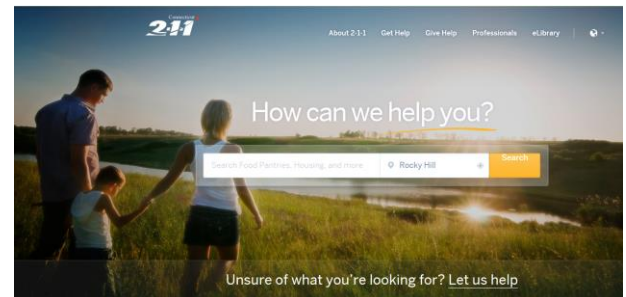


## Tip Sheet for Using 211ct.org

### General Information about how the 2-1-1 Search Engine Works

- A user can search by service, program name or agency name
- A user can enter a location of a city, town, address, zip code or a place
- Search results are generated by proximity
- The results lists are always Program centered to show specific Programs offered at certain locations



### How to Review Your Own Agency's Listing on www.211ct.org

#### **Method 1: Searching by Agency Name**

- From the home page, you can type in your Agency's Name in the blank search box
- You can leave the geographic filter at the default of Connecticut, or, you can enter a zip code, or a city/town, or even a place; Click Search
- On the results page, you will see a list of Resources – these will be a list of all the Programs associated with your Agency
- You can click into any of the Programs and you will see details specific to that particular Program
- If you keep scrolling down within the detailed record, you will then see "Agency Info" which contains a general Agency description and additional contact details
- If you keep scrolling down even further, you will then see all the Programs and Locations associated with your Agency; If there are many, you may need to click "See All Programs" to view all
- From there, any Program can be clicked on to view its specific details (you may need to scroll back up to start at the top when reading the information)

**(NOTE: \*\*If your Agency is large (meaning it has many Locations and many Programs), the initial results page could produce a large list of Programs; If this method of viewing all the information is too difficult, please feel free to contact us at [info@ctunitedway.org](mailto:info@ctunitedway.org) and we will send you a Word document to review, which you can also edit electronically if needed)**

#### **Method 2: Searching by Service**

- An alternate method to the above searching options is to try looking up your Agency's Programs by a service term
- Start typing in the blank search box (either from the home page or results page) anything from "food" to "rent payment" to "detox" and generally a list of recognized service terms will drop down
- Choose the one that you find most appropriate, and again, use the geographic filters if needed
- This option would be useful if you are working with clients in your office and need to find multiple services for them in their community
- Additionally, from the home page, our Category search is another user-friendly option to drill down to specific service terms in our database

### How to Update Your Agency's Information

- From the www.211ct.org home page, click the "Professionals link in the top navigation bar
- This page will guide you through how to update your Agency's information with 2-1-1
- Additionally, if you have taken the steps above and found your agency's record, if you need to update just one Program within your agency, you can find that Program, click "More Details" and then the "Report Update" button
- An electronic update form will pre-populate the Agency and Program Name and give you the space to describe the update needed to the information, along with your name, phone number and email address
- Once this request is received by the 2-1-1 Information Department, a 2-1-1 Resource Specialist will review the form, contact the person who submitted the change if needed for clarification, and then make the change in the 2-1-1 database of community resources