

# HOW TO: UPDATE IHS 211 HELPLINE FOOD RESOURCE AGENCY LISTING



## 1 REVIEW 211 AGENCY LISTING INFORMATION

1. Confirm organization information is accurate at: <https://search.211helpline.org/>
  - Type organization name into "Click or type to start searching".
  - Select "Search".
  - Review your organization's listing for potential updates.
2. Identify organizations not listed including: food pantries, after school meal programs, community meals, fresh food, summer food programs, baby food, soup kitchens, WIC & SNAP programs, meals for the elderly and disabled, and healthy eating programs.

\*\* To determine if the agency is eligible to be listed on 211, please review the "Inclusion/Exclusion Policy" \*\*

[\(Link\)](#)

## 2 GO TO THE "FOR AGENCIES" PAGE

- Link: <https://www.ihsnet.org/211-helpline-for-agencies/>
- Scroll to the bottom of the page to the "211 Helpline --For Agencies" section.

## 3 INPUT & SUBMIT AGENCY INFORMATION

Please Include:

1. Subject: "Update Existing Agency", "New Agency", "Update Existing Program", "Seasonal Program Update", **OR** "Add New Program".
2. Complete fields for: Agency Name, Program Name, Telephone, Email, and Address.
3. Message: Primary Contact Name\*, Description of Agency\*, Agency Website\*, Agency Hours\*, Description of Program/Services\*, Eligibility\*, Fees\*.

**OR** If no longer operating:

"Please remove (Program Name and/or Organization Name) from the 211 Agency List. This (Program Name and/or Organization Name) is (permanently or temporarily) no longer in operation. We will contact 211 in the event anything changes in the future."

\*only include in message if this is a new agency or the information needs to be updated.

**If you need assistance during this process, please contact:**

**211 Helpline:** 211helpline@ihsnet.org

Get Connected. Get Answers.

