

2-1-1 Arizona uses the following styles to ensure accuracy, brevity, and consistency throughout our Resource Directory. Below are explanations of how we format our information. We recommend you keep this step-by-step guide handy while verifying your information with us.

Full Resource Name

- When names start with “A” or “The”, that word is generally moved to the end of the name and separated by a comma unless it’s an integral part of the legal name of the organization.
- While we don’t usually use abbreviations in names, if the name is too long or the general public knows the program by an abbreviation, we may use it.
- Programs or services with the same names offered at different locations are tagged with distinct city, ZIP Code, and sometimes street address information.

Website Address

- Use “http://” before addresses. Do not use “https://” because the link won’t work.
- Use lower case letters for addresses unless the link won’t work without using upper case letters.
- Social media pages are listed only if there is no other website available for the listing.

AKA

- Use this for previous names of the agency, program, or service or for common abbreviations if the name is spelled out in the Full Resource Name field.

Eligibility

- If services are open to anyone, use “No restrictions”.
- Be specific, but brief, about eligibility requirements. If eligibility is decided case-by-case, use “Vary”.

Intake Process

- List available ways to contact the program in the following order: Call, email, fax, use Relay service, visit office, visit website, or write.
- If the Intake Process is different than above, write in clear, concise, complete sentences. Note necessary documents to bring, if any.

Description

- Give a brief description of services offered. We may edit for brevity, style, and consistency.
- Use complete sentences and do not include the name of the agency, program, or service.
- Be informational. Do not make claims about the quality of service (best, innovative, etc.).
- Write in the third person. Do not use “I”, “we”, or “us”.
- Avoid using ALL CAPS, quotation marks, grave accents, or apostrophes if possible.
- Do not include addresses, phone numbers, websites, email addresses, hours, etc.
- Make clear if any services are available only to established clients of your agency, program, or service rather than to people we might refer to you for the first time.

Hours

- List the days followed by the hours your service is available.
- Use 3-letter abbreviations for days of the week.
- Do not use “:00” for the top of the hour.
- Use Noon and Midnight in place of 12pm and 12am respectively.
- Use “24-hours” for services that are always available.
- If clients must make appointments, use “By appointment”.
- If there are no set hours, use “Vary”.

Program Fees

- If services are free, enter “None”.
- If there are charges for services, be as specific as possible.
- Note if services are available on a sliding scale.

Languages

- List languages that your staff speak in alphabetical order.
- Note if you have a language interpreter service available.

Wishlist

- Describe donations accepted on a general basis.
- Note if pick-up is available.

Volunteer Opportunities

- Write in full sentences and describe specific opportunities available on an ongoing basis or for regularly recurring special events.
- Do not list opportunities for one-time special events.
- Note any qualifications (age, certifications, etc.) volunteers will need.
- Note if you accept court-ordered community service.

Addresses

- All listings must have a physical address. The physical address will be marked as the primary address by default.
- List the street address without suite/unit/apartment numbers in the Street Address field.
- List suite/unit/apartment numbers in the Additional Address Information field.
- Listings do not have to have a mailing address. If you don’t accept mail, leave this blank.
- If the mailing address is a PO Box, list that in the Street Address field.
- Please note we use ZIP+4 where available for all addresses. We will look this up for you if you don’t have that information.

Contacts

- The person in charge of your agency, program, or service is the person who will be marked as the Primary Contact. This may not be the person that the general public is supposed to speak with. We can clarify that in the Intake Procedures if necessary.
- Do not include phone numbers in the Contacts section. All phone numbers should be in the Telephones section described below.
- List email addresses you want the general public to access. This may be a generic address such as “info@yourdomain.org”.
- Leave the Description field blank.

Telephones

- Note the type of phone number this is in the Name field (Administration, Hotline, Fax, TTY, etc.).
- Include the area code with each telephone number.
- If you list more than one phone number, please select “Primary” for the number that will be used most often by clients.

If you have questions about any of these fields or need further clarification, please contact us.

Please note: 2-1-1 Arizona reserves the right to edit your submissions for brevity, style, and consistency.