. Other online directories may focus on a few of these categories, but Open Doors brings them together in one place, reducing the need for residents to visit multiple locations.

Open Doors complements [the 211 Sonoma County call line](#), operated by United Way of the Wine Country, providing residents multiple ways to access help when they need it. Residents can continue to call 211 for live assistance or visit the Open Doors website at www.OpenDoorsSC.com for quick and easy online access to information.

How does Open Doors work?

Anyone can use the website with their computer or mobile device. Go to www.OpenDoorsSC.com and enter keywords in the search bar or browse the listed categories to get started. There is a list of providers with short descriptions of services and helpful contact information. Residents can contact the provider directly to connect with a staff representative. See a demo of the website in [this training video](#).

Is the Open Doors website available in languages other than English?

Open Doors is available in nine other languages: Arabic, Chinese, Dutch, French, German, Italian, Portuguese, Russian and Spanish. You can use the translation tool to select your preferred language.

Additionally, educational materials about Open Doors will be available at Sonoma County Human Services offices and partner sites in both English and Spanish. Anyone can pick up a brochure or flyer to learn about how Open Doors can help them find the services they need.