

Resource Team

Human Service Database Experts



Who We Serve

- ❖ Los Angeles County Residents & Visitors
- ❖ Social Service Agencies
- ❖ Non Profit Organizations
- ❖ Information & Referral Professionals
- ❖ City/County/State/Federal Departments

Resource Program Goal

Maintain

- ❖ Maintain existing database of Human Services

Find

- ❖ Research and find relevant new services and programs from a variety of sources

Curate

- ❖ Review and confirm information for reliability, accessibility, accuracy and appropriateness

Share

- ❖ Publish information to the database that informs Community Resource Advisors, 211LA website, and social media

What We Do

As AIRS Accredited Certified Resource Specialists (CRS) we:

- ❖ Research social service topics, agencies, and programs
- ❖ Attend community meetings
- ❖ Support Staff
- ❖ Call and e-mail to verify information

Partners & Collaboration

We work with agencies and non-profits daily to ensure we maintain current information.

The Resource Gallery

Effective database management is not only the accuracy of the database itself, but also easily accessible methods to share data to both communities in need as well as other agencies seeking resources for their clients or constituents.

Resource listings include:

- ❖ Address/ Map
- ❖ Service Hours
- ❖ Service/ Intake Phone Numbers
- ❖ Services by Site Location
- ❖ Fee Structure
- ❖ Language
- ❖ Application Procedure
- ❖ Service Areas
- ❖ Cultural Competencies



211 LA/AIRS Taxonomy of Human Services

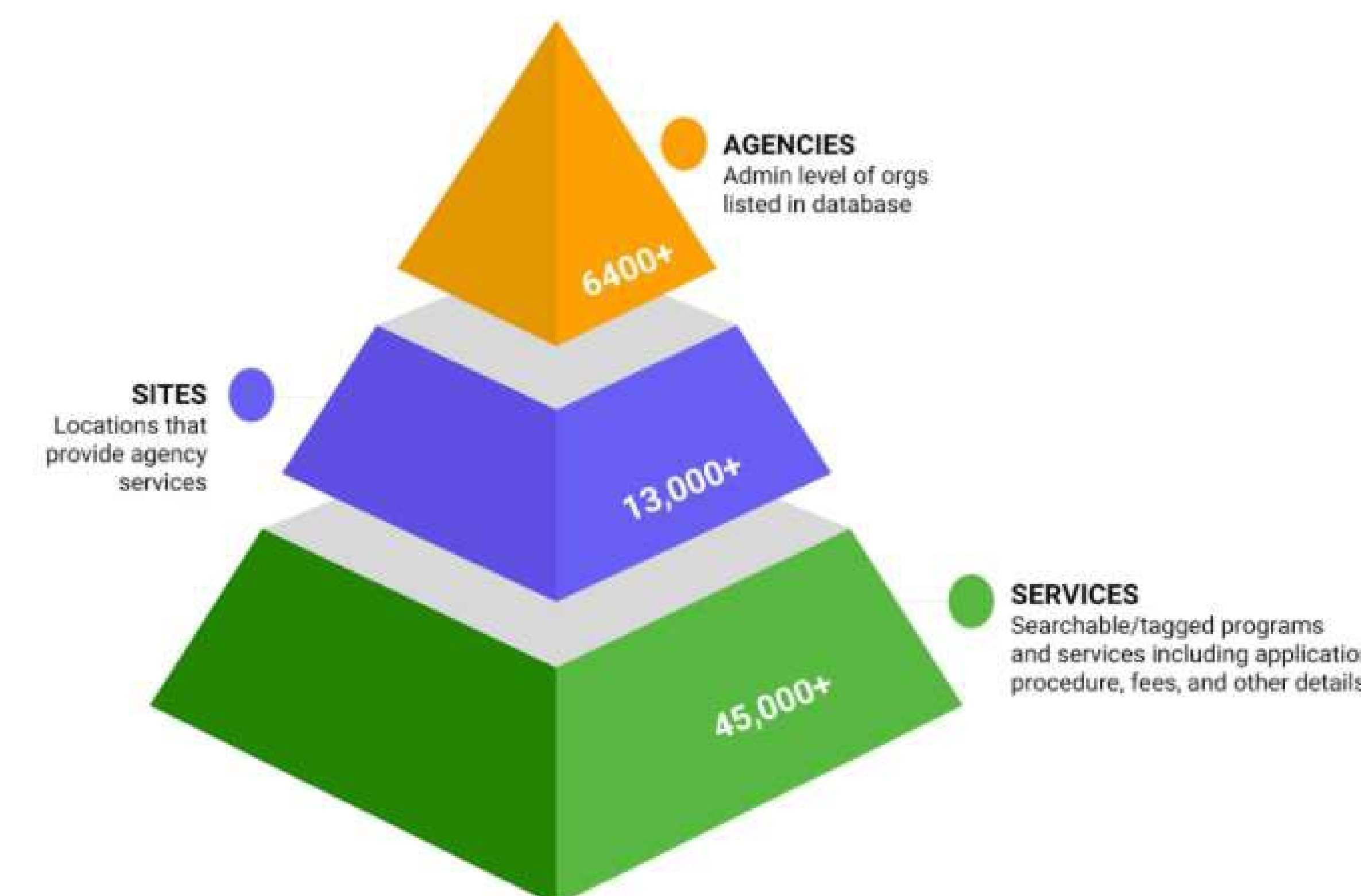
- ❖ Standardized method of indexing services
- ❖ Allows users to search by their needs
- ❖ Flexible and adaptable to changing social service issues

211LA.org

- ❖ Community Calendar
- ❖ Specialized Portals
- ❖ Guided Search
- ❖ My211



Database At A Glance



211 LA Database

- ❖ One of the largest human service databases in the U.S.
- ❖ Consistently updated through a formal update process
- ❖ **(Update your entry today – ask a Resource Writer for details!)**
- ❖ The database powers searches for our CRAs, the 211LA website, and CareLinQ
- ❖ Allows for in depth reporting

Partner with Us

The Resource Team is available Monday – Friday 8:00am – 5:00pm. Call us anytime, we love to talk about the database and services.

For more information

ResourceMailingList@211LA.org

(877) 463-6929

Poster by

LJ, DeEtta, Michele, Rhea, Nichole, Valarie

Date

February 9, 2018