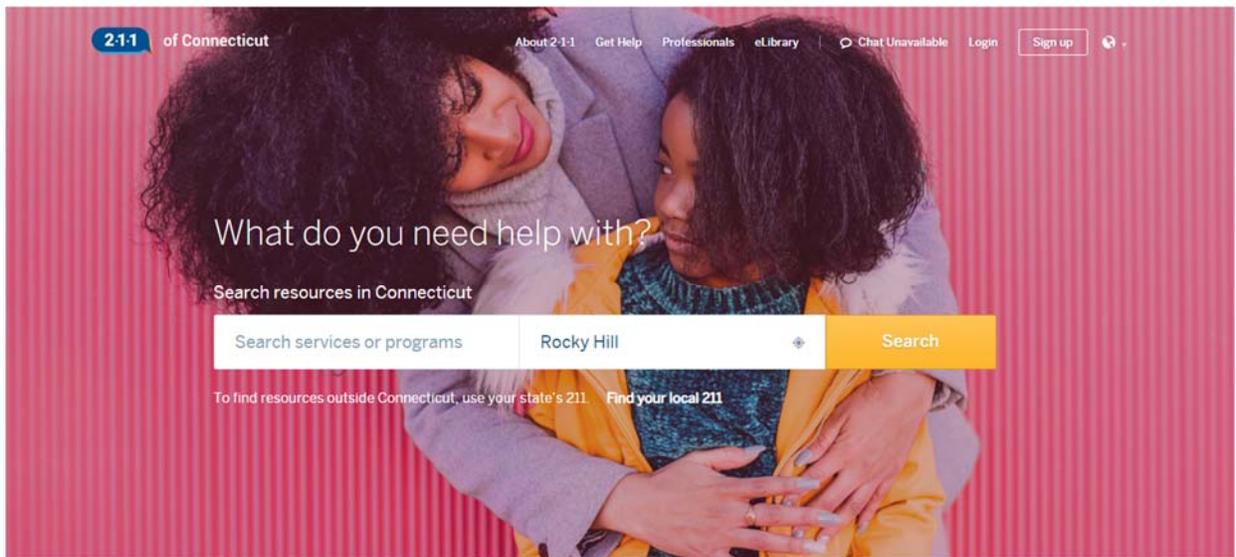


211CT.ORG

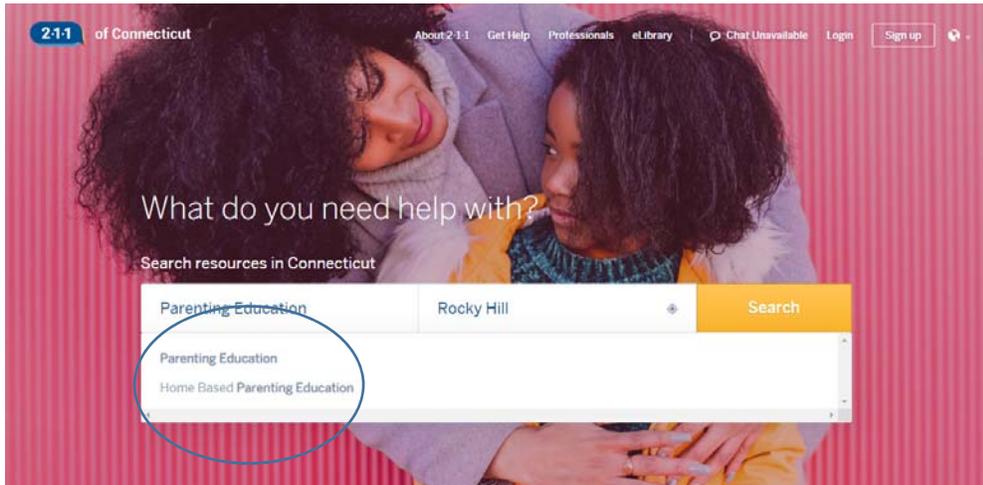


User Guide

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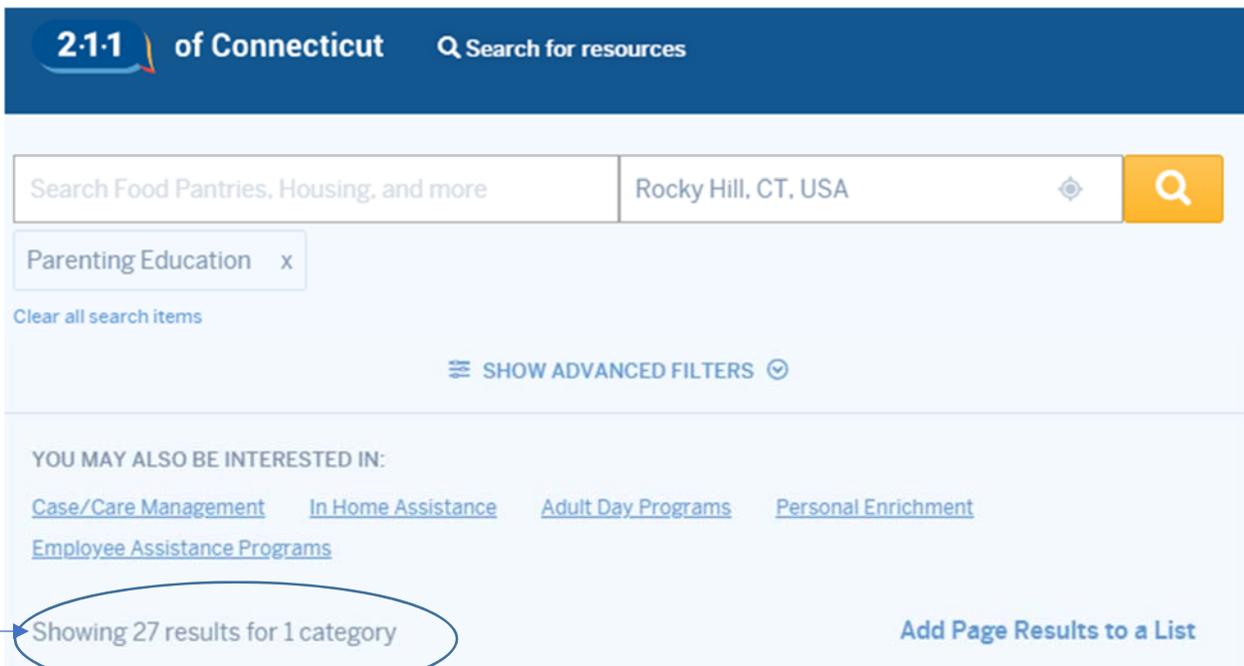
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Search Box



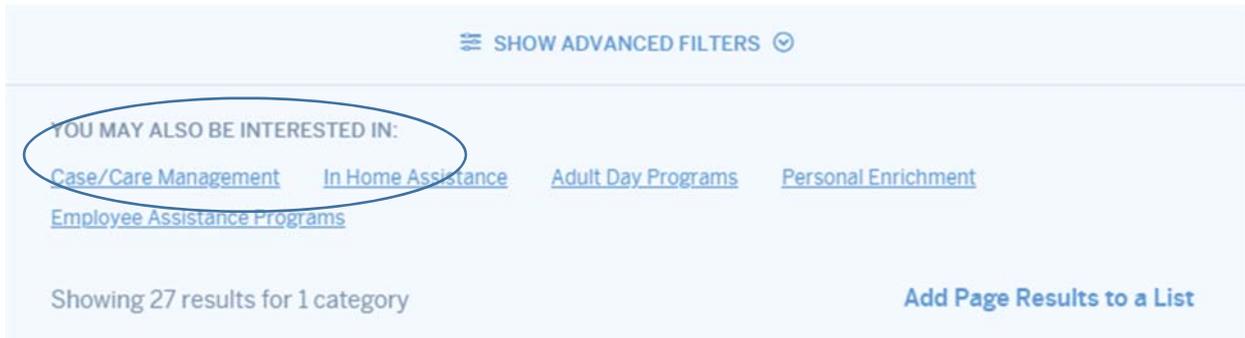
Type any word into the search box (e.g. parenting education). As you type, you can select one of the autosuggested search terms or continue to type. Type in town, zip code, address, or place of interest (e.g., Walmart). 2-1-1 will use location info from your device (if enabled) to target searches locally. You can manually override that by typing over the location. Select search button. A list of resources will appear.

At top resource list, user is given total number of results.



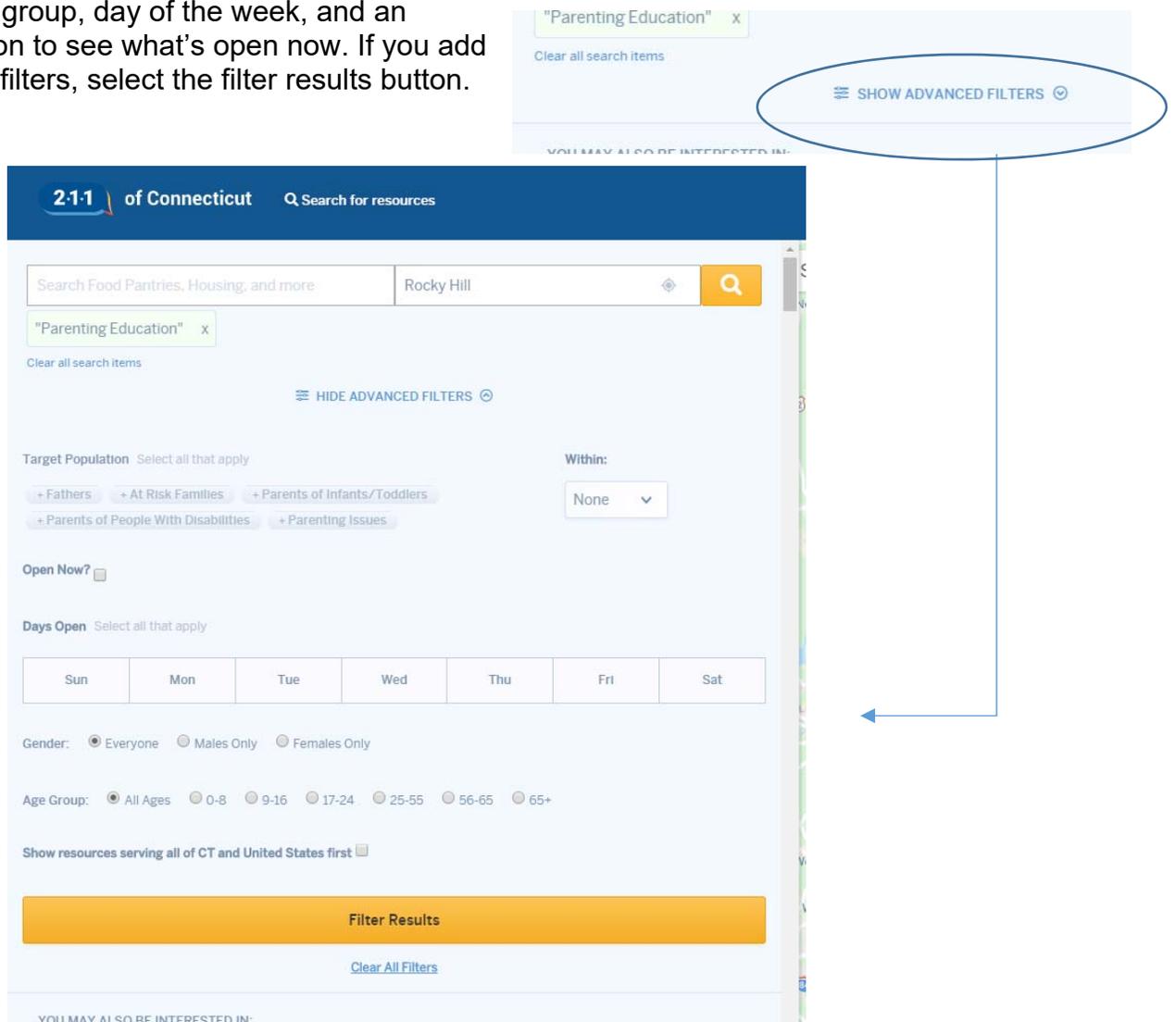
You May Be Interested In

In the “you may be interested in” section, user will find suggestions for additional resources based on their search term. Click on those links for resources.



Filter Results

Filter search results to quickly find what you need by target population, radius, gender, age group, day of the week, and an option to see what's open now. If you add any filters, select the filter results button.



Resource Cards

At a glance, the resource card gives location, eligibility, hours, phone, website, and directions. This is where a user can also update a listing. (See page 13 for instructions.) Click on the more details button to read more about the agency and other programs it may offer. Suggested readings are also located in the more details section. These are links to 2-1-1 eLibrary papers related to the search term.

Parenting Education/Parent Support Groups

AGENCY: ROCKY HILL, TOWN OF
LOCATION: ROCKY HILL, TOWN OF - YOUTH AND FAMILY SERVICES

699 Old Main Street, Rocky Hill, CT 1.63 miles

[Update this Listing](#)

Parent support groups and workshops on a variety of topics are offered periodically.

Eligibility: Resident of Rocky Hill

Hours: M-F: Hours Vary; Counseling services by appointme...

860-258-2718 | View Website | Get Directions

[More Details](#)

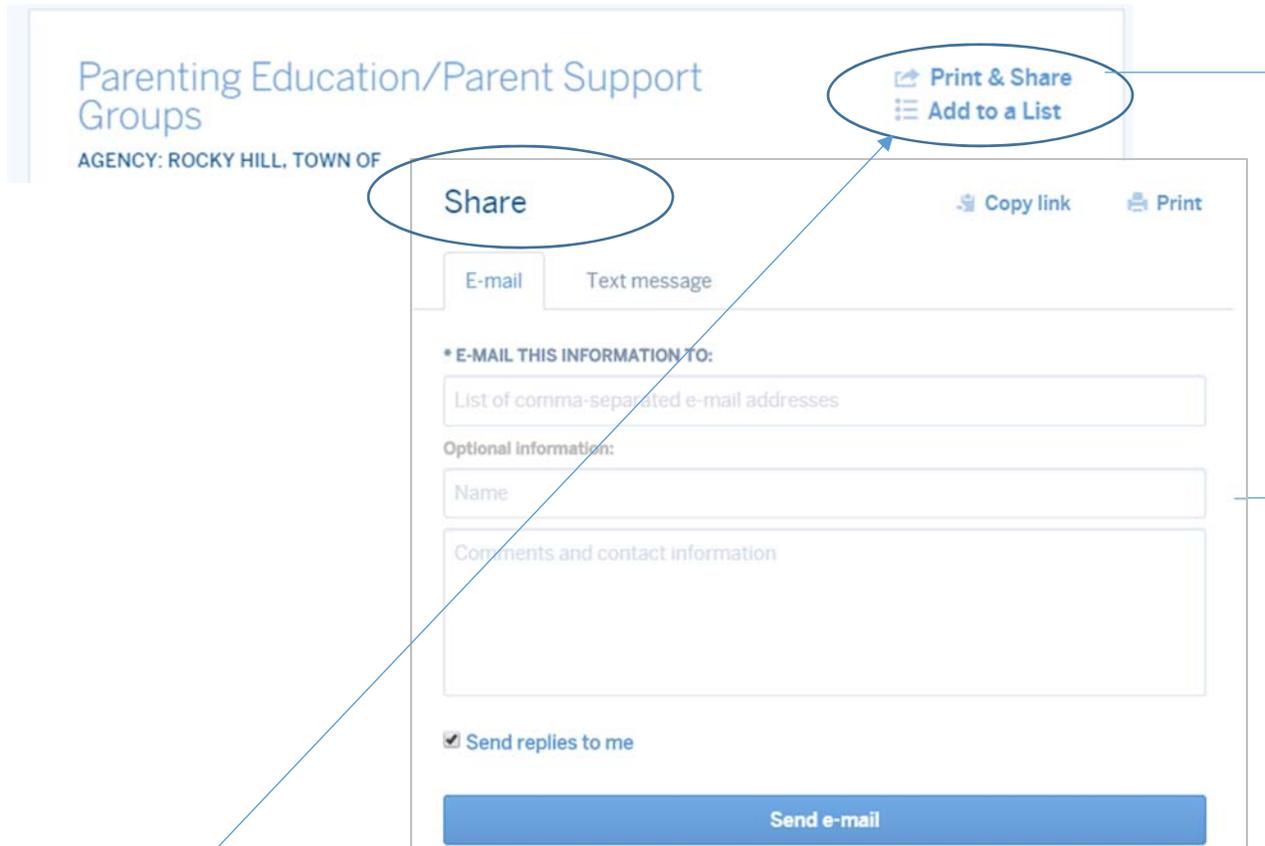
SUGGESTED READING

CATEGORY: Children and Families

- [Adoptive Parent/Child Search](#)
- [Adult Respite Care/Children's Respite Care](#)
- [Birth Doula and Postpartum Doula](#)
- [Breastfeeding Resources for Connecticut Families](#)
- [Bullying](#)
- [Child Abduction Prevention](#)
- [Child Abuse – Mandatory Reporters / Mandatory Reporting](#)
- [Child Abuse Laws – Connecticut](#)
- [Child and Dependent Care Tax Credit](#)
- [Child Custody](#)
- [Child Support in Connecticut](#)
- [Child Tax Credit](#)
- [Coping with Violent/Traumatic Events](#)
- [Crying Baby – Tips for Coping/Tips for Managing Stress](#)

Print and Share

Print resources directly from the 'Print & Share' button on the resource card. Send agency details to yourself or others via e-mail and SMS.



Resource List without 2-1-1 Account

Add community resources to a personal cart that can be emailed or printed by selecting the "add to a list" link.

If you do not have a 2-1-1 Account and "skip" is selected, you will find access to your list at bottom of the screen. It will not be saved when you log out of your computer. To save you must be logged in to a 2-1-1- Account. As more resources are added, the number found in the red circle will change to reflect new resources. To access list, click on red circle.

Tip: Create an Account

When you sign up for a 2-1-1 account, you can save a resource to a list and return to it later.

[Create an Account](#)

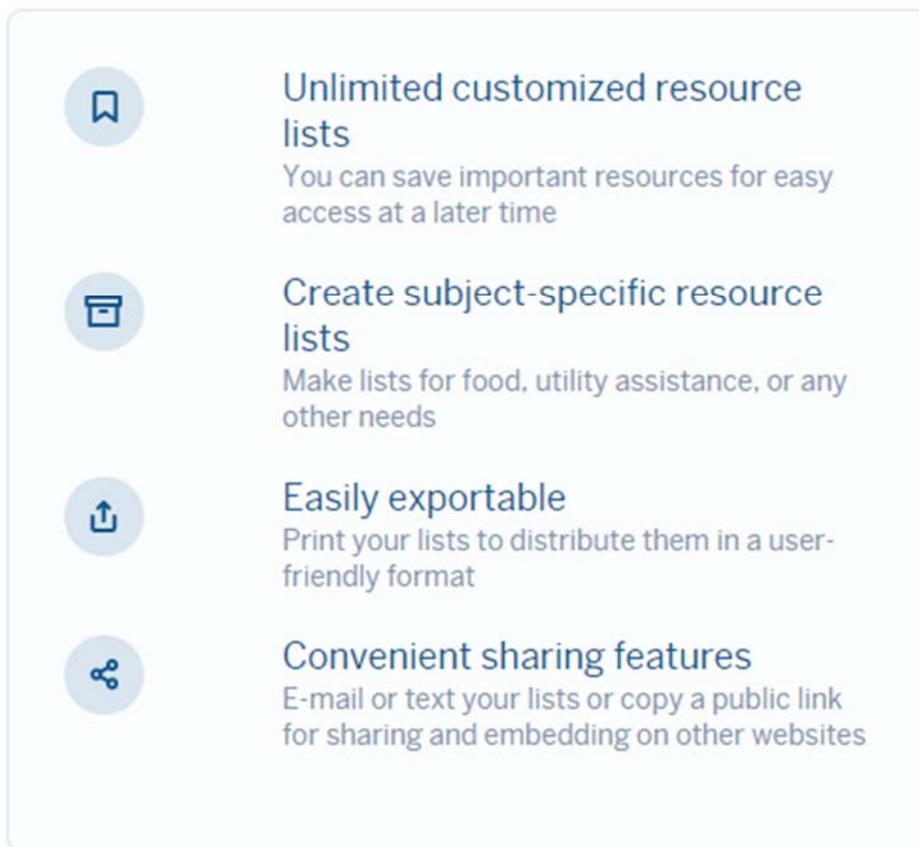
[Skip](#)



Resource List with My 2-1-1 Account

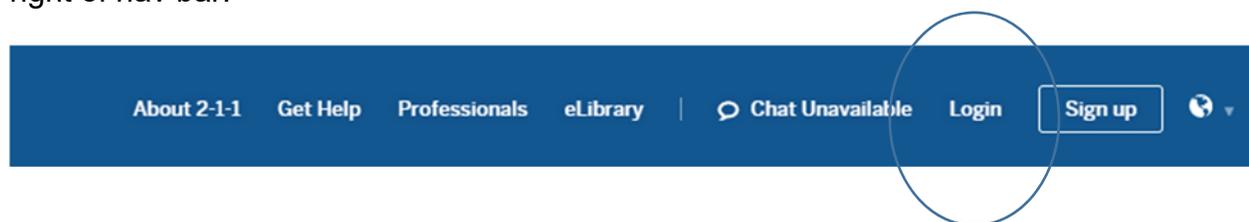
At this point, instead of “skip” you can also chose to create an account. Hit the “Create an Account” button. To sign up for My 2-1-1 Account, you only need an email and password.

With a 2-1-1 account, a user has access to the following features.



- **Unlimited customized resource lists**
You can save important resources for easy access at a later time
- **Create subject-specific resource lists**
Make lists for food, utility assistance, or any other needs
- **Easily exportable**
Print your lists to distribute them in a user-friendly format
- **Convenient sharing features**
E-mail or text your lists or copy a public link for sharing and embedding on other websites

If you already have a 2-1-1 account, you can log in to your account using the link on top right of nav bar.



Once you are logged in, select the resource you would like to add and click on “add to a list” link. You can either create a new list or add the resource to an existing list.

The screenshot shows a form titled "Add to a Resource List" for the resource "Parenting Education/Parent Support Groups". It features a text input field labeled "New Resource List Name" with a note below it: "Note: The list name is displayed when shared. Avoid sensitive information." Below the input field is a blue button labeled "Create List". Underneath that is a dropdown menu labeled "Select a list" and another blue button labeled "Add to List". At the bottom of the form, there is a link "My Resource Lists" and a "Dismiss" button.

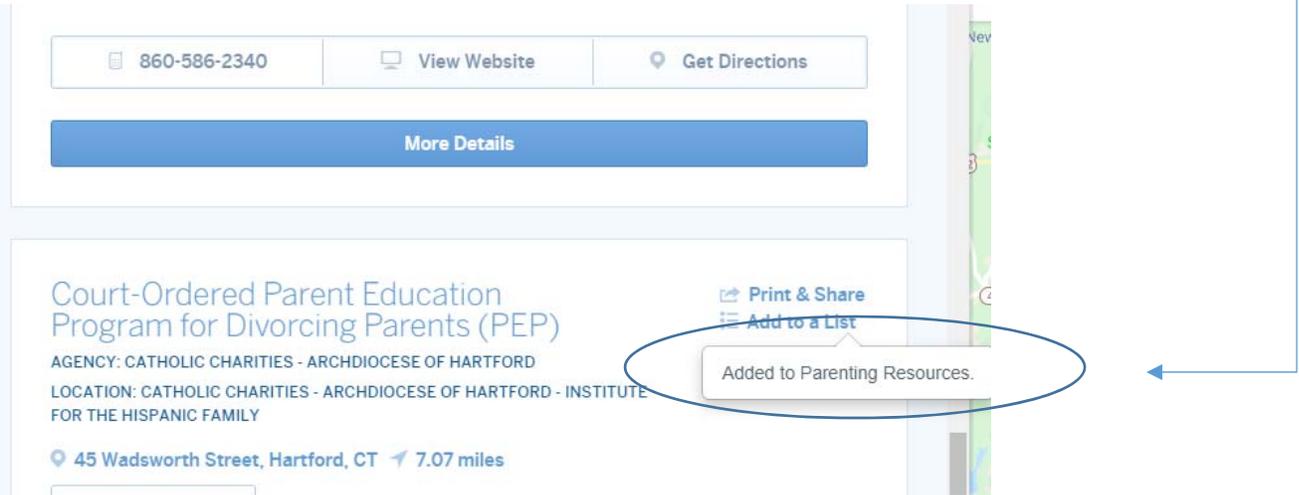
To add to an existing list, click in the “select a list field”, select the list you want to use, and then click on the “add to list” button.

The screenshot shows a dropdown menu with the text "Select a list" at the top. The menu is open, showing a list of options: "Support Groups", "Food" (which is highlighted in blue), "Volunteer", "Saved cart", "Housing", and "My 211 Resources".

To create a new list, select create list. Type in name for list, such as “Parenting Resources,” in the “New Resource List Name” field and then hit the “create list” button.

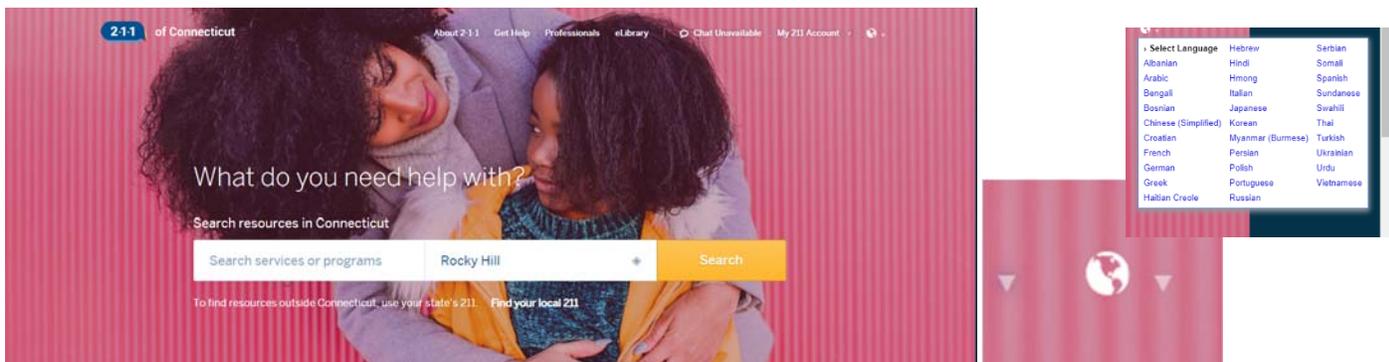
The screenshot shows a form titled "Add to a Resource List" for the resource "Non-Portable Public Housing Rent Subsidy Program". It features a text input field labeled "New Resource List Name" which is circled in blue. Below the input field is a note: "Note: The list name is displayed when shared. Avoid sensitive information." Below the note is a blue button labeled "Create List".

When a resource is added to a list, a confirmation is shown below the “add to list” link.

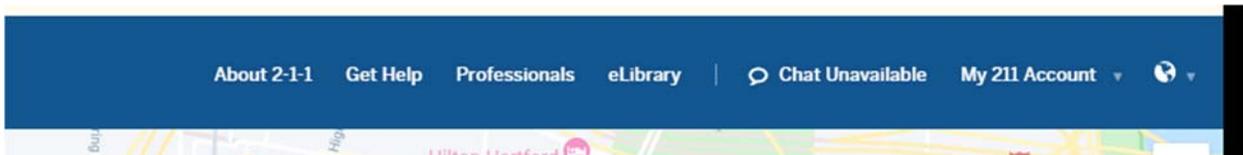


Translation

Built-in translation functionality with support for more than 30 languages (powered by Google Translate) is available throughout the 211ct site. On home page, translate button is found in upper right corner. When selected, list of languages will appear.



On search result pages, translate button is found in upper right corner.



In other pages, such as about us, eLibrary, etc., the translate button is found in bottom left corner. Once you click on translate button you then go to top left corner to select your language.

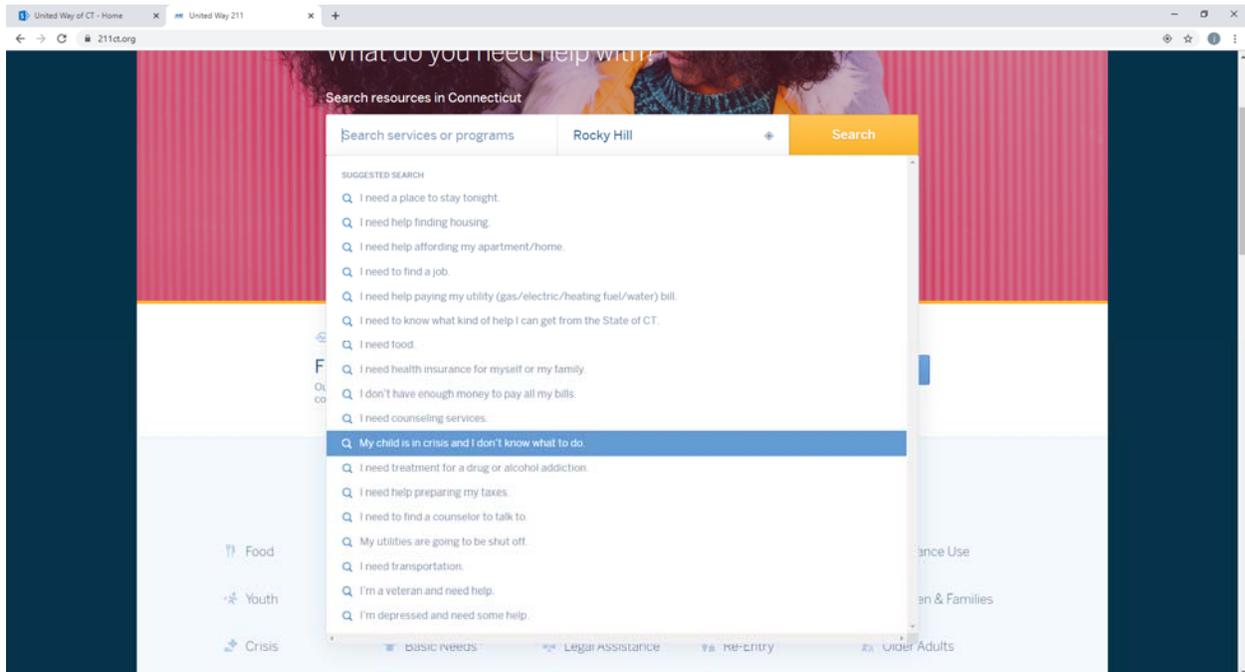


To return to English, select show original button.



Problem Statement

- Chose one of the dropdown problem statements, select a town.
- Select one of the resources to find more info.



Category Search



Click on a category you need, then select the topic or question that best fits what you're searching for. Once you click on the subcategory a new window will open with available resources.



Children and Families

Early Care & Education

- 2-1-1 Child Care
- Birth to Three
- Help Me Grow
- Head Start
- Homeless Education
- Pre-Kindergarten Programs

Home Visiting Programs

- Birth to Three
- Early Head Start
- Minding the Baby
- Nurse Family Partnership
- Child First
- Early Childhood Consultation Partnership

"Parents As Teachers" Model

- Nurturing Families Network
- Parents as Teachers Programs in CT

Child Nutrition Programs

- SNAP
- WIC
- Summer Food
- Nutrition Education

Housing Resources

- Low income/Subsidized Private Rental Housing
- Section 8 Housing Choice Vouchers
- Landlord/Tenant Assistance
- Runaway/Youth Shelters

Income Assistance

- Temporary Family Assistance (TFA)
- Child Support
- Care 4 Kids
- 2-1-1 Navigator (Benefits Screener)

Update Your Agency

Direct link in each result detail page to report updated information.

2-1-1 of Connecticut Search for resources

More Details

Parent Education Programs (PEP) - Administration [Print & Share](#) [Add to List](#)

AGENCY: CONNECTICUT COUNCIL OF FAMILY SERVICE AGENCIES

35 Cold Spring Road, Building 400, Suite 411, Wethersfield, CT 0.13 miles

Update this Listing

Parenting education programs are classes to educate adults about the many issues children face when their family situation changes...

Hours: M-F: 8am-5:30pm

800-505-9000 View Website Get Directions

More Details

2-1-1 of Connecticut About 2-1-1 Get Help Professionals eLibrary

Request Agency/Program Update

Note: This form is not for making a request for services or help! Dial 2-1-1 to get information about this program and other services, 24hrs/7days a week.

Nota: ¡Este formulario no es para hacer una solicitud de servicios o ayuda! Marque 2-1-1 para obtener información sobre este programa y otros servicios, las 24 horas / 7 días a la semana.

• This form is to report a correction to the Agency/Program information we have on file. It will be reviewed by our Information Services Department.

Your Name
First Last

Your Email

Your Phone

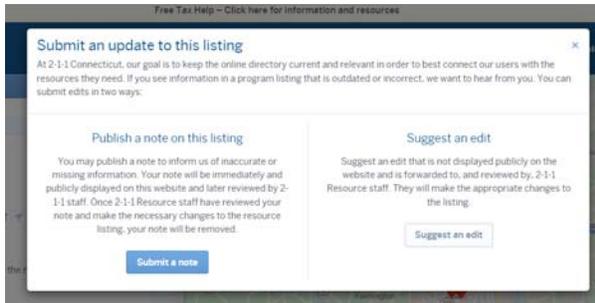
This is to contact you with a question on this update request.

Agency Name
CONNECTICUT COUNCIL OF FAMILY SERVICE AGENCIES

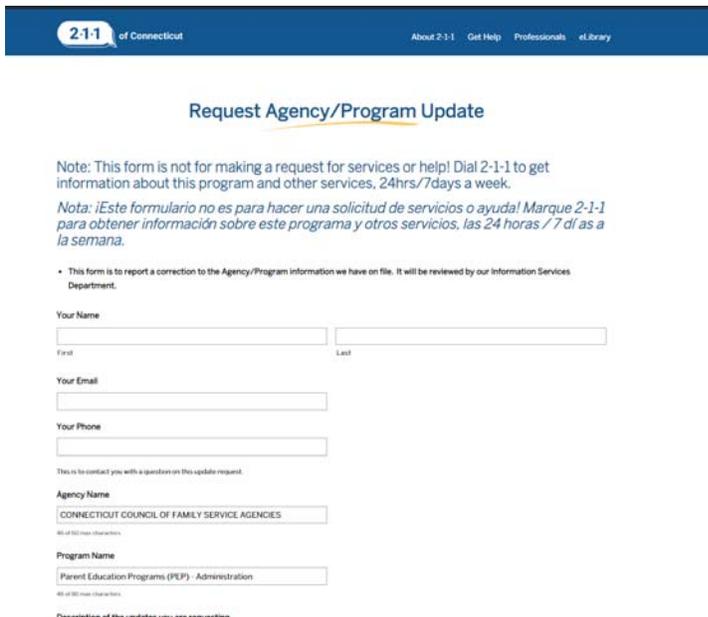
Program Name
Parent Education Programs (PEP) - Administration

Precedence of this update can be specified.

When user is logged in to their 2-1-1 Account and they select the update this listing button, they will be given the option to suggest an edit or publish a note on the listing.



Suggest an edit option will bring user to the request agency/program update form.



Publish a note on this listing option will allow users logged into a My 2-1-1 Account the ability to publish time sensitive updates to resources on the 2-1-1 website. Their note will be immediately and publicly displayed on this website and later reviewed by 2-1-1 staff. Once 2-1-1 Resource staff have reviewed the note and make the necessary changes to the resource listing, the note will be removed.

