

Begin by clicking on <Search for Services>

This will take you to the CALL 211 Database page.

Step 1: Searching by Service Area

The search page allows you to enter a zip code or a city. This is an optional feature. It will allow you to search for the services closest to your area.

Step 2: Using the Blue Search Buttons

Browse Service Categories

You can search for a type of service by reviewing the service categories. Clicking on a service category will bring up subcategories, allowing you to narrow your search until you find what you need.

Search for Service

Search by Service when you know one or more of the words in a service term. For example, searching with the words “rent” and “assistance” will help you find the service term “rent payment assistance”.

Agency/Site/Program Name

Search using Agency/Site/Program Name when you know one or more of the words in a service provider’s name, site or program. For example, search with the word “red” to find an American Red Cross location and see what services are offered.

Service Definitions ?

Clicking on the question mark (?) next to a service name will allow you to view the definition for that particular service.

Searching for Services by Word or Phrase

Any Words: This is the default for the Search for Services page. It is the easiest way to search. You must enter a WHOLE word or words to find a match. If you enter multiple words, you can enter the words in ANY ORDER. It is looking for a match on ANY of the words you enter. So, if you type in two words it would find anything that has the first word and then anything that has the second word or both words together.

All Words: You have to enter a WHOLE word or words to find a match. If you enter multiple words, you can enter the words in ANY ORDER, but the service has to match ALL WORDS that you enter.

Exact Phrase: It will only look for what has been typed in. If it can’t find an exact match then nothing will be returned in the search. It is a very concise search that is not usually used for searching because it only finds exact matches. This is the most restrictive search.

Partial Word: You can enter PART of a word or words and find a match. You do not have to enter the whole word. If you enter multiple partial words you can

enter the words in ANY ORDER. It will search for anything that has the sequence of letters in it. This is the least restrictive search.

Example: If you type in rent you will get parent as a result.

Additional Service and Name Search Tips

Word Forms: Often it is better to try the short form of a word or only part of the word.

Example: Type **parent** instead of parents, parent's or parenting.

Example: Type **child** instead of child's or children.

Spelling Counts: Try entering part of the word if you are not sure how to spell it.

Example: "alz" for Alzheimer's Disease. (Note: Make sure "Partial Word" is selected as the search specification type.)

Punctuation: Use of punctuation affects the search. If you are not sure, do NOT use punctuation.

Capitalization: Does not affect the search.

Not finding what you want? Dial 2-1-1 or 1-877-211-5253.
We're here to help 24 hours a day, seven days a week.