



Connecting
Informing
Empowering

MAKING YOUR AGENCY LISTING STRONG

Tips to Maximize the 211info Search Tools

AGENCY:

USER ID:

PASSWORD:

List the following as they apply to your agency. The 211info Resource Team reads each update, adds appropriate keywords for what is listed and standardizes the entry. If you aren't sure of the answers, please check with your team to make sure all locations, programs, services, etc. are covered.

CONTACT INFORMATION FOR PERSON COMPLETING SURVEY:

- Don't change this information if you're not the designated updater. Just click "Save." You can still make changes, but let the updater know.

SECTION 1

- **Other names** for organization or location (put all "Also Known As" names you can think of)

SECTION 2

- **Accessibility** (list any services such as elevators, ramps, automatic doors, or other accommodations)

SECTION 3

- **Travel/Location Information** (bus stops, cross streets, special entrances, shared buildings, or distinct landmarks)
- **Multiple sites:** email support@211info.org or call 503-416-2698 to add it to the agency record.

PROGRAMS/SERVICES

- **New program/service:** Click "Add service" at top menu or in Section 3.
- **Services:** This shows the service keywords for searches that are designated by the 211info Resource Team according to the program service description. If you think there's another category your service should be listed under, please make a note of it in the Service Description area. You could also email the Resource Team with any requests at support@211info.org.
- **Service Description:** I can't stress enough how important this section is. The more you are able to describe what goes on in the program, the better 211info will be able to add keywords and edit. View it from the client perspective to make sure it's user-friendly.
- **Intake Procedure:** What a client needs to do to make an appointment and what to bring with them.
- **Eligibility:** If there are specific requirements, this will be highlighted in red when the record is viewed.

COMPLETING SURVEY

- Must hit "Survey Complete" at the top right of the page to save all changes.
- Must go through all services /programs for an annual update. You can say "save" if there are changes or "no changes" to acknowledge it's been reviewed.

If you have any questions, please contact Carrie Prechtel: Carrie.Prechtel@211info.org or 541-210-8631.