



## NC 2-1-1 Online Database of Resources



North Carolina 2-1-1 maintains the states most comprehensive database of National, State and Local resources for health and human service professionals. Searching NC211.org provides users with complete profiles of over 15,000 private and public organizations providing assistance in North Carolina. In addition to the basic contact information the database contains information that is necessary to make a successful referral including eligibility criteria, hours of operation, intake process, fees and languages spoken. This database provides a number of advantages for professionals

### **Online Updating**

Agencies have the ability to submit changes to their records through an online portal, as well as submit new programs online. Agency representatives have the ability review the agency description online and then by choosing the "Report Incorrect Information" link they can submit any updates to their information. The updated information will be available as soon as it has been approved by a database manager, typically within 2 business days.

### **Resource Groups**

Each individual user can create an account which will give them the ability to develop their own resource groups, which is simply a listing of chosen agencies. These resource groups can be listings of either agencies or programs they wish to keep updated, or a list of most common referrals.

### **Customizable Search Links**

By using the main search function of the database, agencies are able to create links to specific searches in NC 2-1-1. For example, if a homeless shelter in Mecklenburg County wanted to post a link to all of the food pantries in Mecklenburg County they would simply conduct that search on NC211.org and then create a link to the results page URL on their website. That link will remain stable and the information will be updated as the food pantries update their information.

### **Mobile App**

All of the information on the NC211.org website is also available via either an Adroid or iPhone app. The app allows users to conduct either custom searches or simply use one of the common search functions. The results of either search are displayed as either a list or in a map format. The app also uses the Smartphone's GPS system to locate the resources that are closest to their current location. This makes the NC 2-1-1 mobile app an ideal resource for case managers doing home visits or other field work.

### **Hard Copy Directories**

All of the information contained within the NC 2-1-1 database can be downloaded to a hard copy directory. While large directories tend to lose their value quickly, sometimes small, subject-specific directories can be an integral component of a special initiative or collaborative project.