Overview – Category Search

To find resources in your community, you can search for programs by category within any U.S. zip code.

Search for free or reduced cost services like medical care, food, job training, and more.
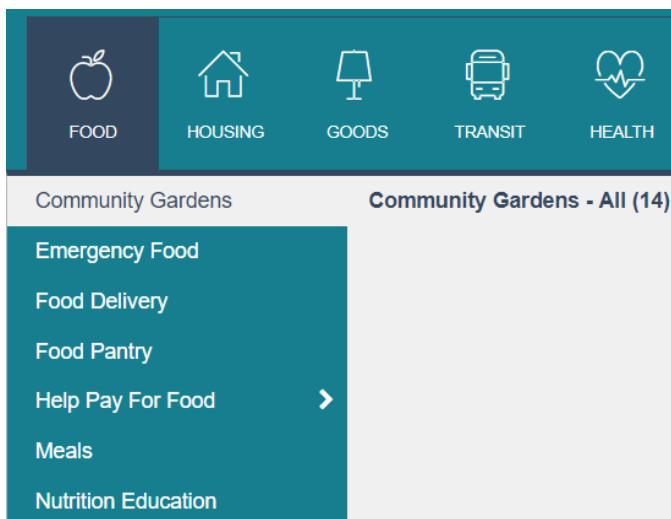
Zip 12345   🔍 Search

How to Search by Category

1. Enter the zip code where you are looking for services and click "Search". If you are searching for someone else, use their zip code as programs are listed by coverage area.

2. Hover or click on the categories at the top (Food, Housing, Goods, etc.)

3. Select a sub-category from the drop-down menu

4. Scroll down to view programs available in the area

5. If you want to narrow your search using filters, you can select Program, Personal, and Income Eligibility filters between the category menu and your search results.
Example: If you are searching for a Senior Citizen, you can check "Seniors" and "All Ages" to see what programs serve them

Overview: Keyword Search

To find resources in your community, you can search for programs by category within any U.S. zip code.

If there is a specific need, you can search by keyword.

How to Search by Keyword

1. After you enter a zip code, locate the keyword search on the top left-hand side of the screen

2. Type in a keyword for example, "food pantry" or "counseling"

   *Note, when you start typing a keyword search, your social service platform (powered by Aunt Bertha) will make suggestions based on your text.

3. If you speak a language other than English, select a language and search for a keyword in that language

   *Example: If you select Spanish** and type in "Dinero," the categories and listings will be translated into Spanish and programs under the category of money will be displayed*

   *Note, all translations are through Google Translate, not Aunt Bertha. While it is not perfect, it's a great starting place.

4. Scroll down to view programs available in the area

5. If you want to narrow your search using filters, you can select Program, Personal, and Income Eligibility filters between the category menu and your search results. *Example: If you are searching for a Senior Citizen, you can check "Seniors" and "All Ages" to see what programs serve them*

Overview - Narrow Search

Have you started a search and found too many programs, or just need extra help finding exactly what you're looking for? Try using Program, Personal, and Income Eligibility filters.

Program Filters are details about a program. This menu includes hours that a program operates, whether it is free or reduced cost, and any specific languages a program supports

Personal Filters are details about who a program serves. These filters change based on your search - what programs we found for you and who those programs serve.

For example, if you start searching for "emergency food" in your zip code, your social service platform (powered by Aunt Bertha) could list some programs that specifically serve veterans and families with young children, so those filters appear in your Personal Filters list. Filtering by both would show you any programs that specialize in serving either group.

Income Eligibility asks for household income and size to narrow down programs that are based on specific income qualifications

Overview – Reading a Program Listing

We share a lot of information with you about each program. Here's how you can find what you need.

1. The coverage area where this program provides service.
2. The name of the program.
3. The agency providing the program.
4. The distance from the center of the zip code.
5. Today's hours of operation.

6. What services the program offers.
7. To whom the services are available.
8. The Next Steps tab tells you how to connect with the program.
9. The Description tab gives an overview of the program and can also include helpful information such as:
   - Eligibility
   - Items one might need to bring for intake
   - Languages the program supports
   - Cost
   - Program website and social media sites
   - Coverage area for the program's services
   - The last time the program information was updated in the database
10. The Hours and Locations tab will list the nearest three locations and their hours of operation.
11. Reviews allow you to leave notes for your fellow staff about the program that can help them decide if it would be a good fit for the person they are helping.
12. The Connect Button allows you to contact the agency if they have an email on file as well as keep a record of where you've referred to in the past.
13. Send to a Friend allows you to email or text the program information to someone else.
14. Save to Favorites allows you to save a program to a favorites folder for quick access.
15. Details and Print allows you see all of the program details in one place and print in a printer-friendly format.
16. If you notice information on the program listing is incorrect, click "Edit or Claim" and let us know what the issue is. We will confirm with the program and have a response to you within 48 hours

Why can't I find the program I was looking for?

Aunt Bertha adds programs that meet our program criteria. The programs that we list are all direct social services that are offered at a free or reduced cost.

We also only show programs in the areas where they provide service. You may need to update the zip code that you're searching in. For example, if you are looking for a program with a zip code in County A but the services are only provided for residents of County B, you would need to use a zip code in County B to see that resource.

If you do not see a program that fits the above criteria, use our Suggest a Program tool to submit search for and submit a new program!