



Connecting  
Informing  
Empowering

## Helpful Search Hints

(Above “Search by Category” section after Search Welcome Page)


### Service Keyword

Search using Service Keyword when you know one of the words in a service term. For example, searching with the words rent will help you find the service term rent payment assistance.

### Agency/Program Name


Search using Agency/Program Name when you know one of the words in a service provider name or program name. For example, search with the words red and cross to find American Red Cross locations and see what services are offered.

### Guided Search/Search by Category

Search using Guided Search/Search by Category when you are uncertain of the service term. Services are grouped by categories to assist you in finding the particular service needed. Click the  to see a definition of the service terms you find.

---

### Not finding what you want?

You may view a [list of all services](#) [click link on page] and [view definitions](#) of the services by clicking the  beside each term.

# Service Provider Tools

(On Welcome page at bottom)

[Back](#) [Inclusion/Exclusion Policy](#) (see below)

If you are a service provider interested in being included in the 2-1-1 Info Resource Directory

[Get Listed](#)

Service providers must have a user name and password to access your organization's information on our site. Click here to request a user name and password

[Request Password](#)

Registered service providers click here to update your information.

[Service Provider Login](#)

## INCLUSION/EXCLUSION POLICY

### Inclusion Guidelines

The database emphasizes agencies whose services are directed toward the solution of human service problems. 211info endeavors to list only agencies that follow regulatory or licensing standards. If there are no licensing standards, an agency must operate in a manner consistent with the implied standards of its field of service.

Preference is extended to nonprofit and governmental agencies in all human resource areas. If a demonstrated need is not being met sufficiently by the nonprofit sector, a for-profit agency may be included.

Preference is given to for-profit service providers that offer a sliding-scale fee and/or perform pro bono services. Any for-profit organization listed must have as its primary goal the resolution of a human service need and operate in accordance with the regulatory guidelines applicable to its field. Listing preference is given to for-profits registered with a regulatory or oversight organization. Consumer protection and basic business services that are either government designated or contracted are included.

*[\\*For full policy, download guidelines](#)*