

How To Notify 2-1-1 via the Internet of Changes in Programs, Hours, Staff, or Other Information

Step 1: Go to <http://www.irissoft.com/fcfb>

Broward 2-1-1
Get Connected. Get Answers.

This database includes The Community Resource Inventory, a project of The Coordinating Council of Broward, as well as other resources compiled by 2-1-1/First Call For Help.

Search | Events | Help | Search by Name | translate | contact us | admin

Welcome to Community Resources On-Line!
1 - 2 - 3 ... Find the Help you Need!

1. In what area are you looking for services?

All Broward County
 City
 Zip Code

2. Select a service from the following list:

- 800 Numbers
- AA/NA/12-Step Groups
- Abortion Alternatives
- Abortion Counseling
- Abuse/Neglect - Adult
- Abuse/Neglect - Child
- Adoption
- Adult Ed-see Education-Adult

Step 2: Click on the tab that reads, "Search by Name"

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Search | Events | Help | search | translate | contact us | admin

Search Bar:

Search Type: Agency Record(s) | Program Record(s)

Find Text:

Geographic Filter:

All areas
 Geo Level
 City

Use the options to the left to create an advanced search.

Types of Searches:

Agency Record contains:
An agency runs services/programs. Search for an agency record that contains the text you have entered. You can specify the search to look in specific fields, such as the name, address fields, notes, etc.

Program Record contains:
A program is a service of an agency. Search for a program record that contains the text you have entered. You can

Step 3: On the Search by Name Page select "Agency Record" from the Search Type drop-down list.

2-1-1/First Call For Help.

Search Events Help search | translate | contact us | admin

Search Bar: Use the options to the left to create an advanced search.

Search Type: Agency Record(s) ▾

Search contains text Name begins with

Select one or more options below

Search In:

- Name
- Address
- Hours
- Notes/Description

Find Text: Broward Housing

Geographic Filter:

- All areas
- City

Types of Searches:

Agency Record contains:
An agency runs services/programs. Search for an agency record that contains the text you have entered. You can specify the search to look in specific fields, such as the name, address fields, notes, etc.

Program Record contains:
A program is a service of an agency. Search for a program record that contains the text you have entered. You can specify the search to look in specific fields, such as the name, address fields, notes, etc.

Additional Filter:
Search for programs by using an additional filter to further define your search. This is active only when the Keyword Search or the Program search is selected.

Step 4: Find Your Agency by entering a portion of your agency name or the first few letters; Click the box for Search In: NAME and click on "Search Now" at the bottom of the screen

2-1-1/First Call For Help.

Search Events Help search | translate | contact us | admin

Search Bar:

Search Type: Agency Record(s) ▾

Search contains text Name begins with

Select one or more options below

Search In:

- Name
- Address
- Hours
- Notes/Description

Find Text: Broward Housing

Geographic Filter:

- All areas
- City

1 result(s) found:

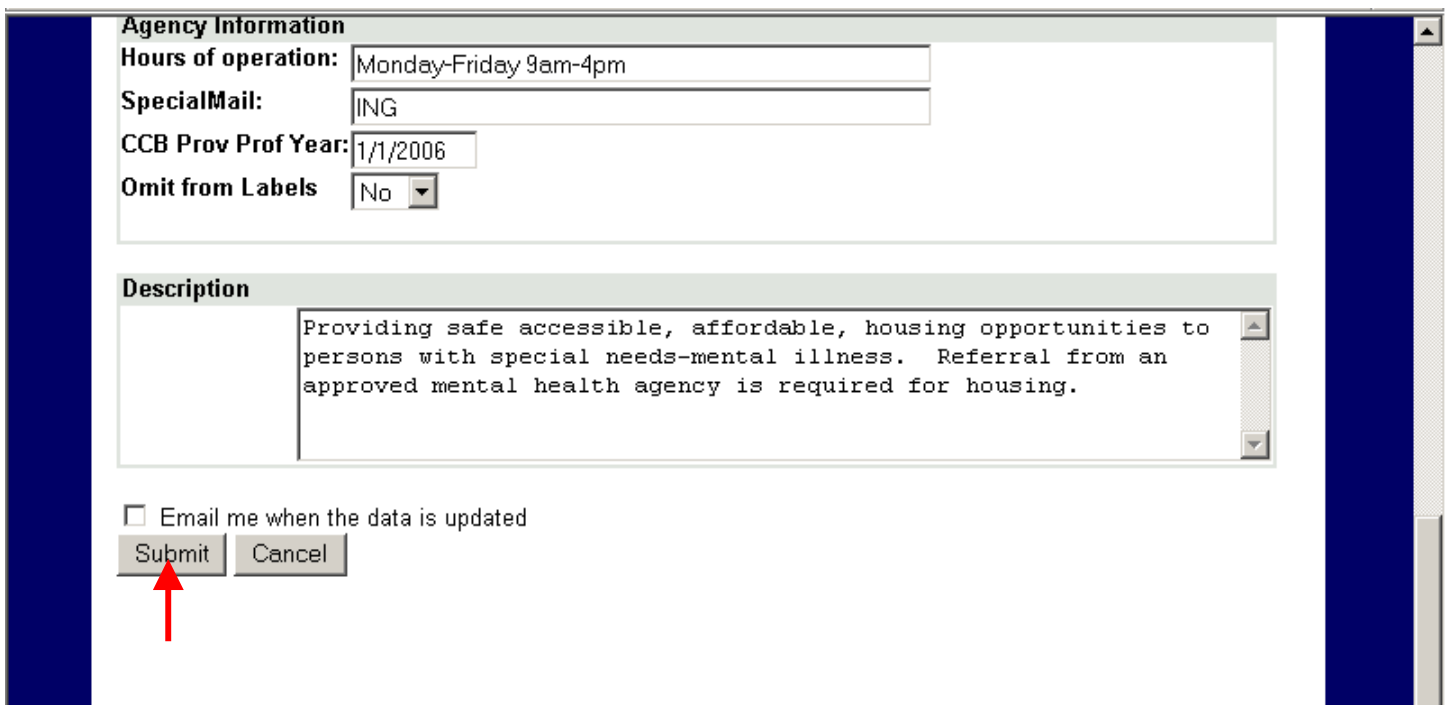
[Broward Housing Solutions](#)
305 SE 18th Court
Fort Lauderdale, FL 33316
(954) 764-2800 Main

[Return to List](#)

Step 5: When you locate your agency click on the hyperlinked agency name to open up the agency record



Step 6: At the bottom of your agency page there will be list of programs operated by your agency and below that a series of command buttons. Click on "Update Information" if you wish to update your basic agency information. If you wish to update program information, repeat Steps 3 – 6 except on Step 3 select Program Record rather than Agency Record. You are permitted to change any information in the fields shown after you select the Update command button.



Step 8: After you are finished with your update for your agency record or for any program records, click on the "Submit" command button and your changes will be automatically sent to 2-1-1 for review. If you wish to have 2-1-1 notify you when your

changes have been accepted, click the checkbox Email me when the data is updated.

The screenshot shows a search interface with several elements:

- On the left, there are radio buttons for "All areas", "Geo Level", "City", and "Zip Code". Below them is a "Search Now" button.
- In the center, there are two text links: "Add your Agency to our database" and "Add your Service to our database". A red bracket groups these links.
- To the right, there are two sections: "Program Record contains:" and "Additional Filter:". The "Program Record contains:" section explains that a program is a service of an agency and that users can specify search fields like name, address, notes, etc. The "Additional Filter:" section explains that users can further define their search, which is active only when "Keyword Search" or "Program search" is selected.
- At the bottom, there is a copyright notice: "The contents of this website are copyright (c) 2006 First Call For Help of Broward, Inc. ." and a logo for "powered by: IRis for the Web".

Step 8: If you wish to ADD a program/service, return to the Search by Name page and at the bottom of the page select "Add Your Agency to our database or Add your Service (program) to our database.

The screenshot shows a form for adding agency information with the following fields:

- Fax number: [text input]
- Internet Site: [text input]
- E-Mail address: [text input]
- Agency Information section:
 - Hours of operation: [text input]
 - SpecialMail: [text input]
 - CCB Prov Prof Year: [text input]
 - Omit from Labels: [Yes/No dropdown menu]
- Description: [text area]
- Submit and Cancel buttons at the bottom.

Step 9: Fill in the requested information and then click on the Submit command button. It will be emailed to 2-1-1 and you will be contacted for any additional information that may be needed.

For assistance in using the web to update or submit information, please call, 2-1-1 Information Services at (954) 390-7601.