

# **Case Management Training: ResourcePoint**

All example client names depicted herein are completely fictitious. No association with any real organization or persons is intended or should be inferred.

## How to use ResourcePoint or 211 Arizona

**ResourcePoint**

- From your Homepage, click on the ResourcePoint button on the menu.
- The Provider Search window will open. You can use the Search field to look for possible resources either by provider name, or by keywords.
- Click the Show Advanced Options button to refine your search by area.

*Note: The HMIS team highly recommends you refine your search as this database covers the entire state of Arizona's resources.*

**Provider Search**

---

Search for Providers by using keywords from the Provider Name or Description.

**Search**

---

- For example, below we searched for a food bank close to the zip code of 85345 (Peoria, AZ).

**Provider Search**

---

Search for Providers by using keywords from the Provider Name or Description.

**Search**

---

**City**  **State**   
**County/Parish**  **Area**   
**ZIP Code**   
**Level**   **ServicePoint Users ONLY**

- Using that search criteria above, in the Provider Search Results area below, there were 8 possible options. Keep in mind the search engine finds providers who are willing to serve a client within the zip code used in the search, it does not necessarily mean the provider is close by. Pay attention to the provider's location.
- Click on any provider name to get more information, such as a description of the program, contact information, location, eligibility and hours of operation.

Provider Search Results																											
#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
Name											Level	Phone	Location	Last Updated													
<a href="#">Association of Arizona Food Banks (1621)</a>											Level 1	602-528-3434	Phoenix, AZ 85004-1400	07/17/2013													
<a href="#">Borderlands Food Bank (27604)</a>											Level 1	520-287-2627	Nogales, AZ 85621-3586	05/22/2013													
<a href="#">Cultural Cup Food Bank &amp; Free Clinic (32738)</a>											Level 1	602-266-8370	Phoenix, AZ 85012-2385	09/09/2013													
<a href="#">Deleted Agencies and Programs 2012 (CIR USE) (39326)</a>											Level 4	Unknown	Unknown	09/23/2013													
<a href="#">ICM Food and Clothing Bank (1546)</a>											Level 1	602-254-7450	Phoenix, AZ 85007	10/02/2013													
<a href="#">Saint Mary's Food Bank Alliance (550)</a>											Level 1	602-242-3663	Phoenix, AZ 85009-1518	10/07/2013													
<a href="#">Valley View Community Food Assistance (27012)</a>											Level 1	623-933-3358	Sun City, AZ 85351-4143	10/03/2013													
<a href="#">Vineyard Food &amp; Clothing Bank (288)</a>											Level 1	623-934-4000	Glendale, AZ 85302-3827	09/05/2013													

Showing 1-8 of 8

- When you click on a provider’s name, it opens the Provider Profile. The address can be mapped for you by clicking the link. Click Exit button in the upper right hand corner to return to search results page.

<p><b>Contact Information</b></p> <p><b>Provider Telephone Numbers:</b>  <b>602-242-FOOD:</b> 602-242-3663 (Primary)  <b>Fax:</b> 480-393-4511</p> <p><b>Provider Contacts:</b> <input type="text"/> <a href="#">Email Contacts</a></p> <p><b>Contact 1:</b>  <b>Title:</b> President and CEO</p> <p><b>Hours of Operation:</b> Mon-Fri 8am-5pm  <b>Website:</b> <a href="http://www.firstfoodbank.org">http://www.firstfoodbank.org</a></p>	<p><b>Location Information</b></p> <p><b>Physical:</b> 2831 N 31st Ave  Phoenix, AZ 85009-1518  <a href="#">Map Address</a></p> <p><b>County/Parish:</b> Maricopa</p> <p><b>Mailing:</b> 2831 N 31st Ave  Phoenix, AZ 85009-1518  <a href="#">Map Address</a></p> <p><b>County/Parish:</b> Maricopa</p>
<p><b>Service Information</b></p> <p><b>Eligibility:</b>  Agencies that distribute food to people in need</p> <p><b>Program Fees:</b>  Vary</p> <p><b>Intake / Application Process:</b>  Call</p> <p><b>Volunteer Opportunities:</b>  Volunteers help with donations intake, sorting, stocking, and distribution, and organizing food drives.</p> <p><b>Wishlists:</b>  Accepts monetary donations.</p>	<p><b>Additional Information</b></p> <p><b>Area/Geography Served Information</b></p> <p><b>No Area Served Data Available</b></p> <p><b>Geography Served:</b></p> <p><b>States:</b>  Arizona (AZ)</p> <p><b>Spoken Languages:</b> English, Spanish  <b>Handicap Accessible:</b> Yes  <b>Brochures on File:</b> No  <b>Call Center:</b> No</p>

- You can also search by provider’s name, in the example below we used “Department of Economic Security”.

Search for Providers by using keywords from the Provider Name or Description.

Search  [Show Advanced Options](#)

---

**Provider Number**

Enter or scan a Provider ID number to look up that Provider.

Provider ID #

---

**Provider Search Results**

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
Name	Level													Phone	Location	Last Updated											
Arizona Department of Economic Security (16699)	Level 1													602-542-4791	Phoenix, AZ 85007-3295	03/26/2013											
Arizona Department of Economic Security Arizona Early Intervention Program (16717)	Level 2													602-532-9960	Phoenix, AZ 85012-2061	02/08/2013											
Arizona Department of Economic Security Division of Aging and Adult Services (16816)	Level 2													602-542-4446	Phoenix, AZ 85007-3202	06/27/2013											
Arizona Department of Economic Security Division of Benefits & Medical Eligibility Family Assistance (16840)	Level 2													602-542-9935	Phoenix, AZ 85001	06/25/2013											
Arizona Department of Economic Security Division of Children, Youth and Families (17861)	Level 2													602-542-3981	Phoenix, AZ 85007-3202	10/29/2013											

- You can search by keyword, but then narrow it down by provider name’s first letter if you cannot remember the exact name or how to spell the name. For the example below, we searched for Mental Health Evaluation and then clicked on the letter “T” because we wanted to see all mental health evaluation providers that begin with the letter T.

Note: Be sure to put it back to "All" when you are done.

Search for Providers by using keywords from the Provider Name or Description.

Search

### Provider Number

Enter or scan a Provider ID number to look up that Provider.

Provider ID #

### Provider Search Results



#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
Name	Level	Phone	Location	Last Updated																							
TASC Private Sector Services (18457)	Level 2	602-712-0234 x239	Phoenix, AZ 85006-1602	03/13/2013																							
TERROS Mental Health Services - Glendale (38857)	Level 2	602-685-6000	Glendale, AZ 85302-1005	08/07/2013																							
TERROS Mental Health Services - Mesa (25939)	Level 2	602-685-6000	Mesa, AZ 85204-5851	08/07/2013																							
TERROS Mental Health Services - Phoenix (38856)	Level 2	602-685-6000	Phoenix, AZ 85017-4703	08/06/2013																							

Showing 1-4 of 4

## 211 Arizona

- All the resources in ResourcePoint can also be accessed using 211 Arizona.
- 211 Arizona website address: [www.211arizona.org](http://www.211arizona.org)
- This should be used to locate resources/housing within the state of Arizona.
- If the client needs resources/housing *outside* Arizona because they want to relocate, please use this website address to locate 211 directories in other states: [www.211.org](http://www.211.org)