Click on FIND HELP to access 2-1-1 database
Search will find agencies that **serve** the county, city or zip you are searching for (DEFAULT SETTING)

OR click this option to find agencies that are **physically located** in the county, city or zip you are searching for

Click on **State**
Choose County, City OR Zip to find resources
Category choices include:

- Food
- Housing and Utilities
- Clothing and Household Items
- Transportation
- Legal and Public Safety
- Education
- Health, Wellness and Dental
- Employment
- Income Support
- Individual and Family Support
- Mental Health and Addictions
- Environment, Arts and Recreation
- Disaster Services
- Consumer, Information and Municipal Services

Choose a category or type of service that best describes what you are looking for.
Chosen category will produce more specific service choices, choose one.

Drill Down of Category Choices: Provided at back of manual
From Homepage, click on Go Directly to the Advance Search.
Enter search terms into Keywords field

To find agencies **PHYSICALLY LOCATED** in a certain area, search by zip, city or county in Physical Location fields

Or to find agencies that **SERVE** a certain area, search by zip, city or county in Areas Served fields (RECOMMENDED)
Agencies meeting search criteria will be listed. To see more agency information, click on **Agency Name**.
AGENCY LISTING:

Agency Demographic information

Contacts Tab lists address, contacts and phone numbers

Map of agency location

Options to forward agency information by e-mail, text or printing
Overview Tab lists site description, service area, services and site hours.

To view program information, click on Show Service Details next to any program.
Program information includes description, hours, documentation, eligibility, fees, intake, languages and service area.
Details tab relists the program information and miscellaneous agency information.
Send Tab allows you to forward agency information by e-mail, text or printing.
CREATING RESOURCE GROUPS

Resource Groups on the 2-1-1 website allow users to create individualized groupings of agencies and save them for future use.

Click on Access your account or Resource Groups
Since Resource Groups are individualized to each user, you must create an account.

To create a new account, click Create a new Account.

To access an existing account, enter User Name and Password.
Once logged on, click **Manage Resource Groups** to start a grouping or see existing groupings of agencies.
Existing groupings will appear under My Resource Groups. Existing groups can be edited or deleted.

To create a new grouping of agencies, click on Create a new group...
Name the group, write a short description and click Save Group.
Group Name will appear with (0) agencies in grouping

To find resources for group, click on Search
To search by Keyword, Physical Location or Area Served, click on Advanced Search.
Enter search terms into Keywords field.

To find agencies PHYSICALLY LOCATED in a certain area, search by zip, city or county in Physical Location fields.

Or to find agencies that SERVE a certain area, search by zip, city or county in Areas Served fields (RECOMMENDED).
To view agency and program information, click on any agency name.
After deciding which agencies to group, check the box next to those agency names.
Your Resource Group is now created and will be available to you every time you log on to your account on [www.211helps.org](http://www.211helps.org). Multiple Resource Groups can be created for any variety of needs and the information is being constantly updated by Agencies and the 2-1-1 Resource Team.
CREATING PRINTED DIRECTORIES

The 2-1-1 website allows users to create individualized printed directories.

Use the Tiered search method to find the resources that you want to print. Once you get the resource search results:

After deciding which agencies to print, check the box next to those agency names.
At the bottom of the page, select Basic Information or Full Details (RECOMMENDED) and click Print Selected Resources.
Click **Show All Primary Services** to see program details.
Right click on mouse- choose print. This will print out the agency list that you have created making a small, mini directory! REMEMBER: Any printed material may become outdated so if it is a list you use frequently, we recommend making a Resource Group of the agencies so they can be printed often.
Drill Down of Category Choices:

Food
- Food Banks, Clearinghouses and Collection Programs
- Food Production, Gardening and Assistance Programs
- Food Stamps and WIC
- Food Pantries and Brown Bag Food Programs
- Food Safety and Education
- Meals

Housing and Utilities
- Electric Assistance
- Home Purchase and Building Resources
- Homeless Shelters and Drop In Centers
- Housing Search Assistance
- Runaway and Domestic Violence Shelters

Housing and Utilities (cont.)
- Supported Housing
- Water Assistance
- Gas and Heating Assistance
- Home Repair and Weatherization
- Housing Authorities and Subsidized Housing
- Rent, Mortgage and other Housing Expense Assistance
- Storage and Moving
- Utilities Providers

Clothing and Household Items
- Clothing
- Heating and Air Conditioning Equipment
- Thrift Shops
- Furniture, Computers, Appliance Repair and Cell Phones
- Personal Care Items

Transportation
- Automobiles, Repair and Rental
- Disabled and Senior Ride Programs
- Traffic Information/5-1-1
- Bus Passes, Gasoline Vouchers and Transportation Expense Assistance
Local Bus and Ride Sharing Programs
Travel and Tourism

Legal and Public Safety
Advocacy and Benefit Assistance
Child Safety, Care Seats and Safety Inspections
Clerk of Courts
Courts and Court Services
Crime Victim Support
Domestic Violence Services
Law Enforcement Agencies and Services
Legal Services
Safety Education and Recall Information
Child and Adult Protective Services
Citizenship Education
Correctional Facilities, Ex-Offender Programs
Crime Prevention, Investigation and Reporting
Discrimination Services
Fire Departments and Services
Law Enforcement Education
Register of Deeds
Sexual Assault Services

Education
Adult Education
GED and English as Second Language Classes

Education (cont.)
School Supplies
Tutoring Services
Educational Support Services
Literacy Programs
Schools

Health, Wellness and Dental
Aging and Disability Resource Centers
Clinics
Health and Building Inspectors and Public Health Information
Health Screening and Diagnostics
Hospice and Palliative Care
Insurance
Medications and Prescriptions
Reproductive Health
Vision
Cancer Detection
Dental Care
Health Related Support Groups
Health Support Services
Hospitals and Emergency Services
Medical Equipment and Supplies
Nursing and Rehabilitation Services
Specialty Medicine

Employment
Employment Preparation
Job Search Services
Training Programs
Volunteer Recruitment/Placement
Job Development
Social Security, Worker’s Comp and Unemployment
Vocational Rehabilitation
Work Permits

Income Support
Caregiver Subsidy Programs
Consumer Counseling and Financial Planning
Food Stamps and WIC
Social Security and Workers Comp and Unemployment
Child Care Assistance
Emergency Payment Assistance
Medical Public Assistance
Tax Assistance

Individual and Family Support
Adoptions
Animal Care and Services
Child and Adult Protective Services
Group and Foster Homes
In-Home Aide and Personal Assistance
Leisure and Sports Programs
Personal Enrichment Courses
Special Events
Adult Day Programs
Death and Burial Services
Child Care Providers and Out of School Time
Holiday Assistance
Interpretation and Translation Services
Parenting
Senior Centers
Support Groups

Mental Health and Addictions
  Anger Management
  Mental Health Facilities
  Mental Health Support Services
  Substance Abuse Services
  Counseling Methods
  Mental Health Support Groups
  Mental Health Treatment
  Substance Abuse Support Groups

Environment, Arts and Recreation
  Arts, Culture and Performances
  Environmental Conservation
  Museums
  Environmental Beautification and Safety
  Leisure and Sports Programs
  Recreational Programs

Disaster Services
  City/County Emergency Managers
  Disaster Recovery Organizations
  Disaster Response Services
Emergency Operations Centers
Post Disaster Food
Disaster Preparedness
Disaster Recovery Services
Disaster Shelters
Federal Emergency Management Agency (FEMA)
Special Needs Registries

Consumer, Information and Municipal Services
Agricultural and Biological Research
Community Groups
Consumer Complaints Against Professional Organizations
Consumer Regulation and Standards
Financial Management and Community Development
Make A Donation
Municipal Services and Government Offices
Professional Associations
Senior Centers
Community Centers
Community Resource Information
Consumer Education and Protection
Do-Not-Call and Junk Mail Registry
International Programs
Military Support
Organizational Development and Management
Records, Permits and Licenses
Voter Registration and Political Organizations