

SEARCHING THE MINNESOTA 2-1-1 DATABASE

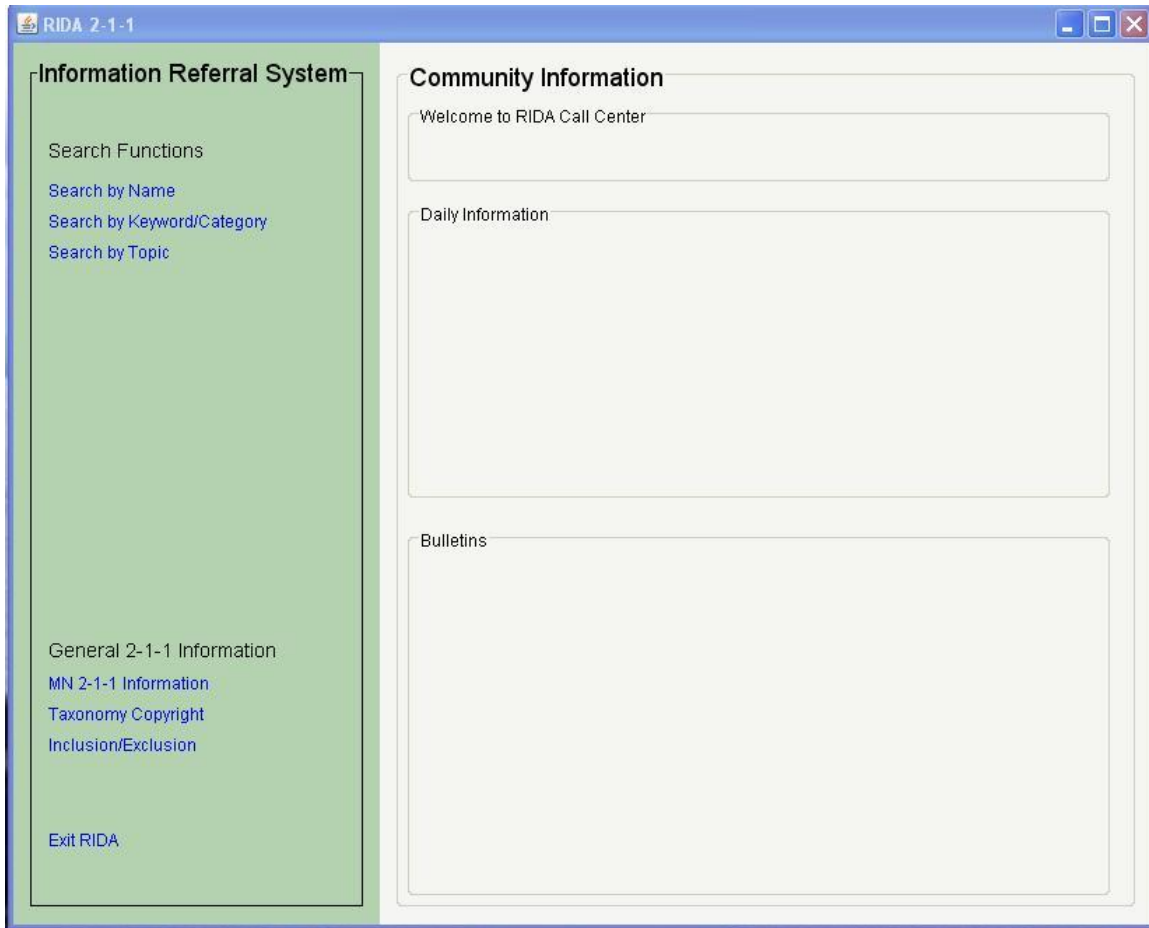
To start searching the database, click the **RIDA Public 2-1-1** icon on your desktop.



You will first see the RIDA 2-1-1 Splash Screen as your system starts up the main application.



The first screen is the **Welcome Screen**.



This screen is divided into two sections:

- The left side in dark green is the Navigation menu.
- The right side in the lighter color is the Display area.

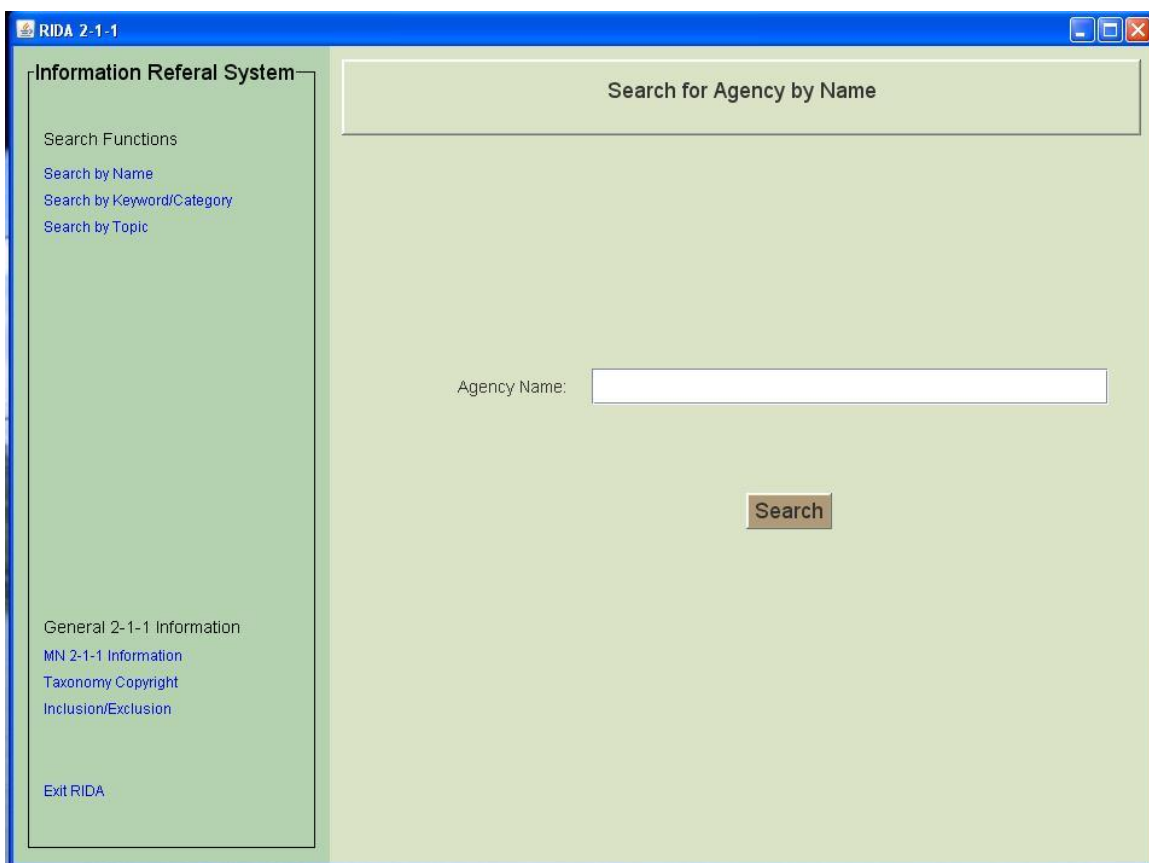
RIDA 2-1-1 allows you to search the database three ways:

- By **Name** of Agency or Service
- By **Keyword/Category**
- By **Topic**.

Each search is useful depending on the situation.

Search by Name:

Click [Search by Name](#) on the left Navigation menu.



The screenshot shows a web browser window titled "RIDA 2-1-1". The main content area is titled "Search for Agency by Name". It features a text input field labeled "Agency Name:" and a "Search" button. On the left side, there is a navigation menu titled "Information Referral System" with the following options: "Search Functions", "Search by Name", "Search by Keyword/Category", and "Search by Topic". Below this menu, there is a section for "General 2-1-1 Information" with links for "MN 2-1-1 Information", "Taxonomy Copyright", and "Inclusion/Exclusion". At the bottom of the menu, there is a link for "Exit RIDA".

This search will look for any Agency or Service that begins with the requested search string. For example, if you search word “Red”, you will get results such as Red Cross or Wilkin County Redevlopment Authority. The search will return ALL results where *any* word in the name begins with the letters “red”.

The more words used in a Name search, the less results will be returned. As an example, searching on “Red Cross” would not return “Wilkin County Redevelopment Authority” because Wilkin County Redevelopment Authority does not have a word in its name that begins with “Cross”.

The following example shows the results for searching on “Community” and “Emergency” in the name. Results include those agencies or services that have “Community Emergency” in their name and agencies that have AKAs (Also Known As) with the words “Community Emergency”.

Information Referral System

Search Functions
[Search by Name](#)
[Search by Keyword/Category](#)
[Search by Topic](#)

General 2-1-1 Information
[MN 2-1-1 Information](#)
[Taxonomy Copyright](#)
[Inclusion/Exclusion](#)

Exit RIDA

Search Results [Begin New Search](#) [Adjust Current Search](#)

Search Criteria
 Name: community emergency
 Service Area
 Number of Results: 6

Name	City	State	County	Zip
<input type="checkbox"/> Agency : Bi-County Community Action Programs, Inc. AKA : Emergency Community Services Address: P. O. Box 579 Branches Available in : Walker, Eligibility : Serves Beltrami and Cass County	Bemidji	MN	Beltrami	56619
<input type="checkbox"/> Agency : Community Emergency Assistance Program - CEAP Anoka Address: 1201 89th Avenue NE Eligibility : Residents of Anoka County, Mounds View and New Brighton	Blaine	MN	Anoka	55434
<input type="checkbox"/> Agency : Community Emergency Assistance Program - CEAP Inc Address: 6840 78th Avenue North Eligibility : See individual service listing for complete information	Brooklyn Park	MN	Hennepin	55445
<input type="checkbox"/> Agency : Community Emergency Service - CES Address: 1900 11th Avenue South Eligibility : Serves residents of south and southeast Minneapolis.	Minneapolis	MN	Hennepin	55404
<input type="checkbox"/> Agency : Heat Resources AKA : Emergency and Community Health Outreach	Minneapolis	MN	Hennepin	55402

Show Selected

Windows taskbar: start, PTO Requests - Mi..., Internet Explorer, RIDA 2-1-1, Microsoft Office..., 9:50 AM

To view more information about the Agency, click anywhere on the row you want to view and click the Show Selected button on the bottom of the page.

Information Referral System

Search Functions
[Search by Name](#)
[Search by Keyword/Category](#)
[Search by Topic](#)

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[MN 2-1-1 Information](#)
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[Exit RIDA](#)

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Search Criteria
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<input type="checkbox"/> Agency : Community Emergency Assistance Program - CEAP Inc Address: 6840 78th Avenue North Eligibility : See individual service listing for complete information	Brooklyn Park	MN	Hennepin	55445
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Keyword/Category Search:

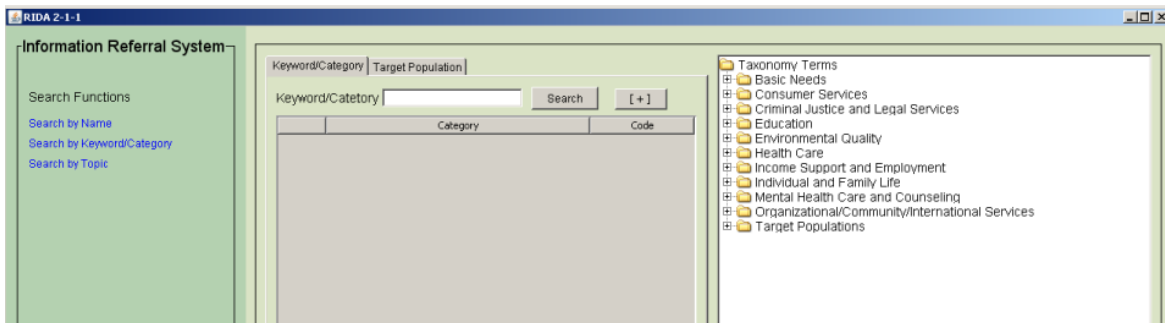
This search has several features available. There are two tabs on the top of the screen:

- [Keyword/Category](#)
- [Target Population](#)

Each tab displays a field for the search term. After entering a possible search term, press enter or click the Search button just right of the search field. Search results will be displayed in the table below the search field.

By clicking on a term in the table, the Taxonomy Tree on the right will open to the location of that term in the Taxonomy Tree. In addition, the term you selected will populate the [Keyword/Category](#) field below. This field needs to be populated with the category/taxonomy field you want to search.

The [Target Population](#) tab works the same as the Keyword/Category tab. Target Populations can be selected to refine a Keyword/Category search such as for Food Pantries that serve AIDS/HIV patients (target population), but can't be searched on their own.



Keyword/Category search example:

When searching on the keyword “rent”, all of the categories that have the letters r-e-n-t in the beginning of the word are suggested. Sometimes you will see a term that does not appear to have the letter string you searched on display. In this example a category called “Housing Complaints” is listed. This means that the category “Housing Complaints” has a keyword that starts with r-e-n-t that does not show.

To view the definitions of the category term, click on the icon at the left of the term. A popup will appear with the definition for that term.

Notice that the category results are displayed in alphabetical order.

The screenshot displays the RIDA 2-1-1 Information Referral System interface. The main window is titled "RIDA 2-1-1" and contains the following elements:

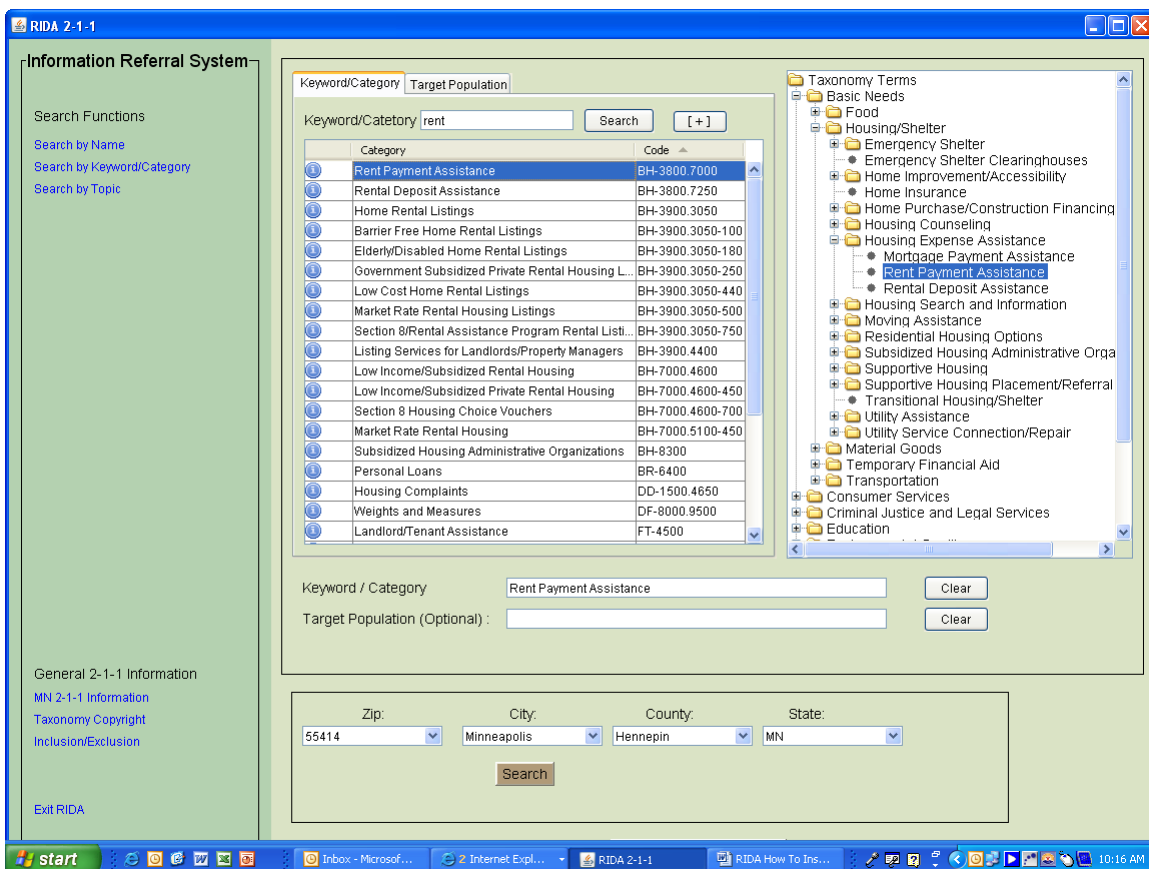
- Information Referral System** header.
- Search Functions** sidebar with links: [Search by Name](#), [Search by Keyword/Category](#), and [Search by Topic](#).
- General 2-1-1 Information** sidebar with links: [MN 2-1-1 Information](#), [Taxonomy Copyright](#), [Inclusion/Exclusion](#), and [Exit RIDA](#).
- Search Interface** with tabs for "Keyword/Category" and "Target Population". The "Keyword/Category" tab is active, showing a search input field with "rent" and a "Search" button.
- Search Results Table** with columns "Category" and "Code". The results are sorted alphabetically by category. The table contains 18 rows of data.
- Taxonomy Terms** sidebar on the right, showing a tree view of categories such as "Basic Needs", "Consumer Services", "Criminal Justice and Legal Services", "Education", "Environmental Quality", "Health Care", "Income Support and Employment", "Individual and Family Life", "Mental Health Care and Counseling", "Organizational/Community/International Services", and "Target Populations".
- Search Filters** below the table, including "Keyword / Category" and "Target Population (Optional)" with "Clear" buttons.
- Location Search** section with dropdowns for "Zip:", "City:", "County:", and "State:", and a "Search" button.

Category	Code
Assistive Technology Rental	LH-0650.0300
Barrier Free Home Rental Listings	BH-3900.3050-100
Debris Containers	TH-1700.1600-260
Disaster Related Commodity Replacement/Rental	TH-2900.1790
Disaster Specific Rent Assistance	TH-2900.6500-200
Elderly/Disabled Home Rental Listings	BH-3900.3050-180
Government Subsidized Private Rental Housing L...	BH-3900.3050-250
Home Rental Listings	BH-3900.3050
Housing Complaints	DD-1500.4650
Landlord/Tenant Assistance	FT-4500
Listing Services for Landlords/Property Managers	BH-3900.4400
Low Cost Home Rental Listings	BH-3900.3050-440
Low Income/Subsidized Private Rental Housing	BH-7000.4600-450
Low Income/Subsidized Rental Housing	BH-7000.4600
Market Rate Rental Housing	BH-7000.5100-450
Market Rate Rental Housing Listings	BH-3900.3050-500
Meeting Space	TF-2000.5000
Personal Loans	BR-6400
Post Disaster Housing Assistance	TH-2900.6500

You can also sort by category/taxonomy code order by clicking on the top of the "Code" column.

In the following example, the same list is sorted by “Code”. It is not necessary to know the codes but just to understand that codes that start with the same letters and numbers will appear next to each other in the taxonomy tree on the right.

Notice that “Rent Payment Assistance” and “Rental Deposit Assistance” have the same first letters and numbers. They are located next to each other on the taxonomy tree. Also on the same level in the taxonomy tree is the category/taxonomy term “Mortgage Payment Assistance”. This is a similar type of service as “Rent Payment Assistance” and “Rental Deposit Assistance” but it did not return on the original list because the word “rent” is not in the category name nor is does it have a keyword “rent”. Sorting the results by “Code”, rather than alphabetically, may help you find additional similar services than the one you searched.



Before you search, you need to enter a [Service Area](#) at the bottom of the screen. To search by zip code, enter the zip code, press **Tab** and the city, county and state will auto populate.

If you do not know the zip code, you can either type in the first few letters of a city or county name in the fields to find the one you need. After selecting from the list, press **Tab** and the city, county, and state fields will populate. If the name of a city or county is in more than one state, a popup will appear for you to select the one you need.

Searching the Category/Taxonomy tree.

The Minnesota 2-1-1 database is indexed using a national taxonomy of human services. The taxonomy is a hierarchical structure -- it goes from very broad categories to very specific categories. You can search using the tree by clicking elements on the tree.

To search the Category/Taxonomy tree, click on the + symbol in front of any category/taxonomy term to expand that branch of the taxonomy tree. When you click the + symbol, the categories/taxonomy terms become more specific. Below is an example:



When you get to the lowest or most specific category/taxonomy term on a branch, the 0 symbol will appear. There are no more category/taxonomy terms on that branch. Sometimes it's hard to determine where you are on the tree. Just remember, if you see a "+" there are more category/taxonomy terms listed below; if you see a "-" that branch has been expanded.

Search Results Screen:

After selecting the category/taxonomy term and the Service Area click the Search button under the Service Area. The next screen is the Search Results screen. Notice at the top of the screen the category/taxonomy term, Service Area and how many results matched the search. (In this example: Rent Payment Assistance, in Minneapolis, Hennepin County and 20 results.) You can sort the search results alphabetically by Name or sort by City, State, County or Zip Code by clicking the column name.

Hint: When a long list of results displays, sorting by city, county or zip can help narrow down the search.

It is very important to read the Eligibility criteria for the services listed. It is a quick way to determine if the service will meet your client's needs without having to go any further.

The screenshot shows the RIDA 2-1-1 Information Referral System interface. The search criteria are: Name: Rent Payment Assistance, Service Area: Minneapolis, Hennepin, MN. The number of results is 20. The results table is as follows:

Name	City	State	County	Zip
Agency : Air Force Aid Society Service : Financial Assistance to Air Force Members Address: 934 AWDPF - Air Force Reserve Center <input type="checkbox"/> Eligibility : Active duty and retired air force members and their families	Minneapolis	MN	Hennepin	55450
Agency : City Life Center Service : Pregnancy Assistance Address: 2520 Park Avenue <input type="checkbox"/> Eligibility : Pregnant women and new parents living in Hennepin County	Minneapolis	MN	Hennepin	55404
Agency : Community Emergency Service - CES Service : Housing Assistance Address: 1900 11th Avenue South <input type="checkbox"/> Eligibility : Serves families with children under the age of 18 who are residents of south and southeast Minneapolis.	Minneapolis	MN	Hennepin	55404
Agency : Cradle of Hope Service : Financial Aid for Pregnancy Related Expenses Address: 1935 West County Road B2 <input type="checkbox"/> Eligibility : Minnesota residents with a demonstrated financial need due to pregnancy and childbirth up to three months after birth	Roseville	MN	Ramsey	55113
Agency : Elim Transitional Housing Inc. Service : Rent/Damage Deposit/Mortgage Payment Assistance for Single Adults	Minneapolis	MN	Anoka	55421

At the bottom of the table is a 'Show Selected' button.

After reading the Eligibility for each service, you can select the one(s) you want to see more information about by double clicking anywhere on the row or the check box on the

left . You can select as many as you want. In this example, two agencies/services were selected: "Community Emergency Services – CES" and "Elim Transitional Housing, Inc. "

Click **Show Selected** at the bottom of the screen to see all of the information about the agencies and services selected.

You can also click [Begin New Search](#) or [Adjust Current Search](#) by clicking the links at the top of the screen.

Information Referral System

Search Functions
[Search by Name](#)
[Search by Keyword/Category](#)
[Search by Topic](#)

General 2-1-1 Information
[MN 2-1-1 Information](#)
[Taxonomy Copyright](#)
[Inclusion/Exclusion](#)
[Exit RIDA](#)

Search Results [Begin New Search](#) [Adjust Current Search](#)

Search Criteria
 Name: Rent Payment Assistance
 Service Area: Minneapolis, Hennepin, MN
 Number of Results: 20

Name	City	State	County	Zip
<input checked="" type="checkbox"/> Agency : Community Emergency Service - CES Service : Housing Assistance Address : 1900 11th Avenue South Eligibility : Serves families with children under the age of 18 who are residents of south and southeast Minneapolis.	Minneapolis	MN	Hennepin	55404
<input type="checkbox"/> Agency : Cradle of Hope Service : Financial Aid for Pregnancy Related Expenses Address : 1935 West County Road B2 Eligibility : Minnesota residents with a demonstrated financial need due to pregnancy and childbirth up to three months after birth	Roseville	MN	Ramsey	55113
<input checked="" type="checkbox"/> Agency : Elim Transitional Housing Inc. Service : Rent/Damage Deposit/Mortgage Payment Assistance for Single Adults Address : 3989 Central Avenue NE Eligibility : Single residents ages 16 or older of northeast and north Minneapolis	Minneapolis	MN	Anoka	55421
<input type="checkbox"/> Agency : Hennepin County Human Services and Public Health Department Service : Outreach Sites - Financial/Emergency Assistance Address : Eligibility : Hennepin County residents for most services. Service eligibility directed by county, state and federal guidelines depending on the service.		MN	Hennepin	
Agency : Hennepin County Human Services and Public Health Department	Minneapolis	MN	Hennepin	55404

[Show Selected](#)

Agency/Service Display Screen:

This screen is divided into three sections:

- Navigation menu on the left
- Agency information section in the middle
- Service information section on the right.

The Agency section has general information about the agency. The website and e-mail fields are hyperlinked so you can click on them and go directly to the agency's website or send them an e-mail. If the agency has any branch locations, they will also be listed here.

At the bottom of the agency section, all of the services that agency provides are listed. You can click on any service name and go directly to that service's information on the right side.

The Service section on the right hand side gives more information about a service. The website and e-mail addresses here are hyperlinked just like on the agency side.

Scroll bars are located on the right side of the agency and service sections which enable you to scroll down to see additional information.

At the top of the Agency section, there will be individual tabs for each of the agencies you selected, making it easy to navigate from one agency to the next and back again.

The screenshot displays the RIDA 2-1-1 Information Referral System interface. On the left is a navigation menu with options like 'Search Functions', 'Search by Name', 'Search by Keyword/Category', and 'Search by Topic'. The main area is split into two columns. The left column, titled 'AGENCY', shows details for 'Community Emergency Service - CES', including its address (1900 11th Avenue South, Minneapolis, MN 55404), administrator (John R. Bohnsack), phone numbers, website (www.cesmn.org), email (cesmnoffice@yahoo.com), hours, and a description of its services. The right column, titled 'SERVICES', shows details for 'Housing Assistance', including its address, phone numbers, website (www.cesmn.org), email (housingspec@aol.com), eligibility criteria (serves families with children under 18 in south and southeast Minneapolis), hours (by appointment only), and a detailed service description regarding rental assistance.

Searching by Topic

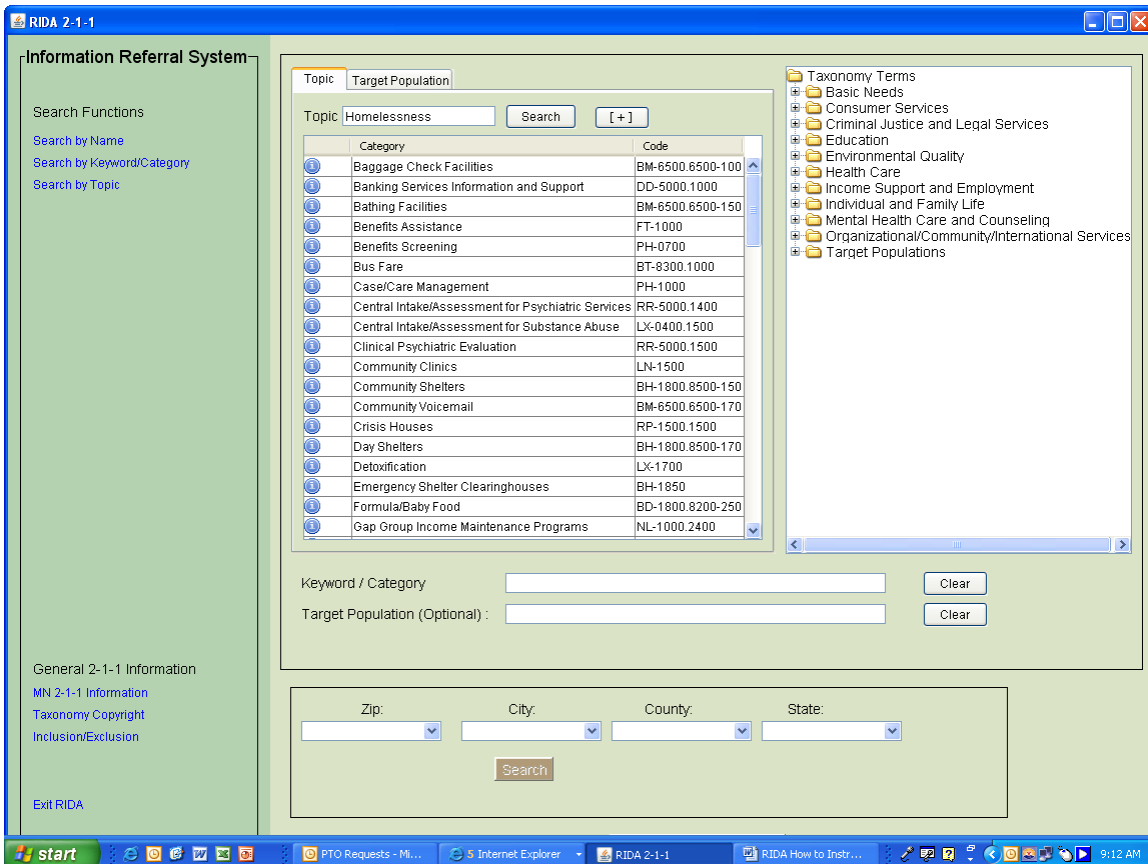
Searching by a Topic is a good way to search if you aren't sure what keyword or term to use. A Topic search will give you a broader selection of category/taxonomy terms related to the Topic than doing a Keyword/Category search.

From this screen, click once on a Topic. There is a scroll bar on the right to view additional Topics.



In the following example, the Topic “Homelessness” was selected.

Notice that the list of possible category/taxonomy terms that were returned that match the Topic “Homelessness” is broader than a Keyword/Category search. If you had searched on the word “Homelessness” using a Keyword/Category search, only those category/taxonomy terms that have the word “homelessness” in their name would display. This search is useful when you aren't sure exactly what category/taxonomy term you need.



The search function for Topics works exactly like that of the Keyword/Category search. Select the category/taxonomy term you want to search, add a Service Area, and click Search.