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.

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

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.

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

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.
Locating Resources Using “Search by Category”

1. Visit 211arizona.org and scroll down to “Search by Category” on the homepage.
2. Click on the category that best suits your needs.

3. 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.
4. Click “Learn More” next to the desired category to be redirected to a list of resources in the 2-1-1 Arizona Resource Directory.

**Locating Resources Using “Search by County”**

1. Visit 211arizona.org and scroll down to “Search by County” on the homepage.
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.
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.
5. 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/air-conditioned 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”**

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

2. A list of options will appear. Click on “Advanced Search” to be redirected to the advanced search page.
3. 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.

- **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.

4. 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.**

5. 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 (zip code 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

- **City**

- **County**

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

   ![Resource Icons]

   - Housing Resources
   - Food
   - Financial Resources
   - Small Business Loans
   - Home Internet Access
   - Health Insurance and Medical Access
   - Family Medical Leave Act (FMLA)
   - Legal
   - Governor Ducey’s Arizona Together Initiative
   - COVID-19 Booster Shots
   - FAQs

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