



## SEARCHING THE NJ 2-1-1 DATABASE

Begin by typing your keyword(s) into the search bar and clicking on the search button. You'll be taken to a window that will give you your search results.

**Refine your search by clicking on the words “Advanced Search”.** This opens up several options for you. Start by typing your search terms again in the open space provided and then select from the following choices to narrow your search:

- **with any of the words** (this will bring the most results because even if just one of your search terms is in a resource listing, that resource will be included in your results)
- **with all of the words** (if you choose this option, then a resource will only be included in your search results if it has every one of the search terms you are using)
- **with the exact phrase** (this narrows your search results the most because the only resources that will appear are those that have your search terms exactly as you have entered them)

**Narrow the search to specific geographic locations** by selecting a county and then further (if you wish) by selecting a town in that county.

**Limit your search by category.** In the Advanced Search screen you may also choose to limit your search to specific categories that are listed below the search bar. You can select and unselect any category by clicking on the white box to the right of the category.

**You can access a sub-category** by clicking on the “+” sign found to the left of the main category heading.

**Clear your search selections** before you initiate a new search. You can do this by clicking on the **Clear selections** line found in the upper left corner of the window directly below the 2-1-1 Program Search logo. If you neglect to do this, then your search parameters will include all of the search selections you have made previously.

### **SORT YOUR RESULTS**

The results of your search will automatically sort and display the **programs** alphabetically.

**To organize your results alphabetically by provider,** click on the Provider heading.

**To organize your results by distance from a specific location,** click the heading **Distance from** and choose the county and town. Results will then be organized to reflect the number of miles each program is from the selected location.

**To view your results on a map** click on **Display as Map** found directly above the listing of your search results.

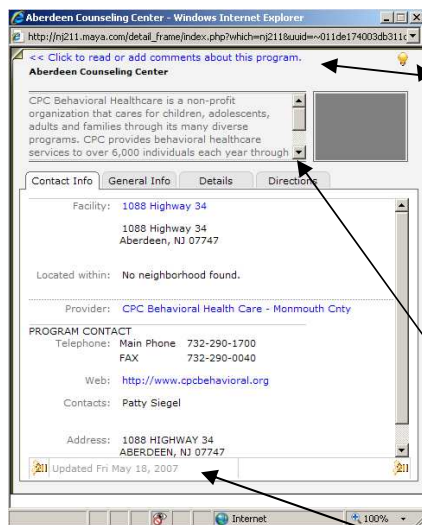
## SHARE YOUR RESULTS

In the upper right-hand corner of the window that has your search results, you will see a link that says **Share these results**. You can share all of your results or limit your final listing. To limit the listing to include only the programs of interest to you, click the “🌟” to the left of those entries **AND** the box at the bottom of the screen that says “**Show “🌟” items only.**”

Next, click on **Share these results** and then click “Print all pages.” This option provides you with pages that are pre-formatted to give you a program description and contact information for each entry. You can either print this or save it using the typical Print and Save functions on your computer.

## INDIVIDUAL SCREENS AND TABS

**Understanding the layout of the Community Catalog screen is essential** if you want to learn as much as you can about the agencies and providers as well as the programs they offer. Once you initiate a search, you’ll get a listing of all of the programs in our resource database that match your search request. When you click on any entry listed in your search results to see more information about a Program or Provider, a new window will open that looks like this:



Every window has the following:

**<< Click to read or add comments about this program.**

Once you sign in, you are free to post a comment about your experience with the program and read what others have to say. Social commentary should be limited to your personal experience. No profane or abusive language will be permitted.

In the right upper corner you’ll find a light bulb. Click on this if you want to:

- Add a NEW program or service resource
- UPDATE this record
- Share an idea with us on how the database could be improved.

A **Program Description** and **logo** (when available) is located above the various tabs.

A date which notes **when the record was last updated** is located at the bottom of the window.

## TABS LOOK LIKE FILE FOLDERS AND ARE LOCATED BELOW THE PROGRAM DESCRIPTION

**Each tab holds specific information.**

The tab entitled “**Contact Info**” will provide you with the program location, contact name and phone numbers, Web site address (when available) and the Provider (Agency) that oversees the program.

The “**General Info**” tab will give you even more information including the following if the information is applicable and available: Hours; Season Start; Season End; Cost; Ages Served;

Genders Served; Eligibility; Languages Served; Capacity; Offered in Home; Emergency Service; Transportation Provided; Drop In Service; Intake Procedure; Area Located; Area Served.

The “**Details**” tab provides information that is important for the NJ 2-1-1 database staff to view. It includes such things as the keywords associated with the listing, the unique Program ID, and some other facts that are essential for the proper maintenance of the record.

Our “**Directions**” tab will link you to Google Maps™. Once you have entered your starting location, it will provide you with directions to the Program location.

## **OTHER THINGS YOU SHOULD KNOW**

**Hyperlinks** are always in **blue** and when you click on these words new windows will open that will provide you with more information about the **facility** or **provider**. To see related census information click on the hyperlink next to the heading “**Located within**” on the Contact Info tab.

**Programs and Providers are linked together.** When you are looking at program information and you click on the hyperlink for the **provider** or **facility**, you’ll be taken to a new window that will offer more information. In that window you will inevitably find a **program** hyperlink that will take you back to the first window. Initially, this can feel like you are going around in circles, but in fact the interconnected nature of the database is designed to offer you valuable facts and a clear understanding of the relationship between **programs** and **providers**.

**When new windows open** they are positioned directly on top of, or very close to, the first program window. To see both windows simultaneously, simply place your mouse arrow over the blue banner at the top of the window, press the left top button on the mouse and hold that down as you drag the window to the side.

**Add your program and provider information to our listing and keep it updated with ease.** Our goal is to create a comprehensive database of local and statewide non-profit resources that provide health and human services to NJ residents. Add your listing to our database by going to <http://search.nj211.org/> and clicking on the line that says “Click to request a new program or a new provider.” Once your entry has been approved by our Content Administrator, it will be viewable by the public and can be easily updated by you whenever changes are needed.

**If you can’t find what you are looking for or if you are having trouble using this database call 2-1-1. We are open 24/7 and we’ll be happy to help you.**