



FOOD



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HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL

## Frequently Asked Questions & Answers

### 1. Why would I list my program on [NorCalResources.com](#)?

Listing your program allows more of the right people to find and connect with your services. Through a quick zip code search, people in need (we call them seekers) can easily find the services they need in their area. We know you're already doing amazing work in your community--increase the impact of that work by listing on NorCalResources.com today.

### 2. What happens after I claim my program?

Well first, thank you! You'll be hearing from a team member at Aunt Bertha, the technology company that powers NorCalResources.com who can act as a resource for any questions you may have about the new free features you've unlocked. You can also head [here](#) for more information and how-to's. Still not finding what you need? Email the Aunt Bertha team at [community@auntbertha.com](mailto:community@auntbertha.com).

### 3. How much time does it take to manage my listing?

Updating your listing is easy and only takes a couple of minutes. Follow the how-to-guide [here](#) or watch this quick [video](#). You only need to update your program's listing when something has changed. Have you moved to a new office? Changed your eligibility requirements? Is your availability full? Just a couple minutes lets people know your program's most up to date information

### 4. How much does it cost to list/claim my program?

Listing and claiming your program on NorCalResources.com is FREE! The more programs we can list on [NorCalResources.com](#), the more that people in need can find the services that they deserve.

### 5. My organization is really small. How can NorCalResource.com help me?

[NorCalResources.com](#) helps organizations of all sizes. We know it's not about driving the most people to your program, but driving the *right* people to your program. Claiming your listing allows you to fine tune your program's search details, so people can find out if they're eligible for your services even before talking with you. At the same time, updating your listing takes just a few minutes and is only necessary when something has changed within your program.

### 6. My organization is really large. How can NorCalResources.com help me?

[NorCalResources.com](#) works with organizations of all sizes. As a large provider, we know that impact is important to you. Claiming your listing allows you to use the reporting tool to access customized data like how often your program has shown up in searches and how many seekers received help from your program. Additionally, you can manage the referrals for all of the programs offered by your organization in one, centralized location.