

# Database Services Guide

## for PATH's External Partners

Last Revision: 2024.10.24

### I. Abstract

Database Services' primary responsibility is curating a [nationally accredited](#) resource database of over 2,800 health and human services agencies in [PATH's 53-county 2-1-1 and 9-county 9-8-8 coverage area in Illinois](#).

This involves completing a comprehensive formal update of every agency in the resource database a minimum of once per year, in accordance with [professional standards of the Information & Referral sector](#) and PATH's board-approved [Inclusion/Exclusion Policy](#).

### II. Theory

Agencies providing health and human services can interact with PATH's resource database in two strict contexts:

- Existing agencies, seeking to update their information
- New (to PATH) agencies, seeking inclusion of their information

If and once included in the resource database, an agency's information can be accessed by one or more of three distinct methods:

- By browsing PATH's free [online resource database](#)
  - Contains the most up-to-date information Database Services has curated in its annual process of comprehensive formal update
- By connecting with a Helpline Specialist by phone or text
  - Dial 2-1-1, dial 888-865-9903, or text your ZIP Code to 898211
- By purchasing a [printed directory](#) of desired counties' relevant agencies
  - Price varies by parameters, including size and method of delivery

**\*\*\*Note that PATH does not provide 2-1-1 services via business lines or email. All requests for information and referral via these methods will be referred to 2-1-1.**

### III. Existing Agencies, Seeking to Update

Existing agencies have login credentials for and constant access to Database Services' ["Web Survey" portal](#). Each agency has a unique set of credentials, but those credentials are agency-wide, not delineated by individual staff member or role.

On an annual basis (relative to their last comprehensive formal update), each agency enters its formal update period two months prior to the annual due date. Database Services' resource database software will send out automated email prompts at regular intervals of escalating urgency throughout this period, to encourage engagement with the Web Survey process.

These automated email prompts will provide designated recipients with their agency's respective login credentials.

In accordance with its [Inclusion/Exclusion Policy](#), Database Services' Resource Database Curators make reasonable, documented attempts to verify information for agencies' annual formal update process when those agencies fail to engage with the Web Survey process. Chronically non-responsive agencies run the risk of removal from the resource database at PATH's sole discretion.

### IV. New Agencies, Seeking Inclusion

Agencies seeking inclusion in PATH's resource database go through the [New Agency Process](#), the first step of which is PATH's [New Agency Form](#).

Once deemed to meet [inclusion criteria](#), the agency will be provided with a New Agency Detail Form, which will constitute the bulk of the data used to build a listing in the resource database.

Existing agencies who submit a New Agency Form will receive a technical denial by email. Agencies who are unclear as to their status in the resource database should browse PATH's free [online resource database](#) prior to submitting a New Agency Form.

### V. Contacting Database Services

Agencies seeking to update or add their listing in PATH's resource database are welcome to contact Database Services with any questions. The best method for contact is PATH's [Contact Form](#) (with a department selection of "Database Services") or by calling our business line at 309-828-1022, ext. 8002 and leaving a voicemail.

***\*\*\*Agencies SHOULD NOT contact 2-1-1 to inquire about their agency's listing in the resource database. This method inappropriately engages the resources of Helpline Specialists in Helpline Operations, a separate department from Database Services in PATH's administrative structure. All inquiries made via 2-1-1 for this purpose will be directed to PATH's Contact Form.***