



Instructions for Reviewing and Updating Agency and Program Information


Reviewing your Agency and Program Information within the 2-1-1 Database:

1. Visit the following website: <http://www.referweb.net/vcbc/>
2. Enter a Calhoun County Zip Code and you're agency name (or partial name):









 **STEP 1:** To find available resources, please enter the ZIP Code OR select the city where services are needed.
 Enter ZIP Code or select city [\(reset\)](#)
OR Select county

Your location is required to continue.

 **STEP 2:** (Optional) The person needing help is: **Age** **Gender** Female Male

 **STEP 3:** Select one of the search options below.

Browse Categories (Click a category to browse services.)

 Arts, Culture and Recreation	 Community Services	 Consumer Services	 Disaster Services
 Education	 Employment	 Financial and	 Food and Meals

Search by Service Keyword
Type a word or phrase Search Hints

(Examples: food, job training, support groups)

Search by Agency or Program Name
Type a word or phrase Search Hints

(Examples: Meals on Wheels, Salvation Army,)

3. Click on the Search button.
4. Click on the links to view all information included for each of your programs.

28 Locations with names matching your search term. Providers are listed by priority/pr

BIG BROTHERS BIG SISTERS, A COMMUNITY OF CARING	BIG BROTHERS BIG SISTERS - CALHOU		
34 West Jackson Street Suite 5A Battle Creek, MI 49017	(888) 898-3001 Toll Free (269) 964-7117 Administrative (269) 966-2529 Fax http://www.bbbsmi.org	view map	(
click for more info on ADULT/CHILD MENTORING PROGRAMS COMMUNITY-BASED MENTORING			
click for more info on ADULT/CHILD MENTORING PROGRAMS SCHOOLS, ORGANIZATIONS, BUSINESSES AND FAITH-BASED PARTNERS HOST SITE-BASED ONE-ON-ONE MENTORING			
click for more info on FAMILY SERVICES RELATED VOLUNTEER OPPORTUNITIES			
BIG BROTHERS BIG SISTERS, A COMMUNITY OF CARING			
3501 Covington Road Kalamazoo, MI 49001	(888) 898-3001 Toll Free (269) 382-6800 Main (269) 382-4108 Fax http://www.thinkbigtoday.org	view map	Kal 15
click for more info on ADULT/CHILD MENTORING PROGRAMS COMMUNITY-BASED MENTORING			
click for more info on ADULT/CHILD MENTORING PROGRAMS SCHOOLS, ORGANIZATIONS, BUSINESSES AND FAITH-BASED PARTNERS HOST SITE-BASED ONE-ON-ONE MENTORING			
click for more info on FAMILY SERVICES RELATED VOLUNTEER OPPORTUNITIES			



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5. Full program information example below:

<u>BIG BROTHERS BIG SISTERS, A COMMUNITY OF CARING</u>	<u>BIG BROTHERS BIG SISTERS - CALHOUN COUNTY</u>
34 West Jackson Street Suite 5A Battle Creek, MI 49017	(888) 898-3001 Toll Free (269) 964-7117 Administrative (269) 966-2529 Fax http://www.bbbsmi.org
	view map
	Calhoun County 1 mile from you
<p>click for more info on ADULT/CHILD MENTORING PROGRAMS COMMUNITY-BASED MENTORING</p> <p style="text-align: right;">hide details print service details send to phone or email view parent agency</p> <p>Service description: Provides one-to-one adult/child matches. Bigs and Littles determine a consistent schedule for visits and activities that occur in their own community, usually four to eight hours per month for at least a year.</p> <p>Application process: Bigs are self referred; Littles are parent/guardian or school referred. Applications are available online at ThinkBigToday.org, or by calling 269-382-6800, or visiting the Mentoring Center at 3501 Covington Road, Monday-Friday 9 am- 4 pm to pick up an application.</p> <p>Fees: None</p> <p>Area served: Kalamazoo, Allegan, Barry, Calhoun, and Van Buren counties.</p> <p>Service hours: Convenient scheduling available days and evenings.</p> <p>Languages: English and Spanish</p> <p>Services: Adult/Child Mentoring Programs</p> <p>Site area served: Calhoun County.</p> <p>Site hours: Mon-Fri 9am-5pm, After hours by appointment.</p> <p>Last Updated: Oct 29, 2014</p> <p>Other services at this location</p> <ul style="list-style-type: none"> • ADULT/CHILD MENTORING PROGRAMS SCHOOLS, ORGANIZATIONS, BUSINESSES AND FAITH-BASED PARTNERS HOST SITE-BASED ONE-ON-ONE MENTORING PROGRAMS • FAMILY SERVICES RELATED VOLUNTEER OPPORTUNITIES <p>Other locations offering this service</p> <ul style="list-style-type: none"> • BIG BROTHERS BIG SISTERS -- BARRY COUNTY 231 South Broadway Third Floor Hastings, MI 49058 • BIG BROTHERS BIG SISTERS, A COMMUNITY OF CARING 3501 Covington Road Kalamazoo, MI 49001 <p style="text-align: right;">hide print send to phone or email view parent agency</p> <p>click for more info on ADULT/CHILD MENTORING PROGRAMS SCHOOLS, ORGANIZATIONS, BUSINESSES AND FAITH-BASED PARTNERS HOST SITE-BASED ONE-ON-ONE MENTORING PROGRAMS</p>	



United Way of the
Battle Creek and
Kalamazoo Region
thegethelping.org


Instructions for Reviewing and Updating Agency and Program Information

Updating your Agency and Program Information:

1. If your agency has been updated after July 1, 2014, then in most instances someone within your agency has received the username and password needed to update the database information using the web-based survey tool. If your agency was last formerly updated prior to this date or if you do not still have the login username and password, please contact Jamie Rugg at 269-788-1136 or by email (Jamie@handsonbc.org) to receive this information.

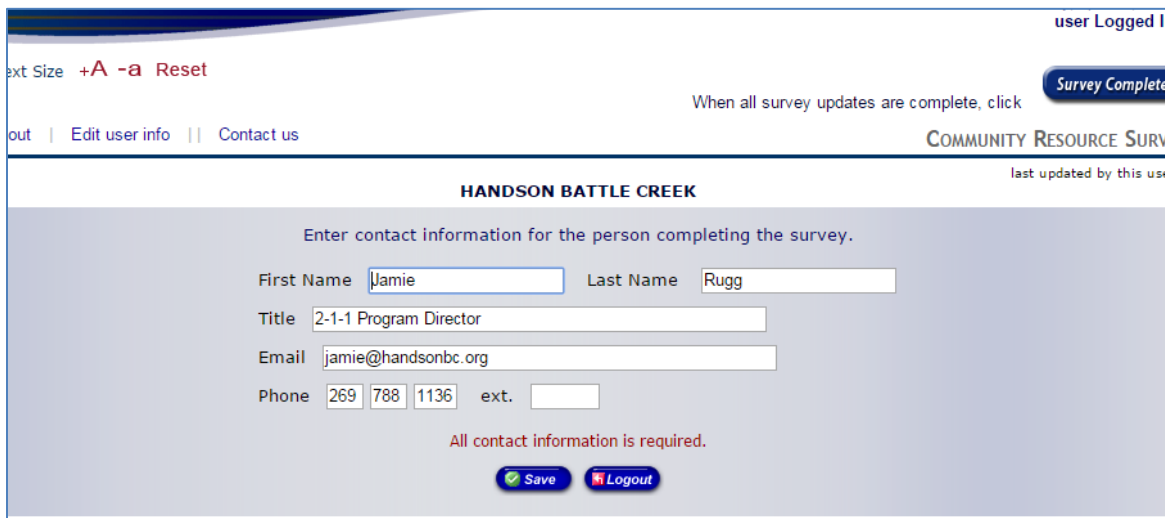
2. Using your agency username and password, log into the online database using the following URL: <http://www.refersoftware.com/Survey20/?VCBC>

NOTE: Agencies that have locations in multiple call center regions may be housed in a database access point outside of HandsOn 2-1-1. If this occurs, we can assist you in getting the information that you will need in order to update your information, but the URL will be different. Please contact us if you have any questions.



The screenshot shows the login page for Central Michigan 211. The header includes "Central Michigan 211" on the left and "COMMUNITY RESOURCE SURVEY LOGIN" on the right. The main content area contains two input fields: "User ID" and "Password", both with yellow highlights. Below these fields is a "Login" button. At the bottom, it says "powered by ReferWEB" and "Monday, April 06, 2015".

3. Enter the contact information of the person completing the survey and click on the save button:



The screenshot shows the "HANDSON BATTLE CREEK" survey update form. The header includes "user Logged In" on the right and "Survey Complete" button. The form title is "HANDSON BATTLE CREEK" and it says "last updated by this user". The main content area contains the text "Enter contact information for the person completing the survey." followed by several input fields: "First Name" (filled with "Jamie"), "Last Name" (filled with "Rugg"), "Title" (filled with "2-1-1 Program Director"), "Email" (filled with "jamie@handsonbc.org"), and "Phone" (filled with "269 788 1136" and an empty "ext." field). Below the fields is a red message: "All contact information is required." and two buttons: "Save" and "Logout".

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- If your agency has multiple locations, select which location you would like to review first (in a formal update all locations will need to be reviewed – if you are only updating information then you can focus on just the location that the information is changing at).

Text Size **+A -a** [Reset](#)

When all survey updates are complete, click [Survey Complete](#)

[Logout](#) | [Edit user info](#) | | [Contact us](#)

COMMUNITY RESOURCE SURVEY
Last updated by Jamie Rugg 4/6/2015


HANDSON BATTLE CREEK

HANDSON BATTLE CREEK | Battle Creek ▾

Select a location...

HANDSON BATTLE CREEK | Battle Creek

211 | Battle Creek

powered by 

- Review the information for each Section on the right side of the screen. Click the Edit button to suggest changes/modifications. The new information will be displayed on the right. Section information can be displayed or hidden by clicking on the dark blue bar.
- When all changes are complete, click on the Survey Complete Button at the top of the screen.
- Suggestions for changes are entered into the database and a HandsOn staff person will review the modifications and edit the information within the database, usually within 2 business days.