



North Carolina 2-1-1 Instructions for Updating Directories NC BoS Regional Committees



North Carolina 2-1-1 is proud to partner with the Balance of State Continuum of Care (BoS CoC) to provide BoS Regional Committees with both an online database of community resources and PDF files of Resource Directories by Regional Committee.

Balance of State formally adopted NC 2-1-1 as the resource directory for BoS CoC coordinated assessment in August 2015. Regional Committees can consult NC 2-1-1 to provide community referrals as part of coordinated assessment and can help to make updates and keep information current and accurate.

In October 2015, NC 2-1-1 will provide each Regional Committee currently implementing coordinated assessment a Resource Directory, a PDF file of the directory of resources currently included in the 2-1-1 database for your community. Regional Committees are asked to do the following by January 31, 2016:

- Review the information in the provided directory
- Determine if local listings are complete and accurate
- Update information as necessary
 - Use instructions below
- Record the number of updates made by your Regional Committee using this Google form:
<http://goo.gl/forms/cmeOEPeqZw>

Please Note – Some information included in the Resource Directory may not be directly related to serving households that are homeless but are programs of agencies that serve households that are homeless.

For assistance with this project, please contact Marti Morris, NC 2-1-1 Database Manager at mmorris@unitedwaync.org or 704.996.0422.

The screenshot shows the NC 2-1-1 website with the header "HELP STARTS HERE. 211" and the URL "NC211.org". The top navigation bar includes links for "NC 2-1-1 Home", "Find Help", "Coverage Maps", "FAQs", "Marketing", "News", "Partner Resources", "Donate", and "Contact Us". The "Find Help" button is highlighted with an orange box. Below the navigation bar, the main content area features a section titled "THREE STEPS TO HELP" with a sub-header "Go directly to our Advanced Search". A button labeled "Access your account or Resource Groups" is highlighted with an orange box. Below this, there is a section titled "1 Please choose a location." with dropdown menus for "County" (set to "Halifax"), "City" (set to "Optional"), and "ZIP Code" (set to "Optional"). There are also radio buttons for "Include all providers covering this area, regardless of where they are located (recommended)" and "Include only providers that are".

Begin by opening your internet browser and navigating to www.NC211.org

Click on "Find Help" in the top menu bar.

Now choose "Access your Account or Resource Groups," on the right.

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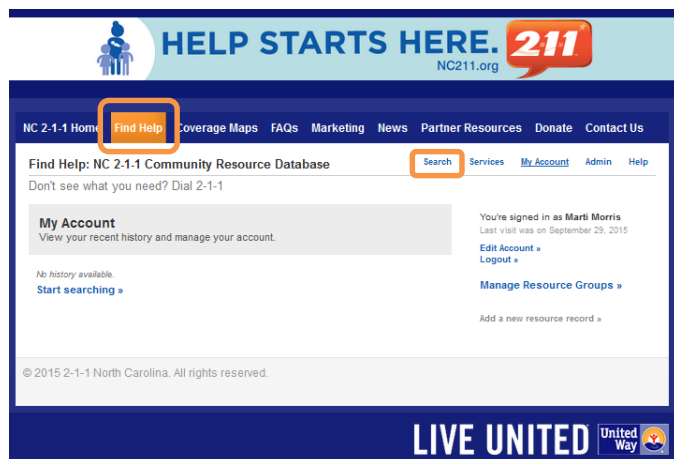
Next you'll need to either "Create A New Account," or "Sign-in" as an existing user.

After you complete the registration form for a new account you will be sent an activation link that will allow you to access your account.

If you experience any difficulty accessing your account, please use the "Contact us" page to notify a system administrator.



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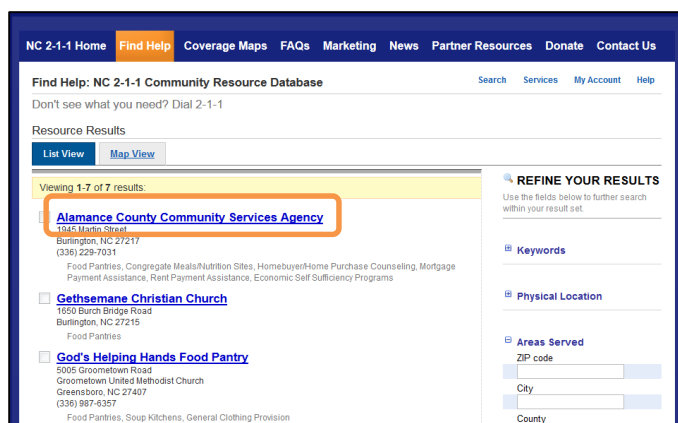


After logging in you will need to click on either the small “Search” in the top right, or choose “Find Help” again to access the search page.

Begin your search by choosing the county your agency serves from the drop down menu.

Then enter the name of your agency in the search box to the right.

You may also wish to use the category search to the left to ensure that your agency appears correctly in searches.



Click on the name of the agency you wish to update.



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Find Help: NC 2-1-1 Community Resource Database

Don't see what you need? Dial 2-1-1

[Return to search results](#) [Report incorrect information](#) [Verify information](#)

Alamance County Community Services Agency

1945 Martin Street
Burlington, NC 27217
(336) 229-7031
www.alamanceservices.org

Overview [Areas Served](#) [Details](#) [Contacts](#) [Send](#)

Description:
Provides housing services, self-sufficiency, congregate meals, emergency food, housing counseling, home ownership program, wheels-to-work program, utility assistance (electric, water) and rent/mortgage assistance.
Out of funds for utility bills as for February 2015.

General Information

Hours:
Monday - Friday, 8:00 a.m. - 5:00 p.m.

Intake Process:
Walk-in

Program Fees:
None

Eligibility:
Must meet program guidelines

Languages:
Limited Spanish interpreters

Handicap Accessible?
Yes

[View larger map](#)
[Get directions](#)

[Send to email](#)
[Send to my phone](#)
[Print](#)

RESOURCE GROUPS

[Login to Manage Groups](#)
Create groups to save and organize individual resources.
Login or create an account to begin.

Please carefully review all information for the agency.

In addition to the basic contact information contained within the header, the profile for each agency includes a number of pages of information:

Overview – Includes the description of the services along with eligibility criteria and other information

Areas Served – Provides information on the geographic area served by this agency

Details – Provides information about the services linked to this agency as well as the other programs associated with the agency

Contacts – Lists all additional phone numbers and any other addresses

Send – Allows you to send a copy of this profile to either a mobile phone or email, or to print a copy

Find Help: NC 2-1-1 Community Resource Database

Don't see what you need? Dial 2-1-1

[Return to search results](#) [Report incorrect information](#) [Verify information](#)

Halifax-Warren Smart Start Partnership for Children

P.O. Box 339 City
Roanoke Rapids, NC 27870
(252) 537-5621

Overview [Areas Served](#) [Details](#) [Contacts](#) [Send](#)

Description:
The Halifax-Warren Smart Start Partnership for Children facilitates collaboration and coordination of comprehensive family support services for all children to maximize school preparedness and to ultimately develop future productive citizens.
Their primary mandate is to enhance child care services delivered to children birth to age five, so that they may enter school healthy and ready to learn. In addition to working for the delivery of accessible, affordable, high quality child care, they also provide services to children birth through...

[View larger map](#)
[Get directions](#)

With the agency profile open, click on “Report Incorrect Information” above the map.

[Edit Resource Record](#) [Edit Service Details](#)

Edit Resource Record

Use the provided form to edit the resource record.

Full Resource Name
Required
Enter the Name of the Agency or Site
Halifax-Warren Smart Start Partnership for Children

Website Address
E.g. www.website.com

Description
Required
Describe the resource and the services that are offered.
The Halifax-Warren Smart Start Partnership for Children facilitates collaboration and coordination of comprehensive family support services for all children to maximize school preparedness and to ultimately develop future productive citizens.
Their primary mandate is to enhance child care services delivered to children birth through...

AKA
Enter an alternative name for the Agency or Site.

This will display all of the agency information in an editable format.

Please make all necessary corrections.

Note that you have the ability to add, edit or delete information in all fields including phone, address and contact information.

ZIP Code/Postal Code
Required
27870

Primary?
☒

Delete?
☐

[Add Address](#)

Contacts

Executive Director

Name
Magda Baligh

Title
Executive Director

Phone Number
(252) 537 - 5621 x

Email
mbaligh@hws.org

Description

Primary?
☒

Delete?
☐

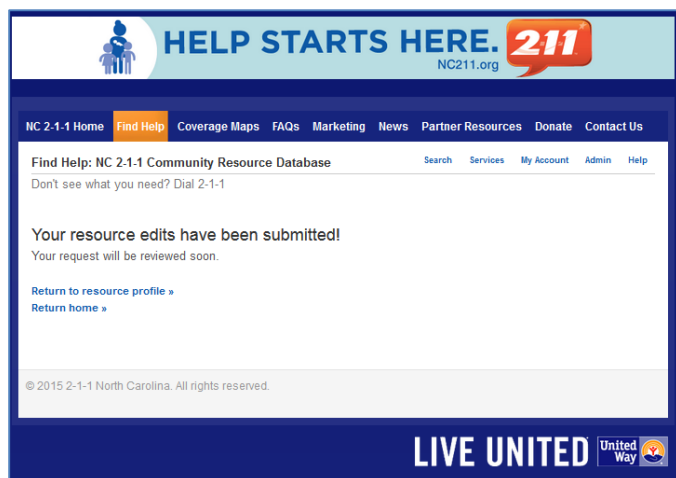
[Add Contact](#)

[Submit Record](#) or [Cancel](#)

After making all necessary changes, simply click on “Submit Record” at the bottom of the page.



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You should receive this confirmation message once your edits have been submitted.

Note: If you do not receive this confirmation message, then your edits were not submitted to the system. Please try again. If you continue to experience difficulty submitting updates, please contact Marti Morris at mmorris@unitedwaync.org or 704.996.0422.

Your edits will be approved by the NC 2-1-1 Database Manager within 2 business days.

Thank you for your support of this work!