



CIE Technology Updating Service Listing Profile



What is a Service Listing Profile?

Each of the services offered by your agency are listed publicly in the 2-1-1 database and how they are described determines how a person is referred to that service



2-1-1 Agent

Purpose

To ensure appropriate referrals are made to your services from 2-1-1 staff and other partners in the CIE.

Steps for Updating your Service Listing Profile:

1. If agency has a CIE profile, log in to your account and select 'Request Agency Update' or go to a service and select 'Request Service Update'
2. Record the changes and submit.
3. A resource specialist at 2-1-1 will apply the changes to the profile.
4. If agency does not have a CIE profile, or if you have any questions, then submit requests to the 2-1-1 resource team at resourcecenter@211sandiego.org, calling 858-300-1200, or by visiting 211sandiego.org/partners

Considerations to keep in Mind



- This is 2-1-1's internal process for how they refer to your services
- This will be the same service listing that other CIE Network Partner will be using to refer to your services
- 2-1-1 does require full, yearly updates to all services listed in the database.
- A service listing description should be clear and concise while also providing a robust understanding for What the service is?, Who is it for?, How does someone access the service?, and Are there requirements regarding proof of eligibility?