

www.HITEsite.org

COVID-19 SEARCH INSTRUCTIONS

The screenshot shows the HITE website homepage. At the top is the HITE logo and a navigation bar with links: myHITE, Tools, Suggest a Resource, About us, and Contact. Below the navigation bar is a large banner with the text "ONLINE RESOURCE DIRECTORY" and "connecting New Yorkers with free and low-cost health and social services". A search bar is located in the center of the banner, with a yellow circle labeled "1" next to it. Below the banner is a section titled "BROWSE BY CATEGORY" with a grid of 10 service categories, each with an icon and text. A yellow circle labeled "2" is next to the first category, "Education & Employment". At the bottom of the page, there is a "Select Language" dropdown, a "Privacy Policy • Terms and Conditions" link, a "Follow HITE" button, and a "Get the HITE newsletter" button.

1

2

Education & Employment

Financial Assistance

Food Assistance

Health Care & Medicine

Hotlines

Housing & Homeless Services

Immigrant Support

Mental Health & Substance Use

Social Supports & Services

Youth & Family Services

Select Language

Privacy Policy • Terms and Conditions

Follow HITE

Get the HITE newsletter

Health Information Tool for Empowerment (HITE) is updating community-based organization (CBO) services available during the evolving COVID-19 situation. The search functionality includes new filters for 'COVID-19 status' service information: delivery, phone/virtual, pickup, regular operations, and service unavailable. This information is presented in a highlighted yellow field on each resource page. At this time, use the following instructions for best practices when searching.

⚠️ Covid-19 Service Info

Service Unavailable:

- Food stamps/SNAP
- Health insurance enrollment
- Tax assistance

Pickup:

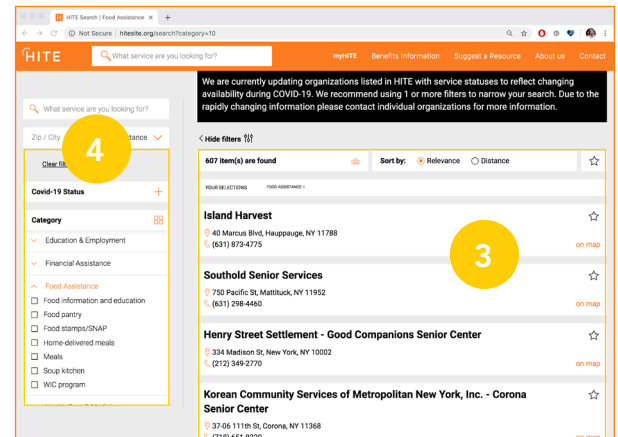
- Food pantry

SEARCH BY KEYWORD

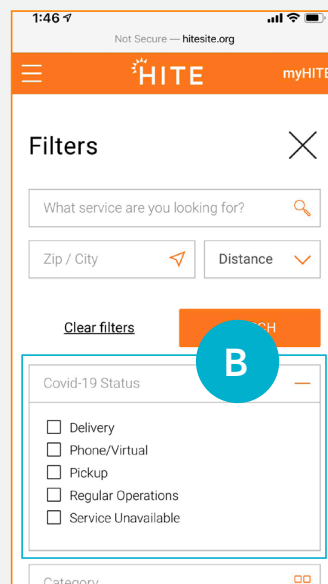
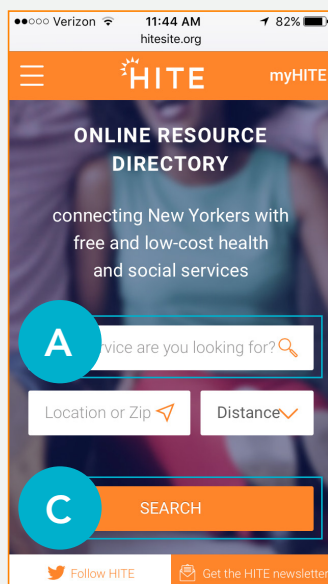
- 1 From the homepage, type any keyword (ex: the service you seek, or an organization name). A list of suggested resources will populate as you begin typing. Select a resource from this list or click "search" to view all potential search results.

BROWSE FOR SERVICES

- 2 From the homepage, start by clicking one of the category icons, which will bring you to a new page of all the resources in that category.
- 3 Browse a list of resources or enter additional search criteria. Start with a zip code and choose a distance, or type in the name of a borough/city/county.
- 4 Use the filters on the left of the page to narrow down your search. We recommend using more than one filter. Ex. Keyword: "food," expand COVID-19 filter, "delivery," and under food assistance select "food pantry."



USING HITE ON A MOBILE DEVICE



Search by Keyword

- A From the homepage, type any keyword (ex: the service you seek, or an organization name). A list of suggested resources will populate as you begin typing. Select a resource from this list or click "search" to view all potential search results.
- B After submitting a keyword search, a list of filters will appear, expand "covid-19 status" to narrow down your results. To view initial search results, scroll down or close the filters.

Browse for Services

- C From the homepage, click "search."
- D Enter search criteria into the filters provided, such as zip code, covid-19 status, category, age, or population, and click "search."

