



# ConnectATX: Searching 101



# Agenda

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- **Searching the Basics**
- **Understanding a Program Card**
- **Button Options**
- **DEMO**
- **Activity and Discussion: Find a resource**
- **Key Takeaways and Questions**



# What is ConnectATX?



Community tool that connects people with programs and services that are free or reduced cost, like food, transportation, health care, and more.



A community helpline available by phone, text, and chat with bilingual staff and language line with over 200 languages.



Closed-loop referral system that allows organizations to receive referrals directly from the community.



It is a network of organizations that choose to use it in a variety of ways to best help those they serve.

# Best Practices

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- **Log in / Create free ConnectATX account**
- **Call our HelpLine (833) 512-2289 (Mon-Fri 8am-6pm), text zip code to 85511 or go to [www.connectatx.org](http://www.connectatx.org) to utilize our live chat.**



# ConnectATX Online Features



Have program(s) listed, claimed, and up-to-date



Turn on referral tools and receive referrals from the community



Search for resources and refer clients to other programs



Actively respond and update referral statuses



Use as a client/case management system



Use analytics to access data on your program's impact

# Searching: The Basics

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**You can find free or reduced cost services on ConnectATX. Searching can be anonymous or you can login and create a profile.**

- **Start Searching by Zip Code**
- **Utilize the language feature on ConnectATX**
- **Narrowing your search result using filter options**
- **Resource Shopping Cart | Saving | Sharing your search results**



# Understanding the Program Card

- What is the Check Mark in the corner of the program card?

- SAVE
- SHARE
- NOTES
- SUGGEST

**ConnectATX Demo Program** ✓  
by ConnectATX - United Way

This is a demo program listing for United Way for Greater Austin. It is not a real program and cannot respond to requests for help. Please visit [ConnectATX.org](https://connectatx.org) for assistance.

**Main Services:** help pay for food, help pay for housing

**Serving:** anyone in need , all ages

**Next Steps:**  
Email [info@connectatx.org](mailto:info@connectatx.org) to get more info.  
Serves your local area  
🕒 Open Now: 8:00 AM - 5:00 PM ▼

MORE INFO ▼    ★ SAVE    ↗ SHARE    ☰ NOTES    ✎ SUGGEST    CONTACT



# Button Options

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The button lists different options of how to get into contact with that particular organization.

## No Referral Tool Options



→ SEE NEXT STEPS

Links to a phone number  
or email to connect with



↗ APPLY ON THEIR SITE



↗ CONTACT ON THEIR SITE

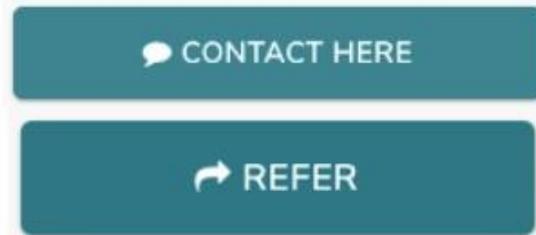
Links directly to a form  
on their website

# Button Options

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The button lists different options of how to get into contact with that particular organization.

## With Referral Tool Options



**One-Step Referral:**  
Send contact info  
directly to organization



**Two-Step Referral:**  
Send contact info AND  
a completed screener  
directly to organization

# DEMO

- Navigating the Site
- Beginning the search
- Reviewing the program card
- How to send a referral

United Way United Way for Greater Austin

ABOUT - OUR WORK - GET INVOLVED - GET HELP - **DONATE**

**HELP STARTS HERE**

 connectatx

Enter your ZIP code

**SEARCH**

Use ConnectATX to find up-to-date information on food, housing, transportation, child care, parenting classes, job training, COVID-19 vaccine, and more.

[For individuals](#) | [For service providers](#) | [For community-based organizations](#) | [Trainings](#)

 connectatx

 United Way  
United Way for Greater Austin

# Practice Scenario 1: Find Resources

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- Please navigate to: <http://connectatx.org/>
- Use Zip Code 78702
- Use Main Category: *Food* & Sub Category: *Food Pantries*
- Use Personal & Program Filters

## Scenario:

- *Find 1-2 food pantries that offer services for an adult guardian who has 2 children and 1 teen. The guardian prefers to call and apply online. It would be helpful if the organization was free, open early and on weekends.*



# Key Takeaways and Questions

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- **Create a free ConnectATX Account**
- **Start Searching for Resources**
  - **Use Program and Personal Filters**
- **Schedule a meeting with ConnectATX staff**



# Schedule a meeting with us!

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