Connect Your Organization’s Programs and Resources to People in Need through NW PA 2-1-1

2-1-1 information and referral service was introduced to Erie County residents in late May 2017. This is our opportunity to ensure that the agency/program/service information in the NW PA 2-1-1 database is as accurate as possible.

This document includes instructions for the following:

- Registration Process
- Agency Information Update Process
- Adding/Deleting Information Process

Adding Your Agency to the 2-1-1 Database

If you have questions, contact:

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REGISTRATION PROCESS

Please follow these steps to secure a log-in to the NW PA 2-1-1 database for updates.

1. **Assign a primary point of contact and a back-up contact for your organization.**
   These individuals will be the go-to persons at your organization whenever the NW PA 2-1-1 database administrator has questions about your programs and services.

2. **Go to this site to secure a log-in to the NW PA 2-1-1 database.** [http://pa211nw.communityos.org/](http://pa211nw.communityos.org/)

3. Click the “Greater Than” symbol (>) in the upper right corner of the page.
4. Click on “Sign Up” in the line “If you have not registered, you may sign up.”

5. Please review and agree to the Acceptable Use Agreement.
6. On the next page, complete all required fields on the registration form and click “Register.” Depending on the size of your organization, you may want to request a log-in for your primary point of contact and a back-up contact.

7. Click on the verification email that you will receive from NW PA 2-1-1.
8. After your email is verified, alert SW PA 2-1-1 (our partners) to activate your log-in request. Use this subject line: *Erie County log-in request.* Email is: jjaeger@pa211nw.org

9. Watch for a follow-up email announcing that your ID is active.
You will then be able to log-in to the NW PA 2-1-1 database (www.pa211nw.communityos.org/) to review and update your agency’s information.

The resource navigators at our Franklin PA contact center will use the information in the 2-1-1 database to respond to calls from people seeking assistance.

Your agency’s information is also available to anyone who wishes to use the NW PA 2-1-1 database to conduct their own searches.
AGENCY INFORMATION UPDATE PROCESS

Depending on the number of programs and services, you may want to copy-and-paste your agency’s information into a Word document and circulate it within your agency before entering all changes. The NW PA 2-1-1 database administrator may contact you to clarify the information that you entered. Note: you will not immediately see the changes on the live website until the changes are approved and published by the database team.

1. Go to this site to log-in: http://pa211nw.communityos.org /

If it doesn’t automatically log you into the site, enter your credentials here.
2. Accept the Acceptable Use Agreement
3. Click on the “Home” link to access your organization's information.

4. Here you will see three options, but you will only need to use two. Use the “Review” link to update your existing profile. Use the “Add” link to add additional site locations and/or services.
5. To update your existing information, click on the “Review” link. Next, click on the “Preview” link.
6. Here you will see three sections. The first is the agency assigned to your user account. To review and update your agency information, click on the blue hyperlink.
7. Once you have updated the information, click the “Save Agency” link. Please note: your information will not be published until it is reviewed by 2-1-1 staff. They will do this within 24 hours, so please do not make updates on a Friday afternoon.
8. To update your site location(s) information, select the appropriate blue hyperlink under the “Programs” section. Please note: only site location information is listed under the “Program” section. Program information will be updated in the “Services” section.
9. Once you have reviewed/updated your information, click on the "Save Program" link. Please note: your information will not be published until it is reviewed by 2-1-1 staff. They will do this within 24 hours, so please do not make updates on a Friday afternoon.
10. To update a specific program/service, click on the appropriate link under the “Services” section.
11. Once you have reviewed/updated your information, click on the “Save Services” link. Please note: your information will not be published until it is reviewed by 2-1-1 staff. They will do this within 24 hours, so please do not make updates on a Friday afternoon.
ADDING/DELETING INFORMATION PROCESS

After your organization reviews and updates its existing information, you might need to add or delete services and/or locations at some point in the future. Remember: any changes to existing programs or additions of new programs should be entered into the NW PA 2-1-1 database as soon as possible.

1. To remove a location or service from your agency's public profile, go to the appropriate section, click on the blue hyperlink for that location or service.
2. Mark the status of the program (location) or service as “Inactive” and it will not be listed on your public profile. Next, click on the “Save Services” or “Save Program” link. Please note: your information will not be published until it is reviewed by 2-1-1 staff. They will do this within 24 hours, so please do not make updates on a Friday afternoon.
3. To add a location, click on the green "Program" link. To add a service, click on the orange "Service" link.
3. Next, follow the instructions to:

- Enter the service name and associate it with an agency
- Confirm the associated agency and program
- Complete the service information

4. Repeat as needed.
1. If your agency is not yet in the database, or you cannot find your agency in the search box, please visit http://pa211nw.org/service-providers/add-a-service/ to complete form on the “Add a Service to the Database” page below.
2. Be sure to complete all fields where there is a red asterisk next to the field title. These fields are required.

3. Once you have completed the form, click “Submit” at the bottom of the page.

The 2-1-1 Database Coordinator will contact you when your agency has been added.