



Hands On
CENTRAL OHIO

2-1-1 Online

Navigation Guide

General Overview.....	Pg. 2
Taxonomy Overview.....	Pg. 3
Options for Searching	
Browse Categories.....	Pg. 4
Search by Service Keyword.....	Pg. 8
Search by Agency or Program Name.....	Pg. 10
Filtering Searches.....	Pg. 11

Overview



HandsOn
CENTRAL OHIO

HandsOn Central Ohio coordinates community resources and generates data insights that strengthen Central Ohio. For nearly five decades, it has been the community's essential partner in making social service delivery more efficient and effective; our 2-1-1 and specialized information and referral system ensures that people get the right services, at the right time and place. Nearly 500,000 individuals and 3,000 programs and services rely on HandsOn as their vital, first link in our community's opportunity networks each year. At any point in time, in real time, HandsOn knows more about what is happening with Greater Columbus' opportunity landscape than anyone else.

A comprehensive information and referral line provides information on thousands of social service, government and community resources—to help find a solution to any need. Free and confidential, 2-1-1 is available throughout Franklin County 24 hours a day, seven days a week. Callers can also tap into Foodline, where referral specialists assess callers' needs—including distance from a food pantry, time of day and pantry preference—and connect residents with a food pantry or soup kitchen. Additionally, HandsOn Central Ohio acts as the county's Homeless Hotline, coordinating emergency shelter stays and ensuring that all Franklin County residents experiencing homelessness understand their options for emergency shelter.

HandsOn Central Ohio's *2-1-1 Online Directory of Human Services* provides FREE and immediate access to more than 3,000 programs available in Franklin County, with detailed information on social, educational, cultural, health, government and support services. Additional features of the database:

- Updates are made to the database in real time
- Features alphabetical and subject indices, as well as in-depth service descriptions, eligibility requirements and service boundaries
- Each agency in the database formally updates its listing at least once per year
- Ability to filter searches by zip code, gender and age for more targeted searching
- Searches can be conducted by keyword, agency or program name, or through the category system

Taxonomy Overview

The AIRS/211 LA County
Taxonomy
of Human Services

Services in the *2-1-1 Online* database are indexed according to the AIRS/211 LA County Taxonomy of Human Services. This classification system is used by all Alliance of Information and Referral Systems (AIRS)-accredited information and referral agencies, like HandsOn Central Ohio. All services are tied to specific taxonomy terms, such as “Rent Payment Assistance” or “General Counseling Services.”

The taxonomy system is much like the Dewey Decimal System used in many libraries. It is composed of nearly 10,000 terms that are organized into a hierarchical structure that shows the relationships among them. The hierarchical structure is designed to make searching easier. For example, if you are looking for assistance in paying an electric bill, you can search “Electric Service Payment Assistance” and be confident that all appropriate services are displaying. There is no need to try other search terms such as “Utility Help” or “Electricity Assistance” to find additional resources.

This method of searching may be unfamiliar to many users. Unlike Google, wherein all words on a page are mined for particular keywords, the *2-1-1 Online* database searches only for particular taxonomy terms. It is suggested that you keep search terms as simple as possible at first (ex. “Electric”) or use the category system until you are familiar with the exact taxonomy term.

Options for Searching

Option #1: Browse Categories

The screenshot shows a search interface with two main sections. On the left, under 'Choose a search option', the 'Browse Categories' link is circled in red. Below it is a list of categories including 'Advocacy, Planning and Professional Development', 'Adult Care and Youth Programs', 'Arts, Education, Employment and Income Support', 'Community, Government and Specialized Resources', 'Donations', 'Emergency Food, Clothing, Furniture and Disaster Services', 'Health Care', 'Housing and Utility Assistance', 'Legal and Re-Entry Services', 'Mental Health and Counseling Resources', 'Peer Support', 'Seasonal Services', and 'Substance Abuse and Addictions'. On the right, under 'Search for Services', there are two search boxes: 'Search by Service Keyword' and 'Search by Agency or Program Name'. To the right of these is a list of services including 'Free school supplies', 'Free Produce Giveaway', and 'Mammograms'.

Click on whatever category seems most appropriate for your needs. This will open a new window with sub-categories. Click on a specific sub-category to view more information.

The screenshot shows the search results page for 'Emergency Food, Clothing, Furniture and Disaster Services'. The page has a header with 'Start Over' and 'Search hints'. Below the header, the title 'Find the help you need > Emergency Food, Clothing, Furniture and Disaster Services' is displayed. The main content is divided into two columns. The left column, 'Browse Service Category', lists various categories, with 'Emergency Food, Clothing, Furniture and Disaster Services' highlighted. The right column, 'Emergency Food, Clothing, Furniture and Disaster Services', lists sub-categories: '+ Bed Bugs', '+ Clothing', '+ Disaster Services', '+ Emergency Food', and '+ Furniture, Appliances and Household Goods'. The '+ Clothing' sub-category is circled in red.

Selecting a sub-category will open a detailed list of specific search terms. If there are specific populations targeted, you will see them listed underneath the search term.

Browse Service Category

This search is not restricted by city or ZIP Code. If you click [go back](#) and enter a ZIP Code, resources will display by distance from you.

[Start Over](#) [Search hints](#)

Find the help you need > Emergency Food, Clothing, Furniture and Disaster Services

Browse Service Category
(Click to choose a new category.)

- Advocacy, Planning and Professional Development
- Adult Care and Youth Programs
- Arts, Education, Employment and Income Support
- Community, Government and Specialized Resources
- Donations
- Emergency Food, Clothing, Furniture and Disaster Services**
- Health Care
- Housing and Utility Assistance
- Legal and Re-Entry Services
- Mental Health and Counseling Resources
- Peer Support
- Seasonal Services
- Substance Abuse and Addictions

Emergency Food, Clothing, Furniture and Disaster Services
(Click the + to see services.)

- + Bed Bugs
- Clothing
 - Baby Clothing ?
 - Children's Clothing ?
 - Diapers ?
 - Formal Wear ?
 - Girls
 - General Clothing Provision ?**
 - Native American Community**
 - Veterans**
 - Maternity Clothing ?
 - School Clothing ?
 - Thrift Shops ?
 - Undesignated Temporary Financial Assistance ?
 - Homeless People
 - Veterans
 - Work Clothing ?
 - Men
 - Women
- + Disaster Services
- + Emergency Food
- + Furniture, Appliances and Household Goods

This means that if you click on “General Clothing Provision,” you will see a list of all organizations that provide clothing. If you click on “Native American Community,” you will see a list of organizations that provide clothing for the Native American community specifically. The same is true for the word “Veterans.”

If you click on “General Clothing Provision,” your list of returned results should look like the image below. You can view the detailed listing by clicking on any one of the blue phrases.

Wednesday, July 31, 2013

Text Size **+A -a** Reset

Search Results

[Back](#) [Start over](#) [Print Page](#)

[Map all](#) Sort list by: [Agency name](#) | [City](#)

This search is not restricted by city or ZIP Code. If you click [go back](#) and enter a ZIP Code, resources will display by distance from you.

Find the help you need > **Clothing > General Clothing Provision**

Programs that provide clothing for people who need it. Available items depend on what has been donated and is on hand at any given time. The collection may include but does not specialize in children’s clothes, work clothes, maternity clothes and shoes.

20 Locations offering the requested services. Providers are listed by city

<p>Community Development for All People</p> <p>946 South Parsons Avenue Columbus, OH 43206</p> <p>click for more info on FREE STORE UNITED METHODIST FREE STORE (614) 443-1713 Administrative office@4allpeople.netoffice@4allpeople.net</p>	<p>United Methodist Free Store</p> <p>http://www.4allpeople.org/freestore.html</p>	<p>view map</p>	<p>Franklin County</p>
<p>Grace Central Presbyterian Church</p> <p>237 West Second Avenue Columbus, OH 43201</p> <p>click for more info on WEST SECOND AVENUE CLOTHING CENTER (614) 859-2871 General Information 11:30a Sun or by appointment.</p>	<p>(614) 299-2444 http://www.gracecentral.org</p>	<p>view map</p>	<p>Franklin County</p>
<p>Hilltop Lutheran Church</p> <p>2445 West Broad Street Columbus, OH 43204</p> <p>click for more info on CLOTHING STORE</p>	<p>Hilltop Clothes Shop</p>	<p>view map</p>	<p>Franklin County</p>
<p>Inner City Ministries</p> <p>846 Sullivant Avenue Columbus, OH 43223</p> <p>click for more info on CLOTHING PANTRY (614) 224-1481 Fax (614) 469-7920 Administrative</p>	<p>http://www.innercityministriescolumbus.com</p>	<p>view map</p>	<p>Franklin County</p>
<p>Mt. Olivet Baptist Church</p> <p>428 East Main Street Columbus, OH 43215</p> <p>click for more info on SOUP KITCHEN HUNGER OUTREACH SOUP KITCHEN (614) 222-6717 Program Number stucker@mtolivetbaptistchurch-oh.orgstucker@mtolivetbaptistchurch-oh.org</p>	<p>(614) 221-3446 Administrative (614) 221-2262 Fax http://www.mtolivetbaptist-oh.org</p>	<p>view map</p>	<p>Franklin County</p>
<p>Native American Indian Center</p> <p>67 East Innis Avenue Columbus, OH 43207</p> <p>click for more info on GENERAL CLOTHING PROVISION CLOTHING PANTRY</p>	<p>http://naicco1975.org</p>	<p>view map</p>	<p>Franklin County</p>

From here, you can view a detailed service description, eligibility requirements, hours, the intake process, any required documents and fees and any other pertinent information. You can also view the search term (listed as “Services”) and any other services offered at the location. You will also see that you can send the information to someone via text or email or open up a map to see where the organization is located.

Inner City Ministries

846 Sullivant Avenue
Columbus, OH 43223

<http://www.innercityministriescolumbus.com>

[view map](#)

Franklin County

click for more info on [CLOTHING PANTRY](#)

(614) 224-1481 Fax

(614) 469-7920 Administrative

[hide details](#)

[print service details](#)

[send to phone or email](#)

[view parent agency](#)

Service description: Offers supply of general clothing items.

Eligibility: Anyone.

Hours: Tue, Thu-Fri 9:30 am-11:30 am.

Intake process: Walk-in.

Documents: Photo ID for all family members.

Fees: None.

Services: General Clothing Provision

Directions: Located on the corner of Souder and Sullivant.

Last Updated: Jan 14, 2013

Other services at this location

- [FOOD PANTRY](#)
- [THANKSGIVING MEALS](#)

[hide](#)

[print](#)

[send to phone or email](#)

[view parent agency](#)

Option #2: Search by Service Keyword

In addition to using the category system, you can search by Service Keyword. If you do not know the precise term for which you are searching, a helpful hint is to keep it as simple as possible. For example, if you are looking for free clothing, simply type in “Clothing.”

Search for Services

Enter information about the person needing services

Enter ZIP Code or select city [\(reset\)](#)

Optional-Additional Information: Age **Gender** Female Male

Choose a search option

Browse Categories

(Click a category to browse services.)

- Advocacy, Planning and Professional Development
- Adult Care and Youth Programs
- Arts, Education, Employment and Income Support
- Community, Government and Specialized Resources
- Donations
- Emergency Food, Clothing, Furniture and Disaster Services
- Health Care
- Housing and Utility Assistance
- Legal and Re-Entry Services
- Mental Health and Counseling Resources
- Peer Support
- Seasonal Services
- Substance Abuse and Addictions

Search for Services

(Enter a name or keyword to search.)

Search by Service Keyword

Type a word or phrase [Search Hints](#)

(Examples: food pantries, job training, support groups)

All Words

Search by Agency or Program Name

Type a word or phrase [Search Hints](#)

(Examples: Meals on Wheels, Salvation Army,)

Exact Phrase

What's New?

Super Saturday

IMPACT Community Action will be hosting a Super Saturday event on 7/27 at 700 Bryden Road in Columbus, 43215 from 10 am-3 pm. Up to 65 walk-in customers seeking cooling assistance will be served on a first-come, first-served basis. Customers are encouraged to arrive early. The program provides utility assistance and/or free air conditioners. For more information about the Summer Crisis Program, including eligibility requirements and necessary documents, please search "Electric service payment assistance" and review the information under IMPACT's Summer Crisis Program.

Free school supplies

For information on free school supplies, please search "school supplies."

Free Produce Giveaway

IMPACT Community Action and the Mid-Ohio Food Bank will provide free, fresh produce on Thursdays July 25 (2 pm-3 pm), Aug 15 (3 pm-4 pm) and Sep 19 (2 pm-3 pm) In the rear parking lot at Impact 700 Bryden Road.

Mammograms

The James Mobile Mammography Unit will be offering mammograms

8

This will generate a list of all search terms that include the word “clothing,” as well search terms for which people are often looking when they search for “clothing” (such as “diapers” or “formal wear”). If you’re unsure about a term, click the ? to see a definition. To see organizations that offer a particular service, click on the term. This will take you to the same screen that is displayed on page 6.

[Click here to see the full list of services](#) **ABC**

Find the help you need >Clothing

Listed below are matching services. (Click a service term to search. Click ? to see a definition.)

Clothing Donation Programs	?
for Formal Wear	
for Women	
Diapers (for Clothing)	?
Formal Wear (for Clothing)	?
for Girls	
Diapers (for Clothing Closets; Clothing Exchange Programs; Clothing Exchanges)	?
Formal Wear (for Clothing Closets; Clothing Exchange Programs; Clothing Exchanges)	?
for Girls	
History Museums (for Clothing Museums)	?
Thrift Shops (for Clothing Donation Programs)	?
Trade Associations (for Clothing Industry Associations)	?
for Child Care Issues	
for Dancers	
for Dentists/Dental Support Personnel	
for Dietitians/Nutritionists	
for Human/Social Services Issues	
for Offender/Ex-Offender Issues	
for Optometrists	
for Organic Farmers	
for Psychologists	
Baby Clothing	?
Children's Clothing	?
Diapers (for Emergency Clothing)	?
Formal Wear (for Emergency Clothing; Formal Clothing)	?
for Girls	
General Clothing Donation Programs	?
General Clothing Provision	?
for Native American Community	
for Veterans	
Holiday Gifts/toys (for Christmas Gifts of Clothing)	?
Maternity Clothing	?
School Clothing	?
for Children of Single Parents	
Work Clothing	?
for Men	

Option #3: Search by Agency or Program Name

The third method of searching is to search by agency or program name. Simply type in the name of the agency or program for which you are looking.

Search for Services

Enter information about the person needing services

Enter ZIP Code or select city [\(reset\)](#)

Optional-Additional Information: Age Gender Female Male

Choose a search option

Browse Categories

(Click a category to browse services.)

- Advocacy, Planning and Professional Development
- Adult Care and Youth Programs
- Arts, Education, Employment and Income Support
- Community, Government and Specialized Resources
- Donations
- Emergency Food, Clothing, Furniture and Disaster Services
- Health Care
- Housing and Utility Assistance
- Legal and Re-Entry Services
- Mental Health and Counseling Resources
- Peer Support
- Seasonal Services
- Substance Abuse and Addictions

Search for Services

(Enter a name or keyword to search.)

Search by Service Keyword

Type a word or phrase [Search Hints](#)

(Examples: food pantries, job training, support groups)

All Words

Search by Agency or Program Name

Type a word or phrase [Search Hints](#)

(Examples: Meals on Wheels, Salvation Army,)

Exact Phrase

[Click this button to see a list of all services.](#)

What's New?

Fresh produce

IMPACT Community Action will host a free farmers' market in the rear parking lot of 700 Bryden Road on August 15th from 3 pm-5 pm and September 19th from 2 pm-4 pm while supplies last. Guests are asked to please bring their own bags, boxes and/or carts to carry produce home.

Super Saturdays

During the month of August, IMPACT Community Action will host Super Saturday events to help income-eligible households "beat the heat." Super Saturdays are events to provide additional access to the Home Energy Assistance Program/Summer Crisis Program. Up to 65 walk-in customers will be served on a first-come, first-served basis each Saturday. The program provides utility assistance and/or free air conditioners. The August 10th event will be held at Colonial Village Apartments (1256 Rand Avenue, 43227). All other events will be held at IMPACT Community Action, 700 Bryden Road, 43215. For more information about the Summer Crisis Program, including eligibility requirements and necessary documents, please search "Electric service payment assistance" and review the information under IMPACT.

Filtering Searches

There are a number of way to filter (narrow) searches. You can filter the search by zip code, city, age and/or gender. Though many organizations serve all Franklin County residents, some serve only specific zip codes, age brackets or neighborhoods. Inputting demographic information will retrieve only applicable results. For example, if a client lives in zip code 43202, organizations that serve only Grove City residents will not display. Additionally, if you enter a zip code, resources will display by distance from you.

Thursday, August 01, 2013
26,920 visitor searches

Text Size **+A -a** Reset

HandsOn Central Ohio 2-1-1

Connecting residents in Franklin county with comprehensive and up-to-date information about social, health and government services.

The screenshot shows the search interface for HandsOn Central Ohio 2-1-1. A red circle highlights the search filters section, which includes the following elements:

- Search for Services** (Section Header)
- Enter information about the person needing services
- Enter ZIP Code or select city (reset)
- Optional-Additional Information:** Age Gender Female Male

Below the filters, there are two search options:

- Browse Categories** (Click a category to browse services.)
 - Advocacy, Planning and Professional Development
 - Adult Care and Youth Programs
 - Arts, Education, Employment and Income Support
 - Community, Government and Specialized Resources
 - Donations
 - Emergency Food, Clothing, Furniture and Disaster Services
 - Health Care
 - Housing and Utility Assistance
 - Legal and Re-Entry Services
 - Mental Health and Counseling Resources
 - Peer Support
 - Seasonal Services
 - Substance Abuse and Addictions
- Search for Services** (Enter a name or keyword to search.)
 - Search by Service Keyword**
 - Type a word or phrase Search Hints
 - (Examples: food pantries, job training, support groups)
 - All Words Search
 - Search by Agency or Program Name**
 - Type a word or phrase Search Hints
 - (Examples: Meals on Wheels, Salvation Army,)
 - Exact Phrase Search

On the right side, there is a **What's New?** section with two items:

- Fresh produce**

IMPACT Community Action will host a free farmers' market in the rear parking lot of 700 Bryden Road on August 15th from 3 pm-5 pm and September 19th from 2 pm-4 pm while supplies last. Guests are asked to please bring their own bags, boxes and/or carts to carry produce home.
- Super Saturdays**

During the month of August, IMPACT Community Action will host Super Saturday events to help income-eligible households "beat the heat." Super Saturdays are events to provide additional access to the Home Energy Assistance Program/Summer Crisis Program. Up to 65 walk-in customers will be served on a first-come, first-served basis each Saturday. The program provides utility assistance and/or free air conditioners. The August 10th event will be held at Colonial Village Apartments (1256 Rand Avenue, 43227). All other events will be held at IMPACT Community Action, 700 Bryden Road, 43215. For more information about the Summer Crisis Program, including eligibility requirements and necessary documents, please search "Electric service payment assistance" and review the information under IMPACT.