



# Quick Reference Guide:

## How to include and update program information in the 1-800-CHILDREN Resource Directory

An easily accessible, reliable, and organized system of community resources ensures that Kansas families and communities are connected to the information, services, and supports they need, when they need them. The 1-800-CHILDREN Resource Directory and Call Line provides 24-hour, confidential, free information, support, and connection to local resources across the state. Every program added to the 1-800-CHILDREN Resource Directory is reviewed, updated, and verified, at minimum, every 6 months.

**To ensure a robust and reliable resource directory we need your help.** Step-by-step directions are outlined in the following pages to assist you in updating, adding, and/or claiming your program in the statewide 1-800-CHILDREN Resource Directory.



Visit [1800CHILDRENKS.org](https://1800CHILDRENKS.org) to find resources near you.



Download the mobile app by searching **1800CHILDRENKS** in your app store.



Call **1-800-CHILDREN** (or 1-800-332-6378) to connect with a real person.



Text or email [1800CHILDREN@kcsli.org](mailto:1800CHILDREN@kcsli.org)



**1-800-CHILDREN**  
*Supporting Parents*

1-800-CHILDREN is available 24/7 to connect you with resources and supports.

## Found your program, but need to update information?

### Suggest a change by:

1. Clicking the “suggest” button on the program card you want to update.



2. A dialogue box will open. In this box, type in your email and add a message regarding the update needed.

Let us know about any missing or out-of-date information

From\*

Your email (in case we have a question).

Message\*

Tell us how to make this listing better.

Work here?

Manage this listing to unlock and update this listing.

SEND

We'll notify our data management team to update this listing.

3. Your suggested change will be reviewed and verified by the data team within 48 business hours. You will receive a follow up email confirming changes or requesting additional information, as needed.



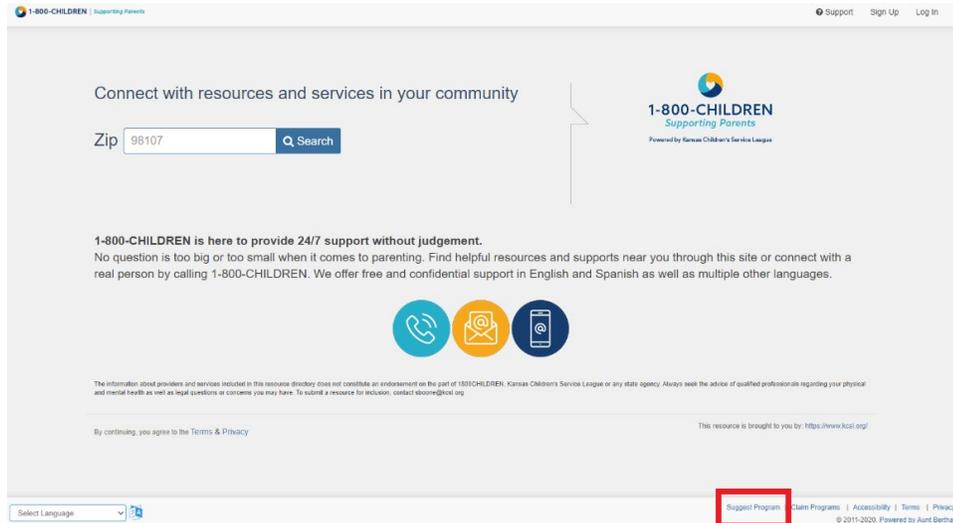
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# Your program is not currently listed?

## Suggest a program addition by:

1. Going to [1800childrens.org/find\\_a\\_program](https://1800childrens.org/find_a_program) to search and verify that your program is not already listed OR click on “Suggest Program” at the bottom right corner of the webpage.



2. When adding a program, enter as many details about your program as you can.

A screenshot of the "Suggest a Program" form. The form is titled "Suggest a Program" and includes a sub-header "First, let's do a quick check!". Below this, there is a paragraph of text: "Fill out the form below with any information you have, and we'll check if the program you're looking for is already listed. If not, you'll be able to suggest that we add this program." A link "Do you have more than 10 programs to suggest?" is also present. The form fields are: "Program or Provider Name" (text input with "Joe's Food Pantry"), "State program serves" (dropdown menu with "Select a state..."), "Phone Number" (text input with "512-555-5555"), and "Website" (text input with "www.joesfoodpantry.com"). A "Search" button is located at the bottom of the form.

3. Your program addition will be reviewed and verified by the data team within 48 business hours including a follow up email confirming the addition or requesting additional information, as needed.

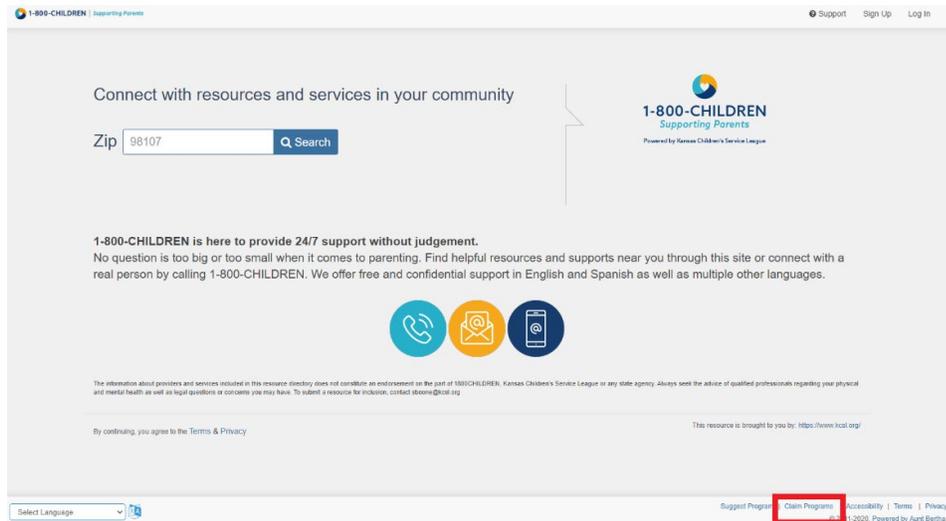


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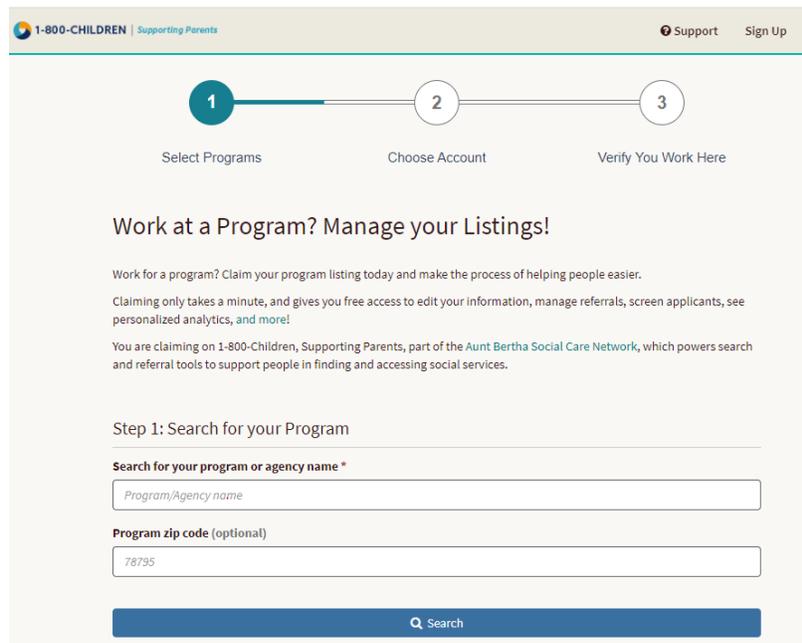
# Want to directly update your information or need to make frequent changes to your program's hours or services?

**Claim your program to continually make changes yourself by:**

1. Going to [1800childrens.org/claims](https://1800childrens.org/claims) OR click on “claim programs” at the bottom right corner of the webpage



2. Follow the prompts, remember to enter as many details about your program as you can and to complete all 3 steps.



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## Maintaining relevant and reliable resources for Kansas families

Every program card in the 1-800-CHILDREN Resource Directory is updated and verified, at minimum, every 6 months by the data team. You can check the date your program card was last updated by:

1. Clicking on “more information” button.



2. Scrolling down to “last updated” section under “more information”.

Last Updated: Sep 07, 2020

3. If at any time, there is a change in your program information you can suggest a change by following the steps outlined above under “suggest a change”.

### *Have a question or need additional support?*

*Reach out! Contact Stephanie Boone, 1-800-CHILDREN Statewide Information and Referral Supervisor at [sboone@kcsl.org](mailto:sboone@kcsl.org)*



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