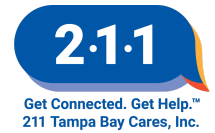


Person-Centered 211 Provider Profile



211 Tampa Bay Cares

Welcome to our new 211 database!

HELP STARTS HERE

Step 1: Choose a ZIP code or city. Step 2: Select a need category below.

If you do not see a need category that fits what you are looking for please use the custom search field at the bottom of this page.

CHOOSE A ZIP

OR

CHOOSE A CITY

2-1-1 is the 3-digit number providing comprehensive information and referral service listing local, Statewide, and National health and human service programs. As part of a National 211 Network, 211 Tampa Bay Cares is dual-accredited by two national organizations: the Alliance of Information and Referral Systems (AIRS) and the American Association of Suicidology (AAS). A component of adhering to I&R accreditation standards is updating the 211 Resource Directory.

The 211 Resource Directory is the internal and public listing of health and human services available to the general public to be updated at least every 12 months. Listing your health and human services with the 211 database is important to capture an inventory of local resources for people in need before, during, and after a disaster. The 211 Referral Directory must be updated at least every 12 months, but this can not happen without key updates from organizational partners. Keeping your profile updated when there are organizational changes is vital to the success of appropriate referrals to any organization.

Here are 5 essential tips to help organizations update their 211 profile listing so that it is more person-centered and leads to more appropriate referrals.

Questions or need assistance? update@211tampabay.org or call 727-365-1838.

October 7, 2019

5 Tips for a Person-Centered 211 Provider Profile



Update Contact Information

Ensure phone numbers, email addresses, and website information is current. *When your organization's profile is being viewed online, the phone number and website are clickable to easily contact your organization.*



Update Primary Contacts

Update your primary contacts who can answer eligibility questions about your service and update your 211 Profile. *Please include phone numbers and email addresses for all contacts.*



Update Program Description

The description should be easy to understand, health and human service jargon-free, and be at an eighth-grade reading level. *The description is the only reference the general public has about your program when viewing online.*



Review Service Area

Review the geography served to ensure you get accurate referrals. *You can narrow down the geography of your services based on state, county, city, or zip code.*



Review Service Codes

Service codes are created by 211 staff based on national standards, the description you submit, and our understanding of the services your organization provides. The serves are listed online under the "about this provider". Notify 211 if the services listed are not correct.