

# 211CT.ORG



The Hartford Opportunity Youth  
Collaborative Training and Employment  
Navigation Tool

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*Hartford Opportunity Youth Collaborative Training and  
Employment (HOYC) Navigation Tool*

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## **Hartford Opportunity Youth Collaborative Training and Employment (HOYC) Navigation Tool Purpose:**

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The HOYC Youth Navigation Tool is designed to promote access and engagement for disconnected youth in the Greater Hartford region. The Tool will be available on the HOYC website, United Way 211, and elsewhere with mobile compatibility. Youth will complete a brief survey relating to educational needs, career interests, and desired services. The Tool will then direct youth to a list of programs and services provided by HOYC partners that is tailored to the youth's individual survey responses. Each listed program/service will have a contact link that is directly connected to a point person at the partner organization who is responsible for rapidly reaching out to the youth in response to a referral from the Tool. Once a connection is established between the youth and the service provider, youth will either be enrolled into programming or referred to other services with a 'warm' handoff from the initial point of contact to other staff persons.

It is important to note that in order for your HOYC Navigation Tool results to be saved, you must first create a 2-1-1 Account. If you do not want to save your results, you will not need to create a 2-1-1- Account. For those who are interested in saving their results, please read the information on this page. For those who do not want to create a 211 Account to save your tool results/resources please continue to page 6.

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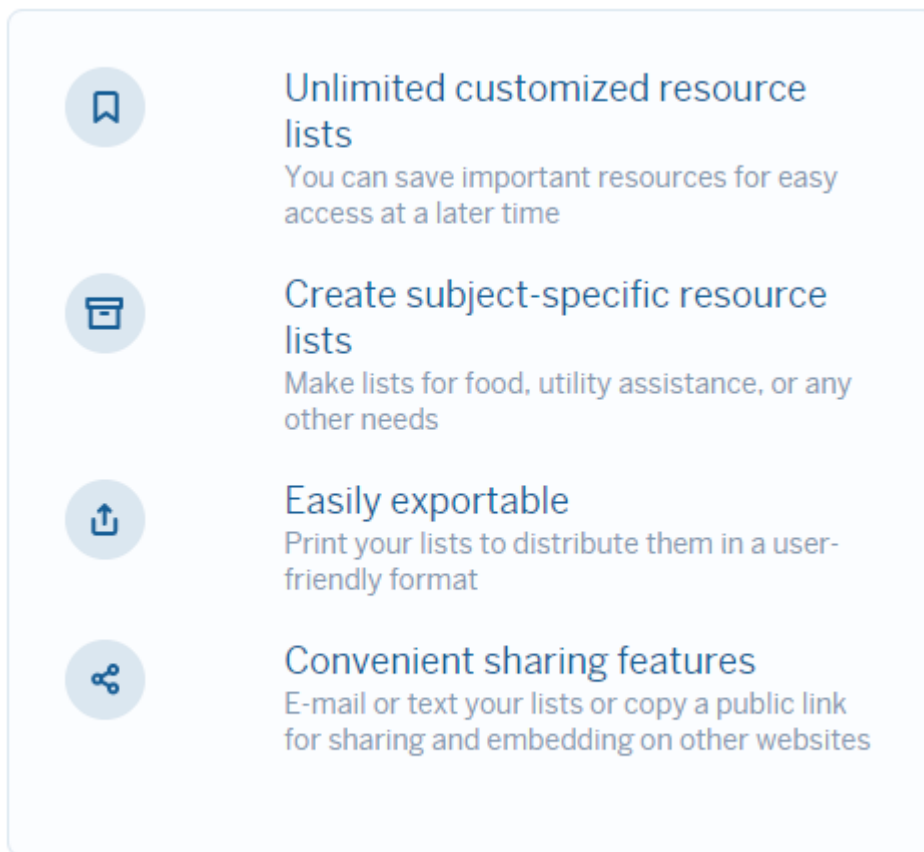
## Create a My 2-1-1 Account





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Anyone can sign up for a free My 211 Account. This tool enables community providers, caseworkers and individuals to create custom resource lists and care plans that can be saved, shared, and updated as needed. To sign up for My 2-1-1 Account, you only need an email and password.

Link to 2-1-1 Page: [United Way 211 \(211ct.org\)](http://211ct.org)

With a 2-1-1 account, a user has access to the following features.



- **Unlimited customized resource lists**  
You can save important resources for easy access at a later time
- **Create subject-specific resource lists**  
Make lists for food, utility assistance, or any other needs
- **Easily exportable**  
Print your lists to distribute them in a user-friendly format
- **Convenient sharing features**  
E-mail or text your lists or copy a public link for sharing and embedding on other websites

If you already have a 2-1-1 account, you can log in to your account using the link on top right of nav bar. If you would like to change the language of the 211 site or the tool, select the world feature circled below and choose your preferred language.



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## Complete the Screener

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**Step 1:** Complete this brief 14 questions survey relating to your educational needs, career interests, and desired services. The Tool will then direct you to a list of programs and services tailored to your individual survey responses. *(Below are sample images of the questions you will be asked to answer)*

7 of 14

Which of the following best describes your work situation? (Select all that apply)

Unemployed/Looking for work

Looking to work more hours/looking for full-time employment

Looking for work with better pay

Looking for work with better benefits

8 of 14

What kind of work are you interested in? (Select all that apply)

Healthcare

Construction

Transportation

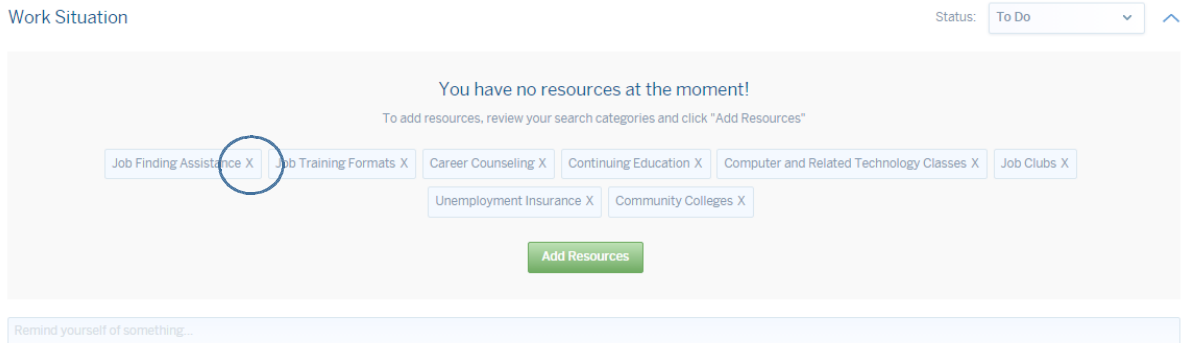
Culinary

IT

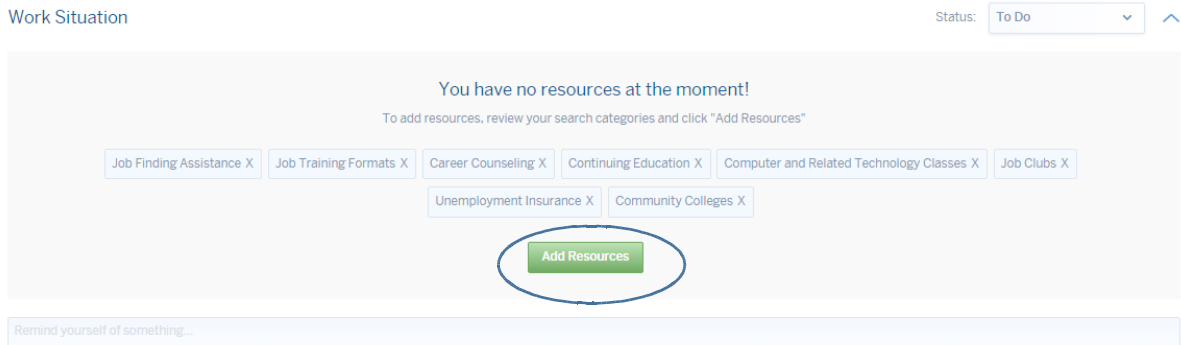
Finance/Insurance

**Step 2:** The survey will ask you to confirm that your responses to the questions are correct. Once you submit the survey, you **cannot** go back to change your answers to the initial screener.

**Step 3:** The survey will bring you recommended categories to search for services (these are calculated on the basis of your previous survey responses). In order to remove any search terms that don't meet your needs, click on the X on the right side of each blue box.



**Step 4:** Add resources to any specific topic using the green 'Add Resources' button. This button will take you to a list of programs and services related to this topic.



**Step 5:** Once you have selected ‘Add Resources’ scroll through the list of programs and services to see which ones are best suited to your needs.

Click on save resource for any program you wish to be added to your resource list (this will be located in the top right-hand corner of each provider box).

The description located under the name of each provider resource card gives location, eligibility, hours, phone, website, and directions.

Click on the more details button to read more about the agency and other programs it may offer.

Suggested readings are also located in the more details section. These are links to 2-1-1 eLibrary papers related to the search term.

**Career Beginnings**  
AGENCY: HARTFORD CONSORTIUM FOR HIGHER EDUCATION  
31 Pratt Street, 5th Floor, Hartford, CT 0.11 miles  
Career Beginnings is a mentoring program that helps juniors and seniors from eleven selected high schools learn about opportunities for a college education and about career options...  
Eligibility: Juniors and seniors from eleven selected high schools  
Hours: M-F: 9am-5pm  
See something incorrect? Update this Listing  
860-702-3800 View Website  
More Details

**Jobs for America's Graduates (JAG)**  
AGENCY: HARTFORD CONSORTIUM FOR HIGHER EDUCATION  
31 Pratt Street, 5th Floor, Hartford, CT 0.11 miles  
Jobs for America's Graduates (JAG) is a state-based national program dedicated to preventing dropouts among young people who are most at-risk...  
Eligibility: Senior students at East Hartford High School, Hartford Public High School, Manchester High School, New Britain High Sch...  
Hours: M-F: 9am-5pm  
See something incorrect? Update this Listing

## Filter Results

**Step 6:** If you would like to filter your responses, in order to quickly find what you need by target population, radius, gender, age group, day of the week, and an option to see what's open now, select “Show Advanced Filters”. If you add any filters, select the filter results button.

Back to HOYC Jeanette Screener  
Save Resources for Job Search Activities  
Career Counseling x Prejob Guidance x  
SHOW ADVANCED FILTERS



**Target Population** Select all that apply

- Ex-Offenders  - Disabilities and Health Conditions  - Food Stamps/SNAP Recipients  
 - Youth  - Veterans

**Within:**  
None ▾

**Open Now?**

**Days Open** Select all that apply

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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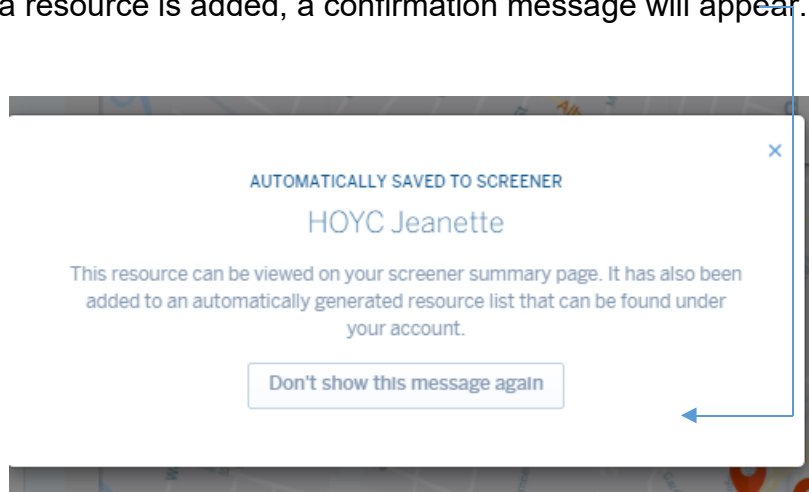
**Gender:**  Everyone  Males Only  Females Only

**Age Group:**  All Ages  0-8  9-16  17-24  25-55  56-65  65+

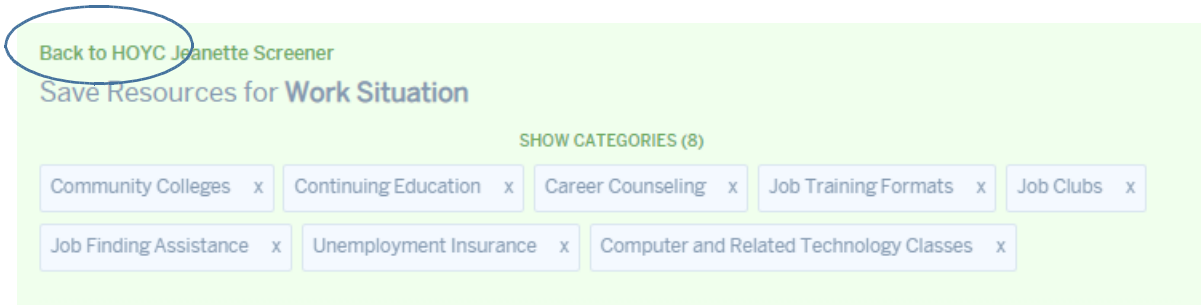
**Show resources serving all of CT and United States first**

**Filter Results**

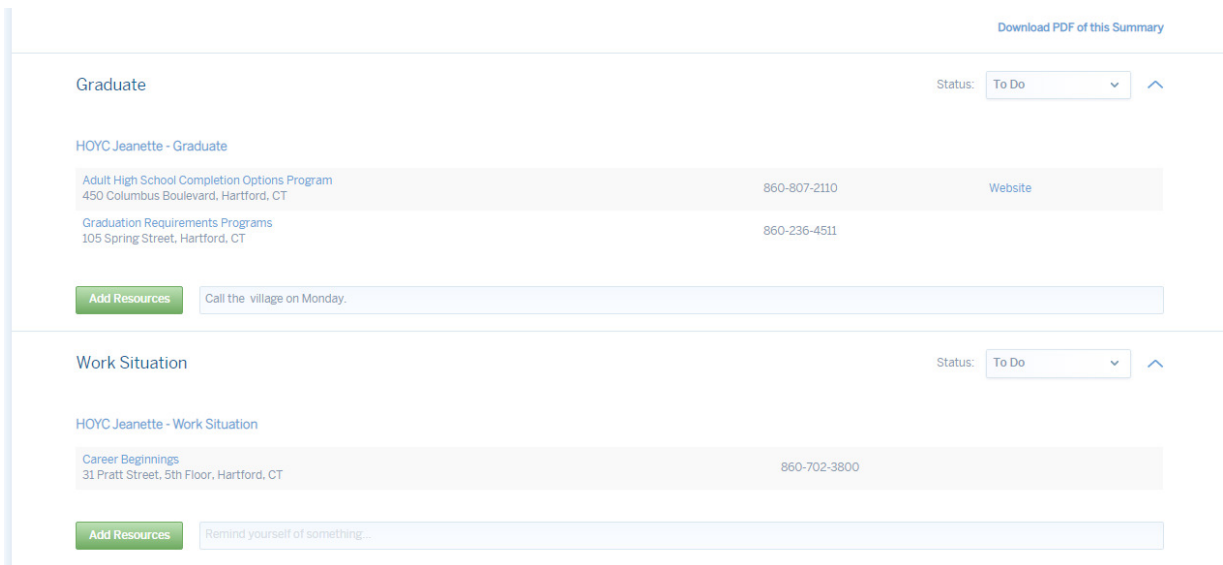
**Step 7:** When a resource is added, a confirmation message will appear.



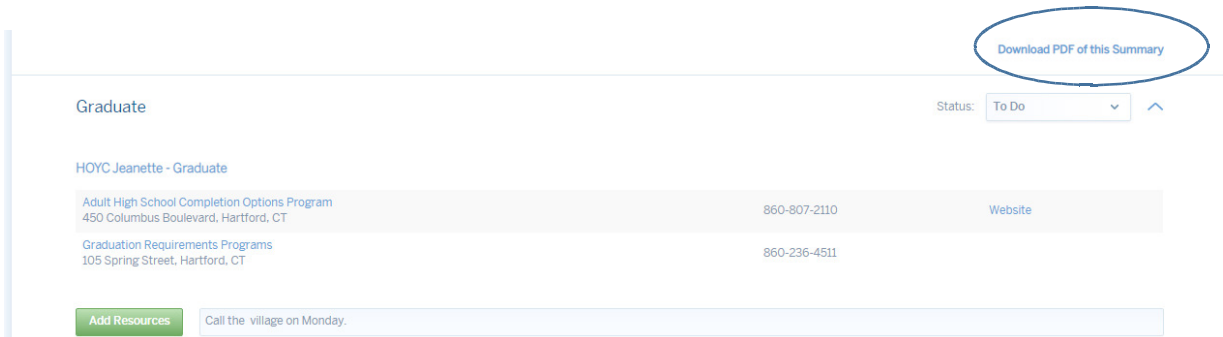
**Step 8:** When you would like to come back to the Screener Worksheet page, use the 'Back to Screener' button at the top of the list.



As you start to build your resource list, you can make notes, add and remove resources.



**Step 9:** The user can also download screener results as a PDF.



SCREENER COMPLETED  
HOYC Jeanette

NAME  
Jeanette Baker

HELP: CATEGORY	STATUS	RESOURCE	NOTES
Education or Job Placement Opportunities		<b>Continuing Education</b> 950 Main Street, Hartford CT 06103 860-906-5000 800-894-6126	
Work Situation		<b>Career Beginnings</b> 31 Pratt Street, 5th Floor, Hartford CT 06103	
Graduate		<b>Adult High School Completion Options Program</b> 450 Columbus Boulevard, Suite 504, Hartford CT 06103 860-807-2110 <b>Graduation Requirements</b>	Call the village on Monday.

## Send a Referral

**Step 10:** For any programs or services that you are interested in, select the 'Send Referral' button to notify a staff person at the agency of your interest in their program. They will reach out to you through your provided contact information **within 48 hours.**

### REFERRALS

You can request services from email and in your 211 account.



## Send a referral

UNITED WAY OF CONNECTICUT

Jeanette Baker

### Send a referral

UNITED WAY OF CONNECTICUT

Jeanette Baker

jeanette.baker@ctunitedway.org

8625717524

Add a Note (optional)

Hello, are you accepting clients for ALICE Saves at this moment?  
Thank you.

Send Referral

y.org

nts for ALICE Saves at this moment?

### REFERRAL SENT

You will be notified by email when the agency responds.

You can view all your referral requests in your account.

View your referrals

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You can view all your referral requests in your account.

View your referrals

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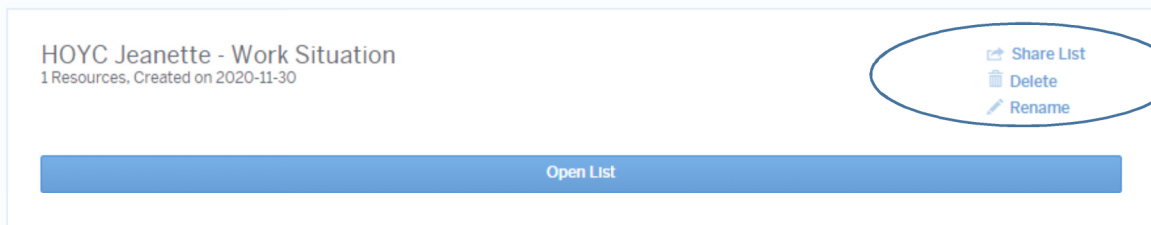
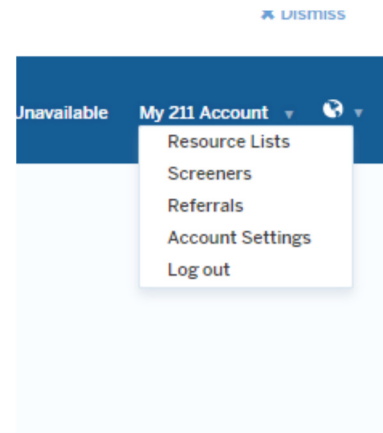
## Print and Share

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Print resources directly from the 'Print & Share' button on the resource card. Send agency details to yourself or others via e-mail and SMS.

Go to My 211 Account on toolbar and select resource lists.

Click on share list. You can send by email or text by filling in the required information. You can also print the list to share with someone.



### Share

[Copy link](#) [Print](#)

[E-mail](#) [Text message](#)

**\* E-MAIL THIS INFORMATION TO:**

List of comma-separated e-mail addresses

**Optional information:**

Name

Comments and contact information

Send replies to me

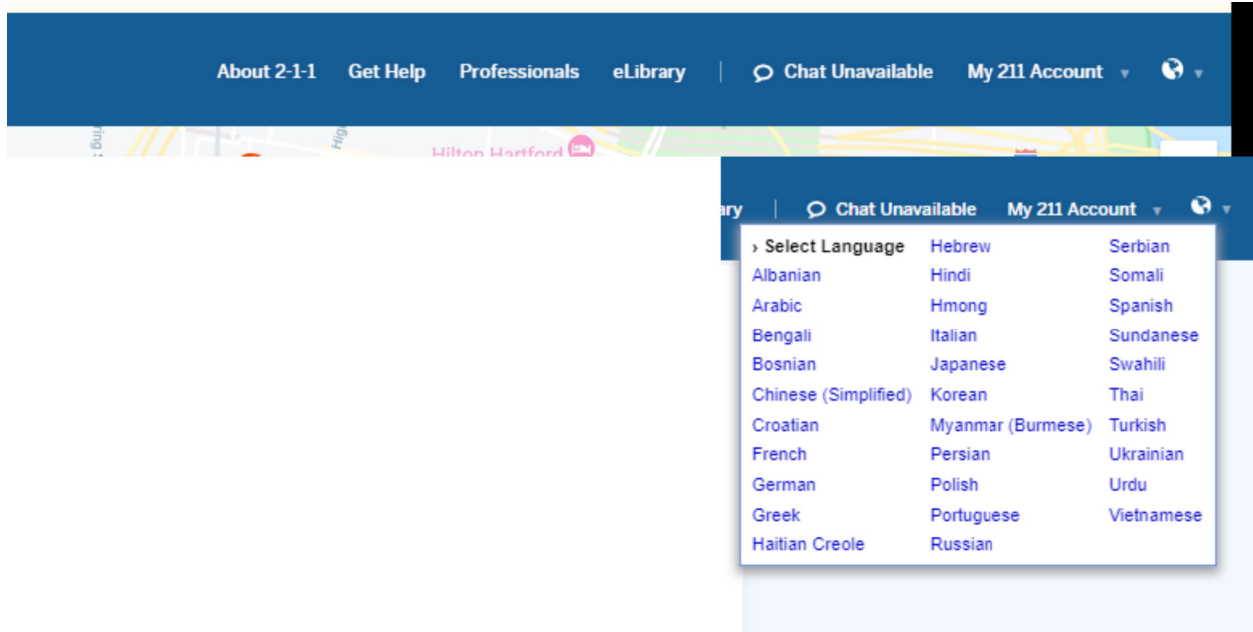
[Send e-mail](#)

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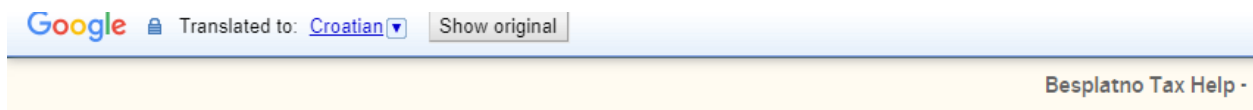
## Translation

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Built-in translation functionality with support for more than 30 languages (powered by Google Translate) is available throughout the 211ct site. On home page, translate button is found in upper right corner. On search result pages, translate button is found in upper right corner. When selected, list of languages will appear.



To return to English, select show original button.



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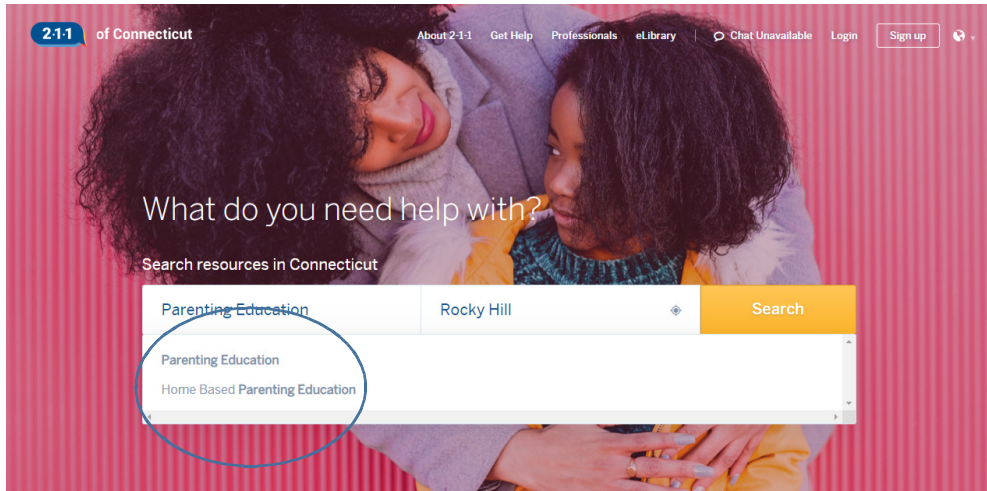
## Commonly Asked Questions:

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1. What ages is this tool meant for?  
Primarily Ages 16-29, however there are some programs on the tool that do provide access to employment and training opportunities outside of this age range.
2. If I have a question pertaining to the tool, whom should I contact?  
Contact Information: Morgan Wilderman, Capital Workforce Partners,  
[mwilderman@capitalworkforce.org](mailto:mwilderman@capitalworkforce.org)
3. What should I do if a provider does not reach out to the youth within 48 hours?  
Please contact: Morgan Wilderman, Capital Workforce Partners,  
[mwilderman@capitalworkforce.org](mailto:mwilderman@capitalworkforce.org)
4. Do you have a tutorial I can use in order to better understand the tool?  
The video tutorial of the tool can be accessed through this link here:  
[HOYC Training and Employment Navigation Tool Tutorial on Vimeo](#)

## Additional Ways to find Services on 211

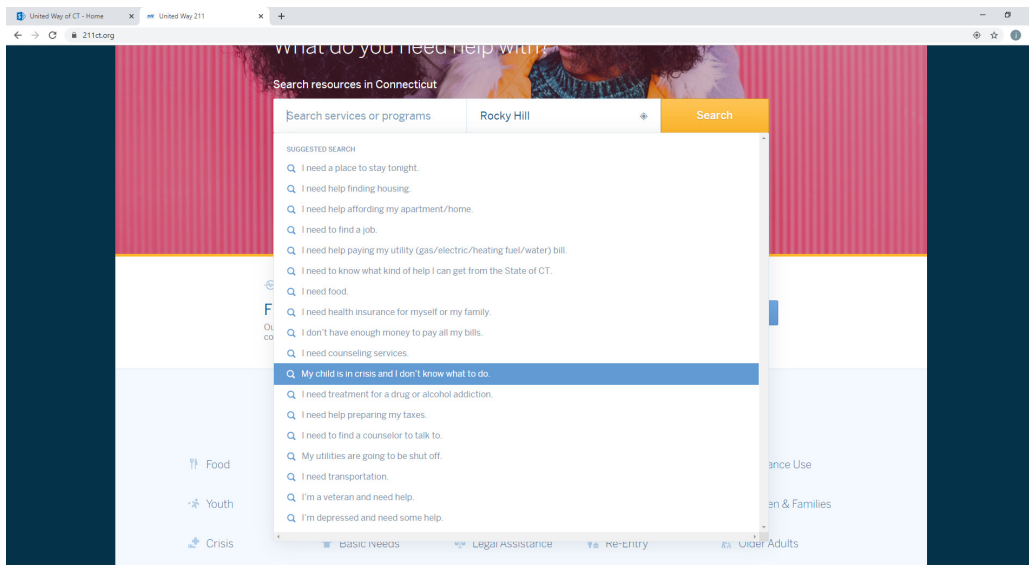
### Search Box



Type any word into the search box (e.g. parenting education). As you type, you can select one of the autosuggested search terms or continue to type. Type in town, zip code, address, or place of interest (e.g., Walmart). 2-1-1 will use location info from your device (if enabled) to target searches locally. You can manually override that by typing over the location. Select search button. A list of resources will appear.

### Problem Statements

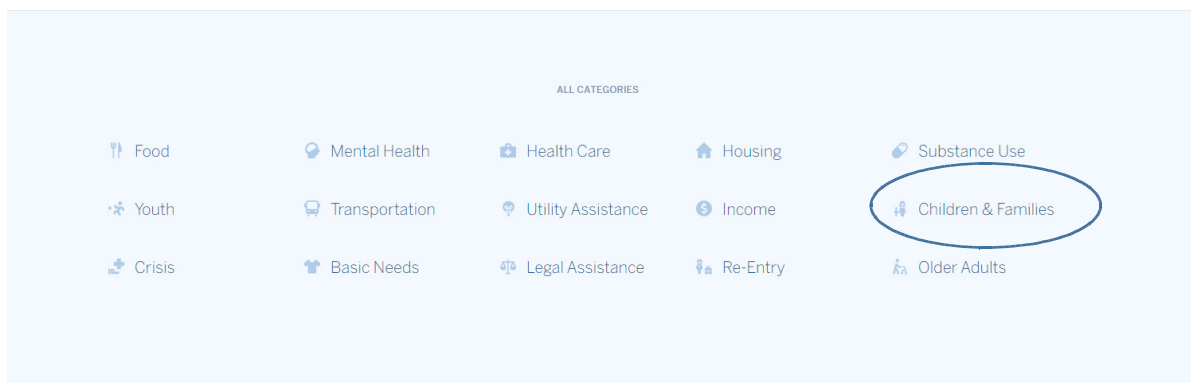
- Chose one of the dropdown problem statements, select a town.
- Select one of the resources to find more info.





## Category Search

Click on a category you need, then select the topic or question that best fits what you're searching for. Once you click on the subcategory a new window will open with available resources.



## Children and Families

### Early Care & Education

- 2-1-1 Child Care
- Birth to Three
- Help Me Grow
- Head Start
- Homeless Education
- Pre-Kindergarten Programs

### Child Nutrition Programs

- SNAP
- WIC
- Summer Food
- Nutrition Education

### Home Visiting Programs

- Birth to Three
- Early Head Start
- Minding the Baby
- Nurse Family Partnership
- Child First
- Early Childhood Consultation Partnership

### Housing Resources

- Low income/Subsidized Private Rental Housing
- Section 8 Housing Choice Vouchers
- Landlord/Tenant Assistance
- Runaway/Youth Shelters

### "Parents As Teachers" Model

- Nurturing Families Network
- Parents as Teachers Programs in CT

### Income Assistance

- Temporary Family Assistance (TFA)
- Child Support
- Care 4 Kids
- 2-1-1 Navigator (Benefits Screener)