



***2-1-1's Electronic Database of Community Services:
Comparison of Online Browser and CD-ROM***

In general, the online ReferWeb browser is free, but it can be harder to navigate. However it may meet your search needs, so we recommend that people try the free online browser first to see if it meets their needs. The CD-ROM version costs \$89.00 for a one-year license, but it is easier to use and offers more options. Both versions contain information on over 4,500 providers offering services at over 50,000 service sites.

<p align="center">ONLINE BROWSER <i>(Go to www.211ct.org)</i></p>	<p align="center">BROWSER ON CD-ROM <i>(Call 860-571-7542 to order)</i></p>
No fee to use	\$89 for single user version; \$500 for network version. Expires after one year – must purchase new license.
Accessible from any computer with Internet access	Good for people/offices that do not have Internet access. Installed on a single PC, or more than one PC if the network version is purchased.
Accessible from any computer with Internet access; your own operating system is not a factor.	Works with Windows 2000 and subsequent Microsoft operating systems. Microsoft Windows 95, 98, and Millennium Edition may not support the Browser.
Data updated daily	Data updates available for \$50.00 each update
First search page shows basic steps to start a search, user can choose to see service categories, do a keyword search, or do a name search. Can't easily switch back and forth between search options	First search page shows how to do a search, allows user to see service categories or individual service terms, do a name search, switch back and forth easily between search options
"Matchlist" page shows agency name, address, phone, and requested service. Right-click on lists to print.	"Matchlist" shows agency name, address, phones, and special ("matchlist") notes with important details about the service. Agencies are displayed in single page, allowing scroll-down. User can select display by alphabet, selected service, or by proximity to search location. "Matchlist" is not printable.
Click on link to see detail on the selected agency or service. Can view only information for selected service. Difficult to navigate from parent agency screen to linked services or sites.	Click on any line in agency listing to go to Service Detail. Can view information on selected service, and all other agency information by using selection boxes on left margin. Easy to navigate between parent agency screen and services/sites linked to the agency.
Permits searches with one service term	Permits searches with up to three service terms
Fixed font size	Browser permits changing font sizes
No tool to see taxonomy definitions of Service Terms	Index tool will give taxonomy definitions of Service Terms
No Help function	Has a Help feature that guides the user through the Browser