

How to Search the 2-1-1 Arizona Website

This document will guide you through the process of using the various search options on the 2-1-1 Arizona website to locate resources and information.

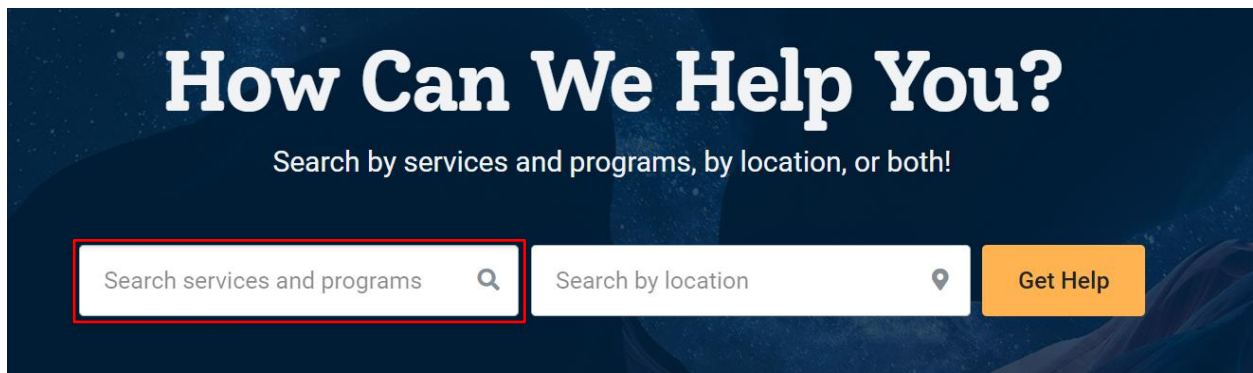
Please note: This guide is for users accessing the desktop version of the 2-1-1 Arizona website. If accessing the 2-1-1 Arizona website through a mobile device, the layout and selections may differ. Please send any questions regarding this process to ResourceConnection@solari-inc.org.

Table of Contents

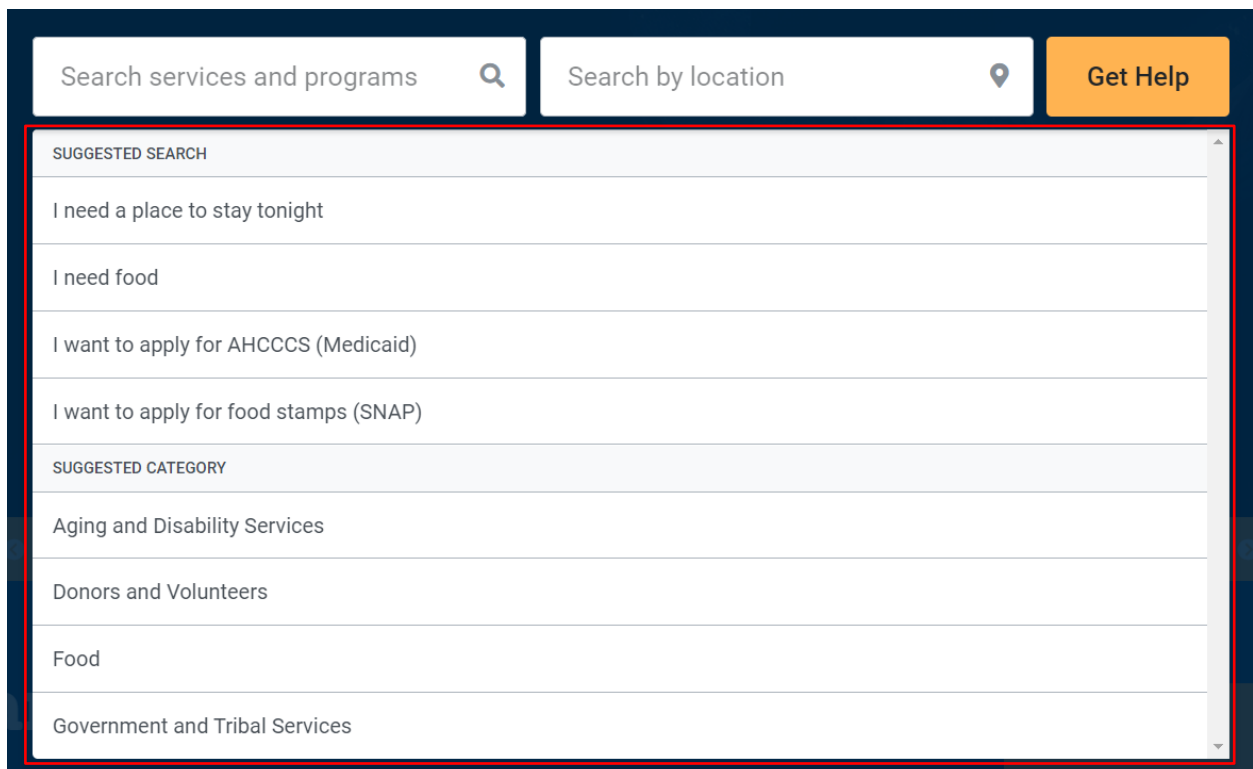
Title	Page #
<u>Locating Resources Using the Search Bar</u>	2
<u>Locating Resources Using “Search by Category”</u>	5
<u>Locating Resources Using “Search by County”</u>	7
<u>Locating Resources Using “Advanced Search”</u>	10
<u>Locating Resources Using the “Get Help” Tab</u>	12
<u>Locating Resources Using the Ribbon</u>	12

Locating Resources Using the Search Bar

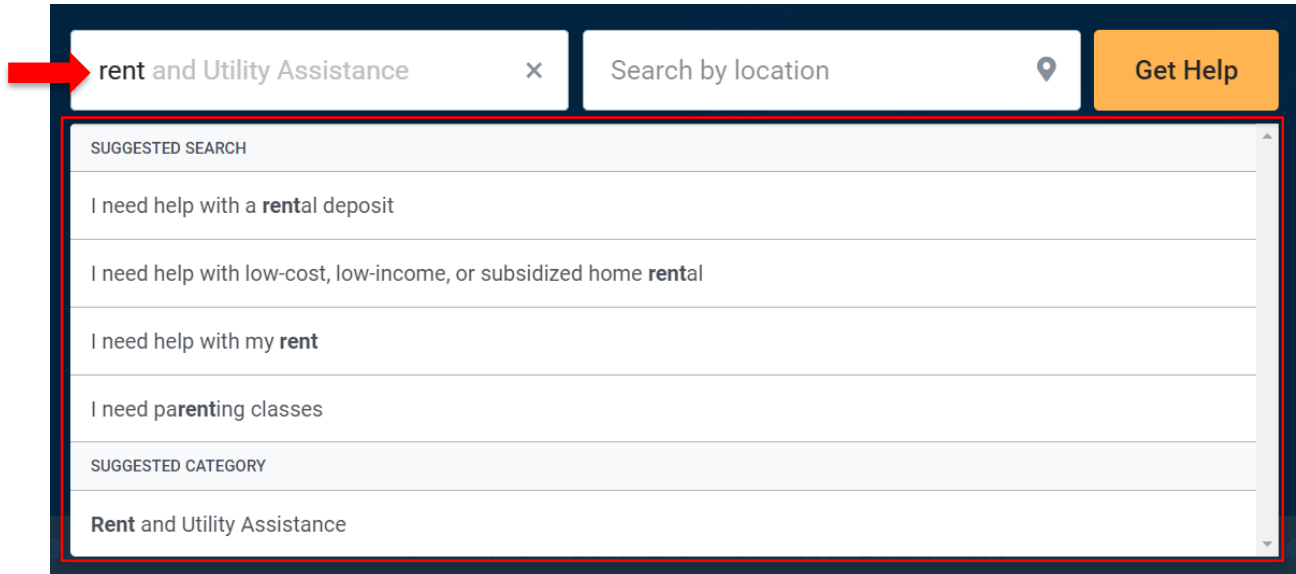
1. Visit 211arizona.org and click inside the search bar on the homepage.



2. Beneath the search bar, a list of suggested search options will appear.



3. Select one of the suggested search options or type in the service or program you are looking for.
4. If you opt to type in a service or program yourself, additional suggested search options will appear below the search bar.



rent and Utility Assistance × Search by location Get Help

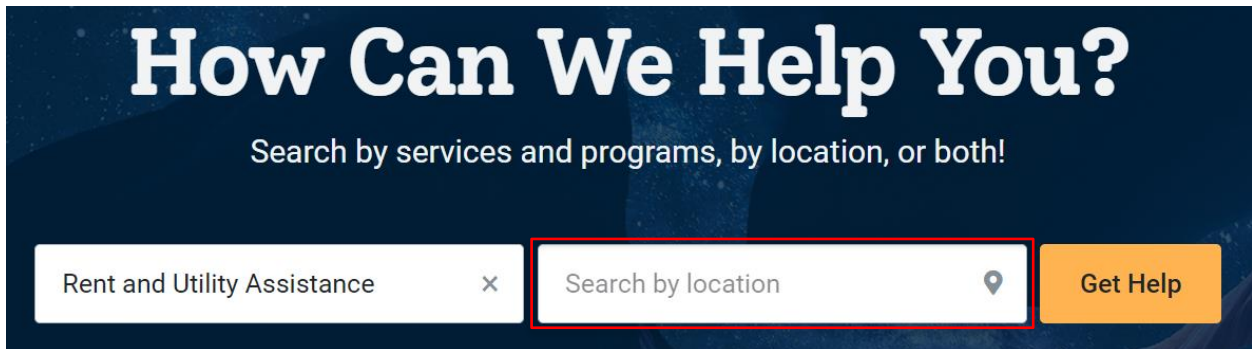
SUGGESTED SEARCH

- I need help with a **rental** deposit
- I need help with low-cost, low-income, or subsidized home **rental**
- I need help with my **rent**
- I need **parenting** classes

SUGGESTED CATEGORY

- Rent and Utility Assistance**

5. Once you have selected the desired service or program, you can filter the results by location.

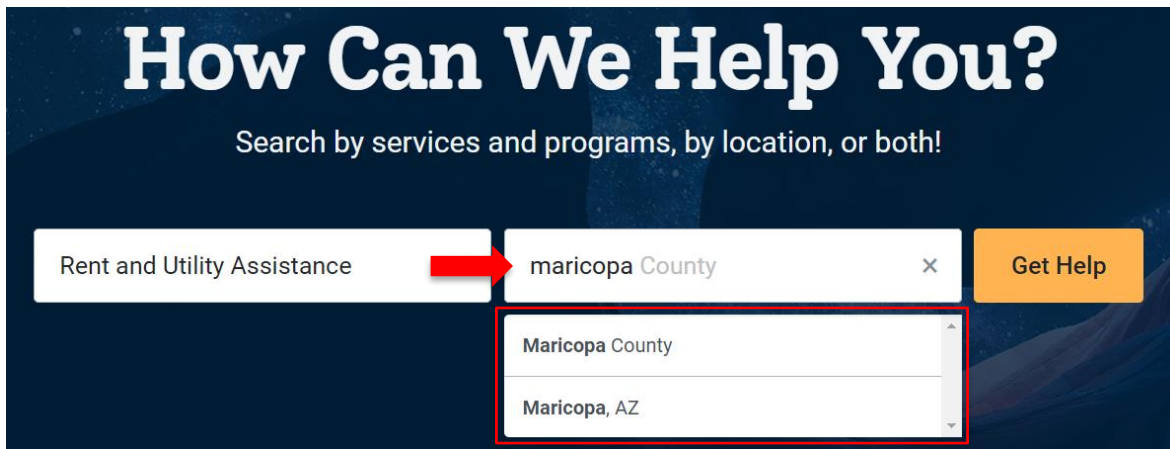


How Can We Help You?

Search by services and programs, by location, or both!

Rent and Utility Assistance × Search by location Get Help

6. Type in the city or county you wish to filter the results by. Beneath the location search bar, a list of autofill options will appear.



How Can We Help You?

Search by services and programs, by location, or both!

Rent and Utility Assistance × maricopa County Get Help

- Maricopa County
- Maricopa, AZ

7. You can also search for a service or program without entering a location.

8. Click “Get Help”.

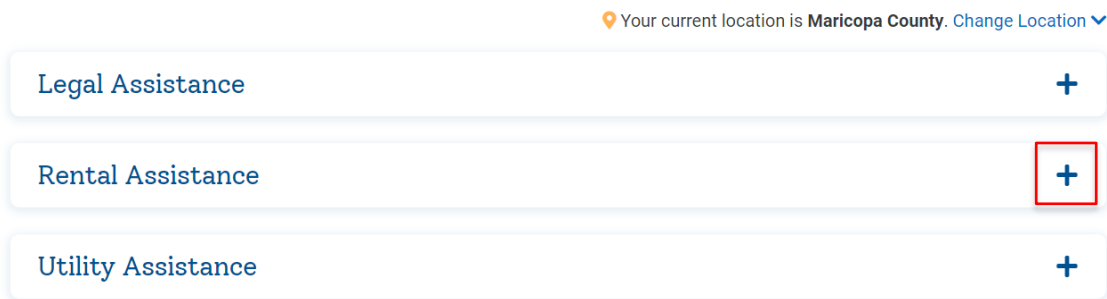


How Can We Help You?

Search by services and programs, by location, or both!

Rent and Utility Assistance × Maricopa County × **Get Help**

9. You will be redirected to a page with additional options that will allow you to further refine your search. Click the plus sign next to one of the categories to see the available resources.



📍 Your current location is **Maricopa County**. [Change Location](#) ▼

Legal Assistance +

Rental Assistance +

Utility Assistance +

10. Click “Learn More” next to the desired category to be redirected to a list of resources in the 2-1-1 Arizona Resource Directory.

Rental Assistance

Available Resources

Eviction, foreclosure and moratorium information

Information about eviction, foreclosures and the moratorium

[Learn More](#)

Mortgage Payment Assistance

Programs that make mortgage payments for people who are at risk of losing their homes.

[Learn More](#)

Rent Payment Assistance

Programs that make rental payments for people who are at risk of eviction.

[Learn More](#)

Rental Deposit Assistance

Programs that provide cash grants or loans for people who are in the process of acquiring rental housing that cover first- or last-month's rent and/or security deposits.

[Learn More](#)

Locating Resources Using “Search by Category”

1. Visit 211arizona.org and scroll down to “Search by Category” on the homepage.

Search by Category

Search here by the type of assistance you're seeking



Aging and Disability Services



COVID-19



Disaster Services



Donors and Volunteers



Food



Government and Tribal Services



Health Care and Mental Health



Housing and Shelter



Income and Expenses



Legal and Criminal Justice



Pets and Animals



Rent and Utility Assistance



Veterans and Military



Youth and Family Services

- Click on the category that best suits your needs.

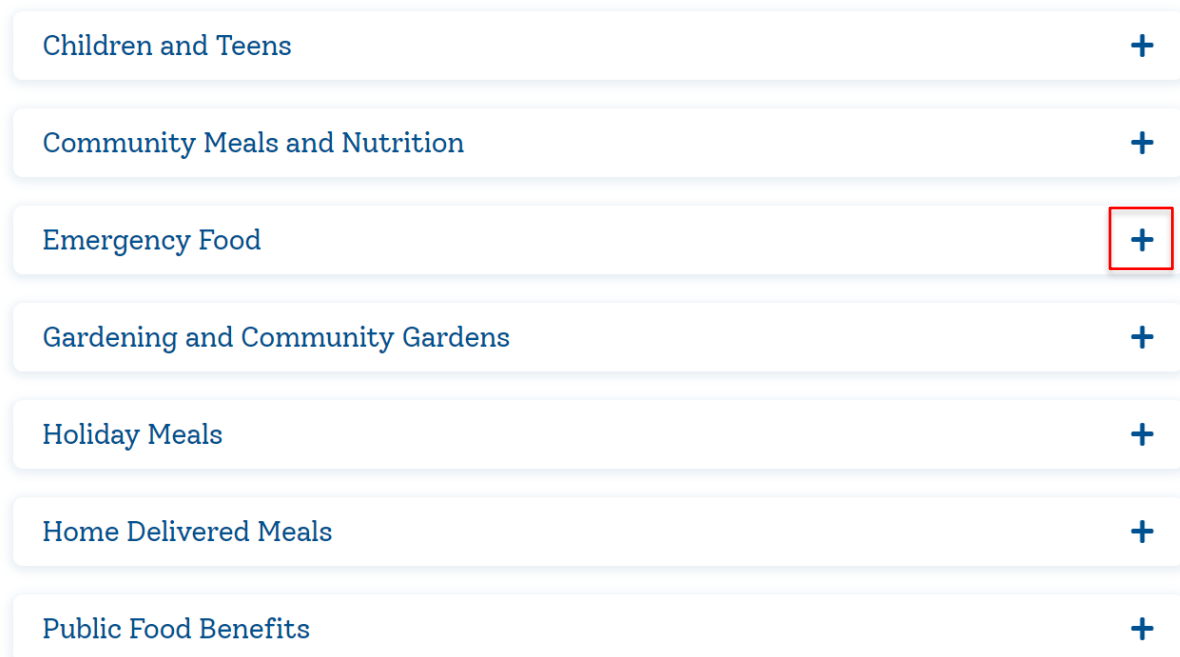
Search by Category

Search here by the type of assistance you're seeking



- You will be redirected to a page with additional options that will allow you to further refine your search. Click the plus sign next to one of the categories to see the available resources. You can also filter the results by location.

Your current location is **Arizona**. [Change Location](#) ▼



- Click “Learn More” next to the desired category to be redirected to a list of resources in the 2-1-1 Arizona Resource Directory.

Emergency Food

Available Resources

Food Pantries

Programs that collect and distribute food to people in emergency situations or whose disability or illness makes it hard for them to leave home.

[Learn More](#)

Food Vouchers

Programs that supply food coupons which can be exchanged at designated stores or markets for food products.

[Learn More](#)

Soup Kitchens

Programs that provide meals in a central location for people who are unable to afford to buy and prepare food themselves.

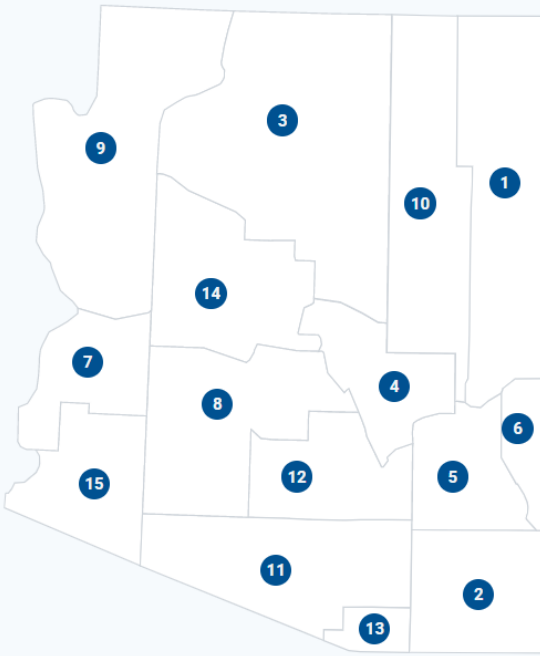
[Learn More](#)

Locating Resources Using “Search by County”

- Visit 211arizona.org and scroll down to “Search by County” on the homepage.

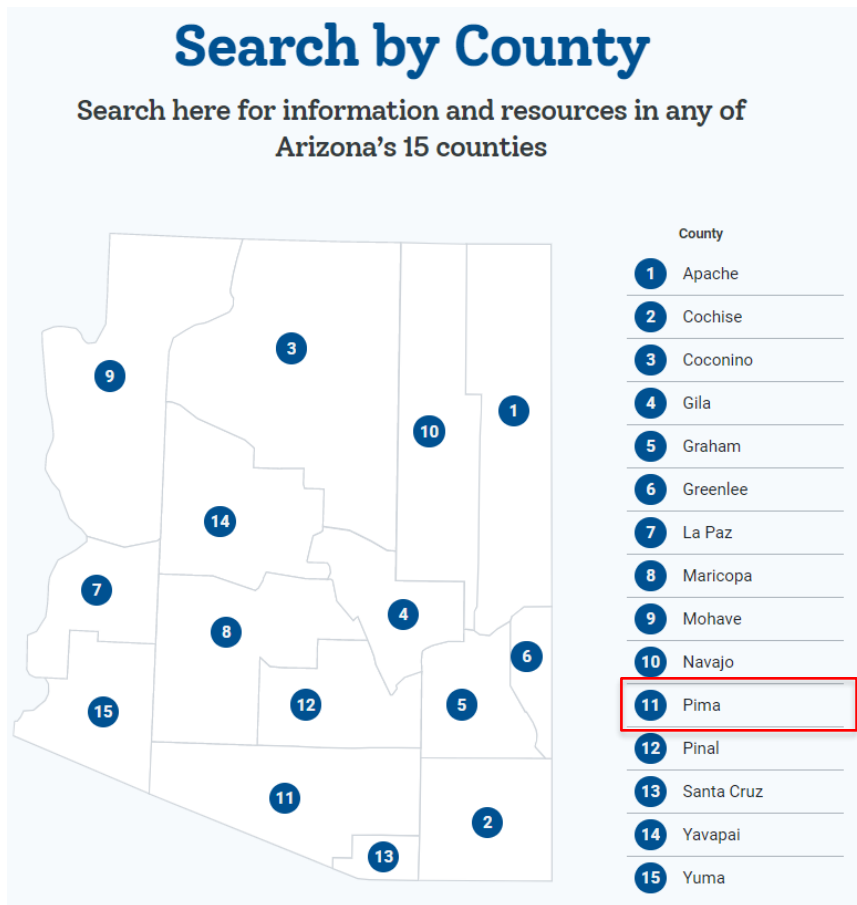
Search by County

Search here for information and resources in any of Arizona’s 15 counties



County
1 Apache
2 Cochise
3 Coconino
4 Gila
5 Graham
6 Greenlee
7 La Paz
8 Maricopa
9 Mohave
10 Navajo
11 Pima
12 Pinal
13 Santa Cruz
14 Yavapai
15 Yuma

2. Click on the desired county to search for resources within that county.



3. You will be redirected to a page that allows you to select the category that best suits your needs.

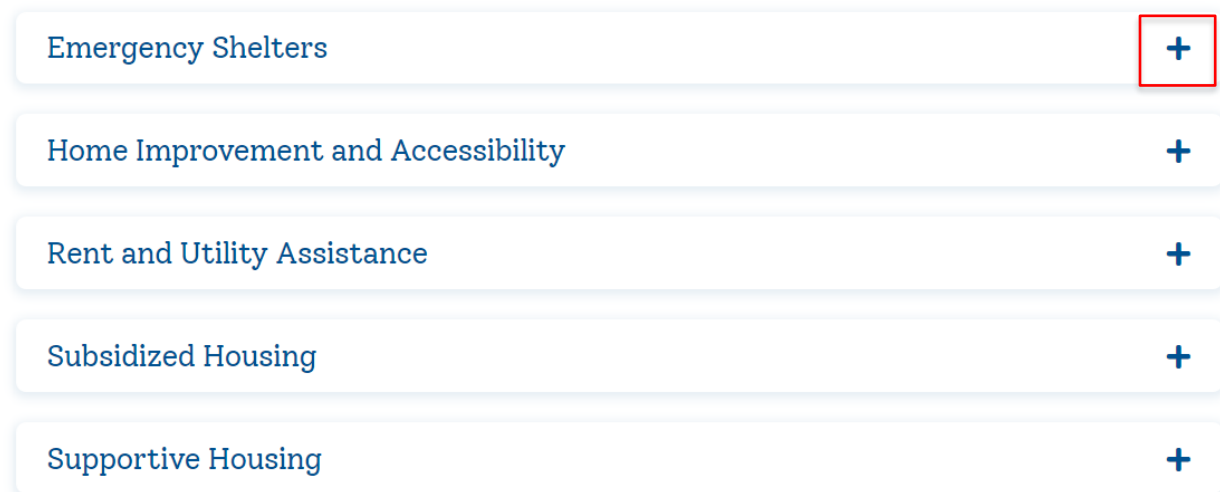
Pima County

Search here by the type of assistance you're seeking



4. Once you have selected a category, you will be redirected to a page with additional options that will allow you to further refine your search. Click the plus sign next to one of the categories to see the available resources. You can also change the location filter at any time.

📍 Your current location is **pima County**. [Change Location](#) ▼



- Click “Learn More” next to the desired category to be redirected to a list of resources in the 2-1-1 Arizona Resource Directory.

Emergency Shelters

Available Resources

Cooling and Warming Centers

Programs that provide daytime or evening access to heated/cooled facilities during times of extreme cold/heat for people who are temporarily at risk.

[Learn More](#)

Domestic Violence Shelters

Programs that provide temporary emergency shelter for individuals, primarily women, who have experienced domestic violence/abuse, and for their children.

[Learn More](#)

Drop-In Shelters

Programs that provide an alternative, non-residential environment that people with any of a variety of issues can visit on an informal basis to find mutual support and access to social and recreational activities.

[Learn More](#)

Elder Abuse Emergency Shelters

Programs that provide a safe, secure shelter environment for older adults who are experiencing physical, psychological/emotional, financial, or sexual abuse.

[Learn More](#)

Elder Abuse Shelters

Programs that provide a safe, secure shelter environment for older adults who are experiencing physical, psychological/emotional, financial, or sexual abuse.

[Learn More](#)

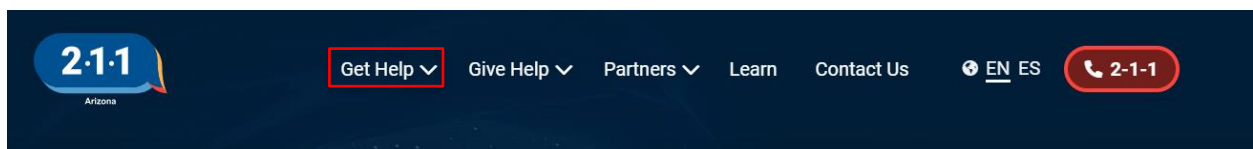
Homeless Shelters

Programs that provide a temporary place to stay for people who have no permanent housing.

[Learn More](#)

Locating Resources Using “Advanced Search”

- Visit 211arizona.org and hover your mouse over the “Get Help” tab at the top of the homepage.



- A list of options will appear. Click on “Advanced Search” to be redirected to the advanced search page.

- Once you are redirected to the advanced search page, you can begin searching for resources using one of the keyword search options. To ensure an exact match, put the keyword or keywords in quotes.

Advanced Search

Keywords



All of these words

ALL words entered here MUST appear in a provider's profile for that provider to turn up as a search result. 100 characters maximum.

OR



Any of these words

If any one of the words entered here appears in a provider's profile that provider will turn up as a search result. 100 characters maximum.

- Once you have entered a keyword or keywords for the resource(s) you would like to search for, you can then select a Physical Location or Areas Served. **The Physical Location and Areas Served filters cannot be combined, so you must choose one or the other.**
- If you decide to add a Physical Location filter, type the zip code, city, or county into the appropriate field.

Physical Location

If you specify a physical location the provider must be physically located in that area to turn up as a search result. (Compare this to "Areas Served," below.) This is typically useful for people in rural settings who need to find providers nearby.

Note: You may only specify one type of location (zipcode OR city OR county OR state), not a combination. Additionally, Physical Location may not be combined with Areas Served.



ZIP code (5 digits)

results within 50 miles of this ZIP code



OR



City

OR



County

- If you decide to add an Areas Served filter, type the zip code, city, county, or state into the appropriate field.

Areas Served

If you specify an area served the provider only needs to offer service in that area to appear as a search result. The provider is not required to be physically located in the area specified. For example, a suicide hotline will be physically located in a single building but can serve multiple areas. (Compare this to the "Physical Location," above.)

Note: You may only specify one type of location (zipcode OR city OR county OR state), not a combination. Additionally, Areas Served may not be combined with Physical Location.

 ZIP code Must be exactly five digits.
OR
 City
OR
 County
OR
 State

7. Do not select a Target Population.
8. Once you have selected your desired keyword(s), Physical Location, and/or Areas Served, click "Search" to be redirected to a list of resources in the 2-1-1 Arizona Resource Directory.

Locating Resources Using the "Get Help" Tab

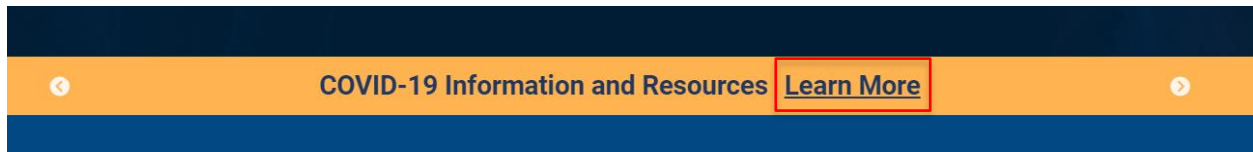
1. Visit 211arizona.org and hover your mouse over the "Get Help" tab at the top of the homepage. Here, you will find the most popular service categories, such as, "Rental Assistance", "Utility Assistance", "Food", etc. You can also find the "Search by Category" and "Advanced Search" options.
2. If you select a popular service category or "Search by Category", follow the steps for Search by Category above.
3. If you select "Advanced Search", follow the steps for Advanced Search above.

Locating Resources Using the Ribbon

1. Visit 211arizona.org and scroll down to the yellow ribbon that stretches across the entire length of the 2-1-1 Arizona homepage. This ribbon contains topics that 2-1-1 Arizona has deemed most important and relevant to the community. Click one of the arrows on the right or left-hand side to see which topics are currently available.

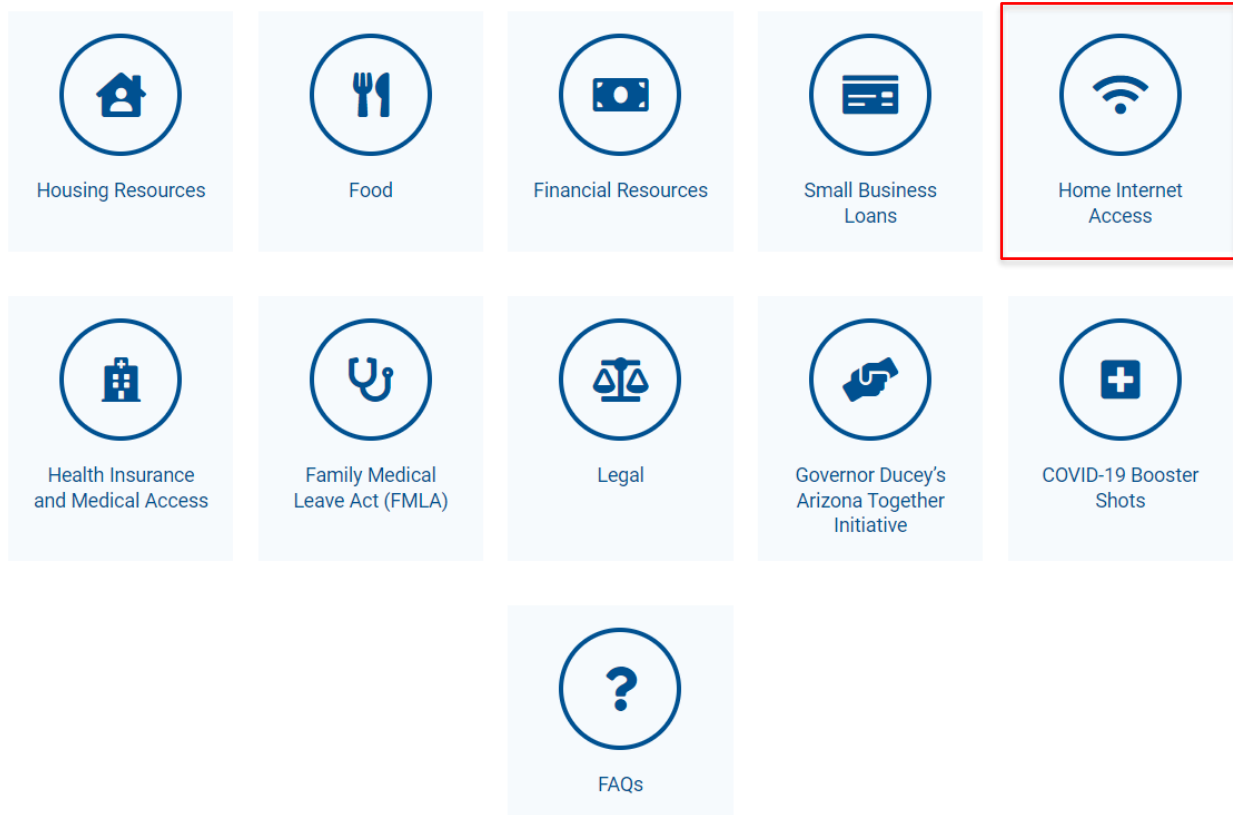


2. Click “Learn More” next to your desired topic to be redirected to a page with additional options that will allow you to further refine your search.



3. Click on the topic that best suits your needs.

Select a topic below or [contact us](#) to learn more.



4. You will be redirected to a page with information about that topic.