

Last update 10/25/2023

## WAISN Resource Finder Instructions for Users

<https://resources.waisn.org/>

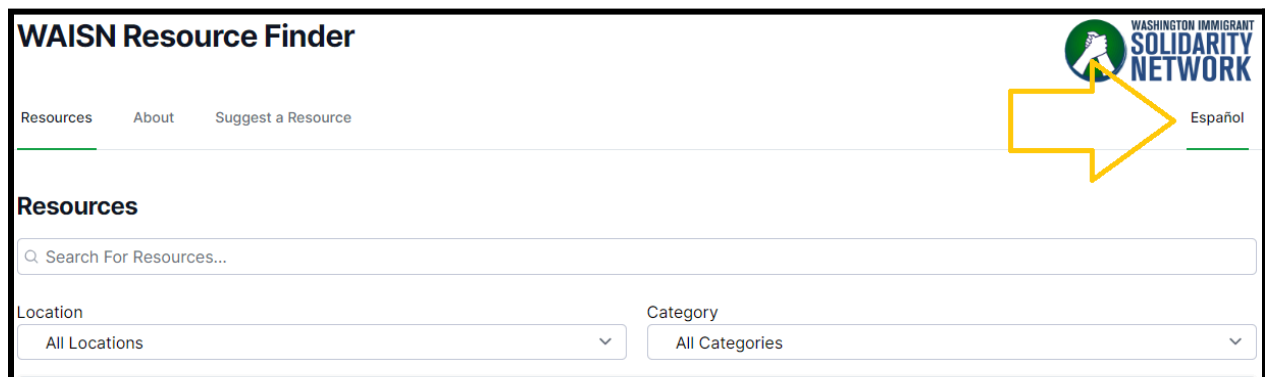
### Reference Documents

[Resource Finder Category Directory](#)

### Searching

#### Language

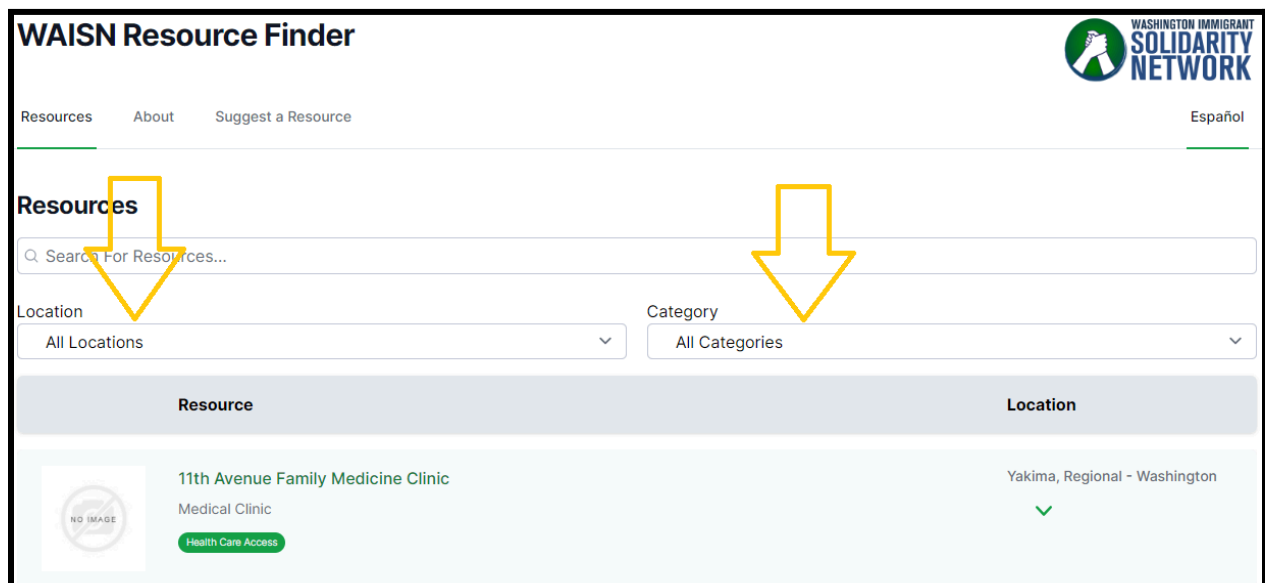
In the upper right hand corner, you can toggle between **English** and **Spanish**. You can change languages at any time during the process of using the Resource Finder.




The screenshot shows the WAISN Resource Finder homepage. At the top right, there is a logo for the Washington Immigrant Solidarity Network and a language toggle button labeled "Español". A yellow arrow points to this button. Below the header, there are navigation links for "Resources", "About", and "Suggest a Resource". The main section is titled "Resources" and contains a search bar with the placeholder text "Q Search For Resources...". Below the search bar, there are two dropdown menus: "Location" with "All Locations" selected and "Category" with "All Categories" selected.

#### Category, Keywords and Location

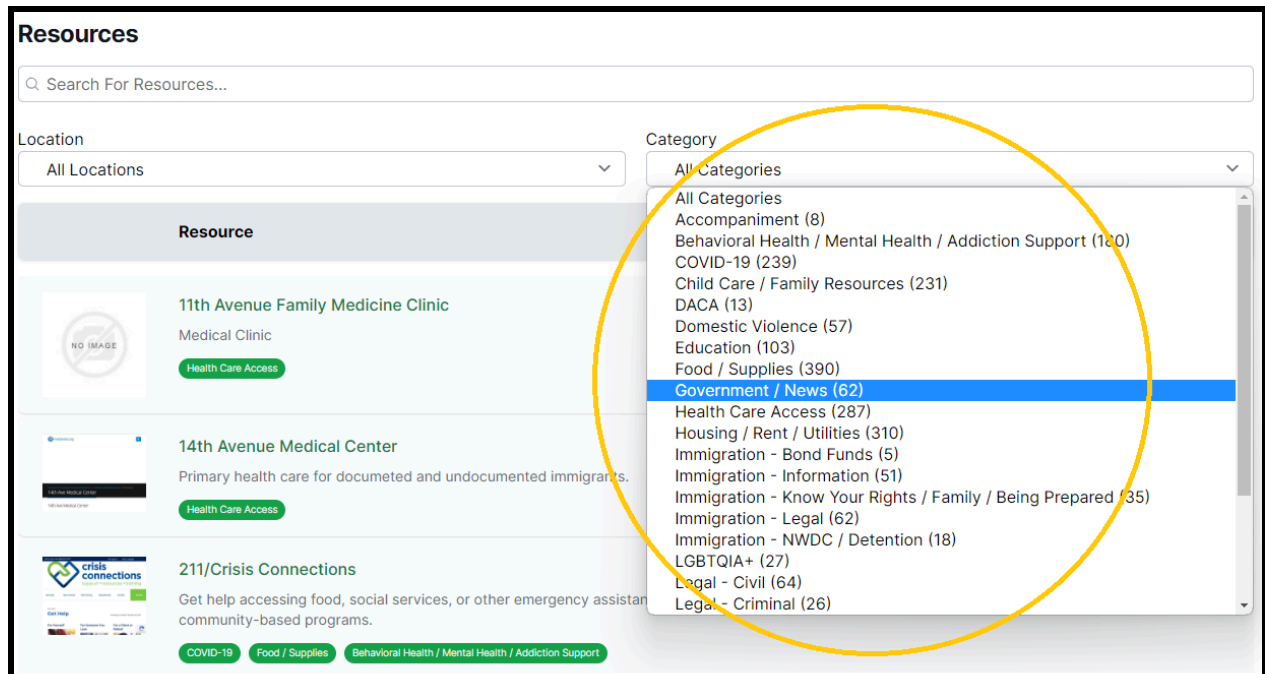
Depending on your search, you can use one, two or three of the fields. The best way to use the Resource Finder is to use the dropdown menus for **Location** and **Category**. Instead of manually typing information into the box, select the desired options from the drop-down menus for **Location** and **Category**. You can select multiple categories and locations within the same search.



The screenshot shows the WAISN Resource Finder search results page. At the top right, there is a logo for the Washington Immigrant Solidarity Network and a language toggle button labeled "Español". Below the header, there are navigation links for "Resources", "About", and "Suggest a Resource". The main section is titled "Resources" and contains a search bar with the placeholder text "Q Search For Resources...". Below the search bar, there are two dropdown menus: "Location" with "All Locations" selected and "Category" with "All Categories" selected. Below the dropdown menus, there is a table with two columns: "Resource" and "Location". The table contains one row with the following data:

Resource	Location
 11th Avenue Family Medicine Clinic Medical Clinic <a href="#">Health Care Access</a>	Yakima, Regional - Washington ✓

By selecting the drop-down menu for **Category** and **Location**, you can instantly see the number of resources associated with each category or location. Once you make a selection for either **Category** or **Location**, you will be able to view the precise count of filtered resources within each respective category or location.



**Resources**

Q Search For Resources...

Location: All Locations

Category: All Categories

- All Categories
- Accompaniment (8)
- Behavioral Health / Mental Health / Addiction Support (120)
- COVID-19 (239)
- Child Care / Family Resources (231)
- DACA (13)
- Domestic Violence (57)
- Education (103)
- Food / Supplies (390)
- Government / News (62)**
- Health Care Access (287)
- Housing / Rent / Utilities (310)
- Immigration - Bond Funds (5)
- Immigration - Information (51)
- Immigration - Know Your Rights / Family / Being Prepared (35)
- Immigration - Legal (62)
- Immigration - NWDC / Detention (18)
- LGBTQIA+ (27)
- Legal - Civil (64)
- Legal - Criminal (26)

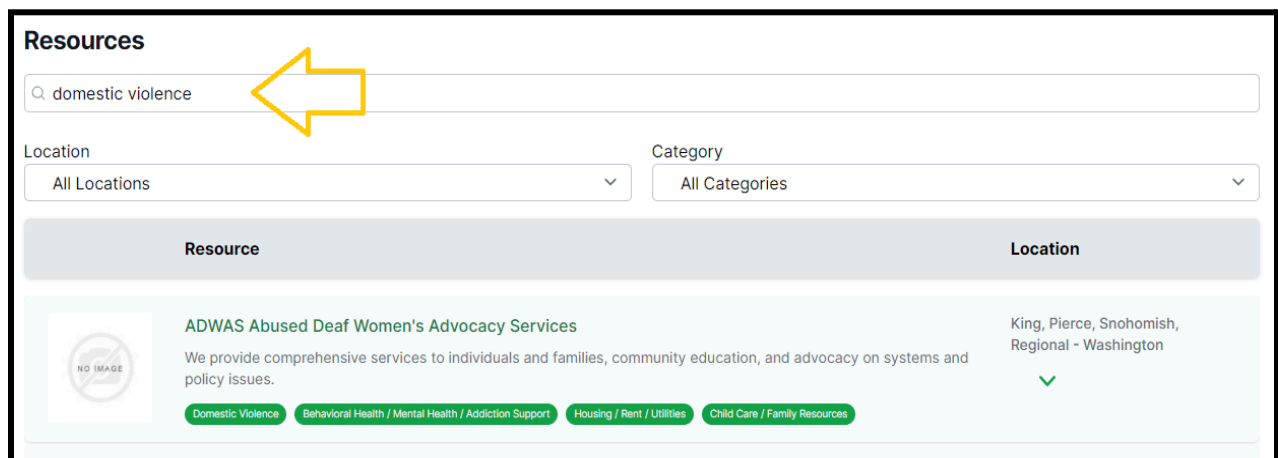
**Resource**

**11th Avenue Family Medicine Clinic**  
Medical Clinic  
Health Care Access

**14th Avenue Medical Center**  
Primary health care for documented and undocumented immigrants.  
Health Care Access

**211/Crisis Connections**  
Get help accessing food, social services, or other emergency assistance through community-based programs.  
COVID-19 Food / Supplies Behavioral Health / Mental Health / Addiction Support

To view all the resources in one county, use the **Location** drop down menu to select a county (or counties). Likewise, to view all of the resources in one category, use the **Category** dropdown menu to select a category (or categories). For the **Keyword** function, you will need to type your keywords into the box (the use of commas will not affect the search results), however, none of the search filters are required.



**Resources**

Q domestic violence

Location: All Locations

Category: All Categories

**Resource**

**ADWAS Abused Deaf Women's Advocacy Services**  
We provide comprehensive services to individuals and families, community education, and advocacy on systems and policy issues.  
Domestic Violence Behavioral Health / Mental Health / Addiction Support Housing / Rent / Utilities Child Care / Family Resources

**Location**  
King, Pierce, Snohomish, Regional - Washington  
✓

For example:

- You could choose **Mutual Aid** in the resource **Category** to find all the mutual aid groups in the state as well as the number of Mutual Aid resources in each county.
- Or **Benton** in the **Location** field and get all resources for Benton County.
- Or any keyword or phrase in the search bar and get all the resources in the Resource Finder that correspond to that search.
- The Resource Finder has the capability to recognize common typos and retrieve accurate search results even if a keyword is misspelled, however, this means that if you are typing an acronym it may mistake it as being misspelled and produce results based on its best guess for keywords or phrases, make sure you use quotation marks around a keyword or phrase (such as "DACA") to produce results with that exact phrase.

Once you have made a selection(s) from the **Category** and/or **Location** menus, the search engine will automatically populate the results of your search. For these fields:

- Click to select (and to unselect).

The screenshot displays the 'Resources' page of a website. At the top, there are navigation links: 'Resources', 'About', and 'Suggest a Resource'. A 'Español' link is also present in the top right corner. Below the navigation bar, the 'Resources' section is highlighted. A search bar with the placeholder text 'Search For Resources...' is located at the top of the results area. Below the search bar, there are two dropdown menus: 'Location' and 'Category'. The 'Location' dropdown is set to 'King County (102)' and the 'Category' dropdown is set to 'Child Care / Family Resources (102)'. Two yellow arrows point to these dropdown menus. Below the filters, there is a table of results. The table has two columns: 'Resource' and 'Location'. The first row shows 'ADWAS Abused Deaf Women's Advocacy Services' with a description, tags for 'Domestic Violence', 'Behavioral Health / Mental Health / Addiction Support', 'Housing / Rent / Utilities', and 'Child Care / Family Resources', and a location of 'King, Pierce, Snohomish, Regional - Washington'. The second row shows 'All Seattle Kids Home - Rental Assistance' with a description, tags for 'COVID-19', 'Housing / Rent / Utilities', and 'Child Care / Family Resources', and a location of 'King, Regional - Washington'. The third row shows 'Asian Counseling and Referral Services (ACRS)' with a description, tags for 'Behavioral Health / Mental Health / Addiction Support', 'Child Care / Family Resources', 'Immigration - Legal', and 'Immigration - Information', and a location of 'King, Regional - Washington'.

- You can select multiple options at the same time.
- You can scroll down to locate them or type them in the box at the top of the list.

From the **Location** menu, in addition to the county you are searching for, we recommend selecting **Statewide - Washington** and **National - US** for your search. This will allow resources that are available across the state and the nation to also be viewed.

In the dropdown menu, **Regional - Washington** refers to resources that are available across two or more counties—their individual entries will list which counties they operate in—while **Statewide - Washington** refers to resources that are available to anyone within the State of Washington.

## Resources

Location

Statewide - Washington
National - US

Select Locations

Regional - Washington (959)  
Statewide - Washington (162)  
National - US (75)  
-----  
Adams County (19)  
Asotin County (13)  
Benton County (46)

Category

Select Categories

Location

Statewide - Washington

Family Resources
Housing / Rent / Utilities

Some other facilities)

National - US

ed person.

Immigration - Legal
Immigration - Information
Immigration - NWDC / Detention

## Resource Entries

Click on the resource entry and it will open up to reveal details about the resource such as: a description of the resource, the ID requirements, languages offered, if immigration status might impact access to this resource, contact information and website links for the resource.

### Asian Counseling and Referral Services (ACRS)

ACRS provides community-based multilingual and multicultural services such as mental health, job training, ESL classes, and immigration assistance to Asian Americans, Pacific Islanders, and other underserved communities - including immigrants, refugees, and American born.

Behavioral Health / Mental Health / Addiction Support
Child Care / Family Resources
Immigration - Legal
Immigration - Information
Worker Resources / Jobs

King, Regional - Washington

### Additional Notes

To access services clients must call to make an appointment and they will be assigned a case manager. A voicemail can be left with callback information and language requests. Services provided: Behavioral health and wellness - to enroll in the program email [mhintake@acrs.org](mailto:mhintake@acrs.org) or 206-695-7511 Citizenship and immigration services - bilingual citizenship class, ESL, immigration service assistance (fee-based), mock interview practice, and talk time - for more info contact: [Xiangpingc@acrs.org](mailto:Xiangpingc@acrs.org) 206-695-7578 Immigration legal services focus on people in detention, asylum seekers and refugees, and victims of abuse and trafficking. Must live or work in King County and total household income 200% lower than the national income average to be eligible for free representation. Aging services for older adults Employment and job training

Last Updated: 2022-11-28

### Immigration and Language Details

Specifically serve undocumented status, Open to all regardless of immigration status

ID necessary No

Languages Spoken

### Contact Information

Website <https://bit.ly/3UR3hUM>

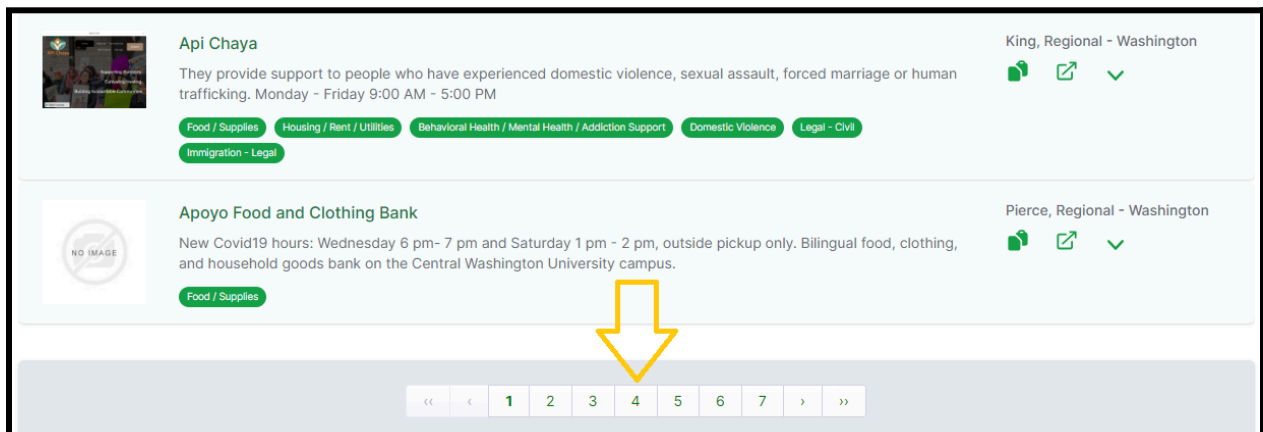
Phone (206) 695-7600

Email [info@acrs.org](mailto:info@acrs.org)

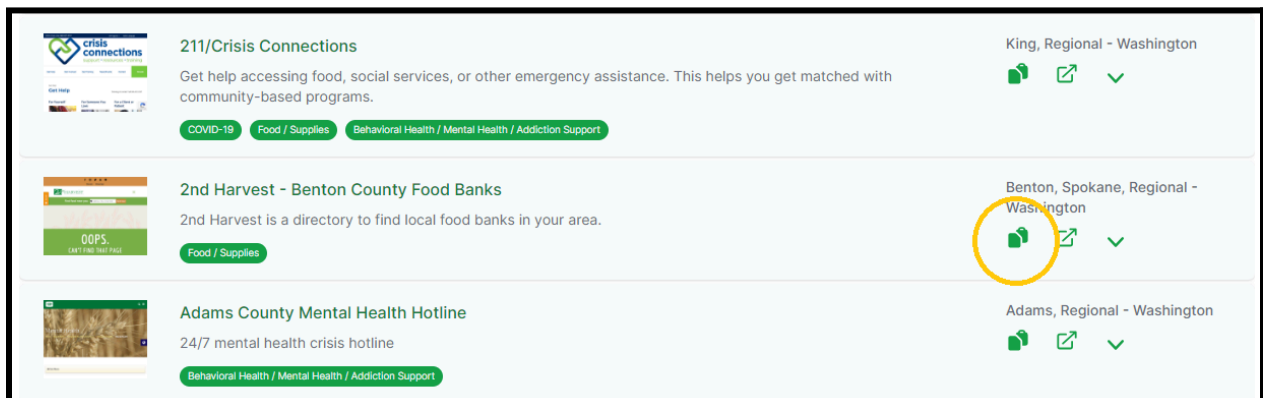
Address 3639 Martin Luther King Jr. Way S Seattle, WA 98144

**Languages Spoken** refers to languages a community member can consistently expect to be assisted in by the staff at each organization, whether calling in person or walking in. Any additional language availability in regards to website access, translated materials, or multilingual staff onsite will be noted in the additional notes box. The 'Interpretation Available' box indicates whether this service is available for community members accessing the resource. Any additional language availability in regards to website access, translated materials, multilingual staff onsite will be noted in the additional notes box.

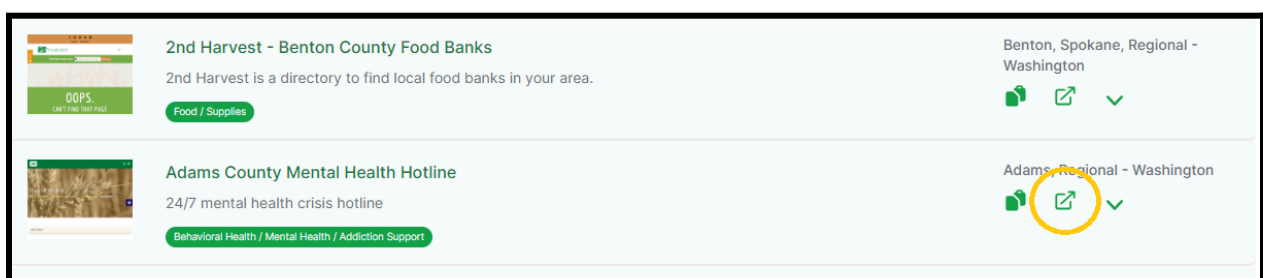
You can also click through to the **additional pages** of resources from your search.



**To share a resource**, you can click on the small green box next to the resource title and this will copy the link to the resource entry to your computer clipboard, allowing you to paste it into an email, document or text message.



**To open a resource entry in a separate tab**, click on the green box with an arrow. This will take you to the link for that entry and isolate the resource. From here, you can copy the URL for the resource from the address bar in your browser or also take a clear screenshot.



To report an issue or provide a comment on a resource, click on the red flag, this will open up a text box where you can submit a comment and open up a ticket to resolve the issue. Please include your name and email address.

The screenshot shows the Resource Finder interface with a list of resources. A modal titled "Report a problem with a Resource" is open, showing the resource "Black Immigrants Bail Fund". The modal has a text input field and "Cancel" and "Report" buttons. A red flag icon is circled in yellow in the background, indicating where to click to open the modal.

Resource Name	Description	Location	Tags
Beacon Health options- WASHINGTON STATE	Beacon Health Options provides behavioral health solutions to large regional and specialty health plans, employers, and labor organizations of all sizes, as well as federal, state, and Local governments	National - US	Health Care Access, Behavioral Health / Mental Health / Addiction Support
Black Immigrants Bail Fund	Black Immigrants Bail Fund is a National project of the Haitian Bridge Alliance (HBA) and African Bureau for Immigration and Social Affairs (ABISA) with support of other Black led organizations that provides free assistance and relief to black immigrants in pursuit of Liberation and Justice.	National - US	Immigration - Legal, Immigration - Bond Funds, Immigration - Information, Immigration - NWDC / Detention
Care Connect Washington	Care Connect Washington is a program to provide food and other necessities to people who have either tested positive for COVID-19 or been exposed and need support to isolate or quarantine at home.	Statewide - Washington	Food / Supplies, Education, Housing / Rent / Utilities, Child Care / Family Resources, Health Care Access, Government / News, COVID-19

## WAISN Direct Referral Partner

If the resource entry states that it is a **WAISN Direct Referral Partner** then operators may with the community member's permission make an agency-to-agency referral using the [WAISN Callback Form](#). For other organizations using the Resource Finder, they may recommend the community member call the WAISN Hotline and request a referral.

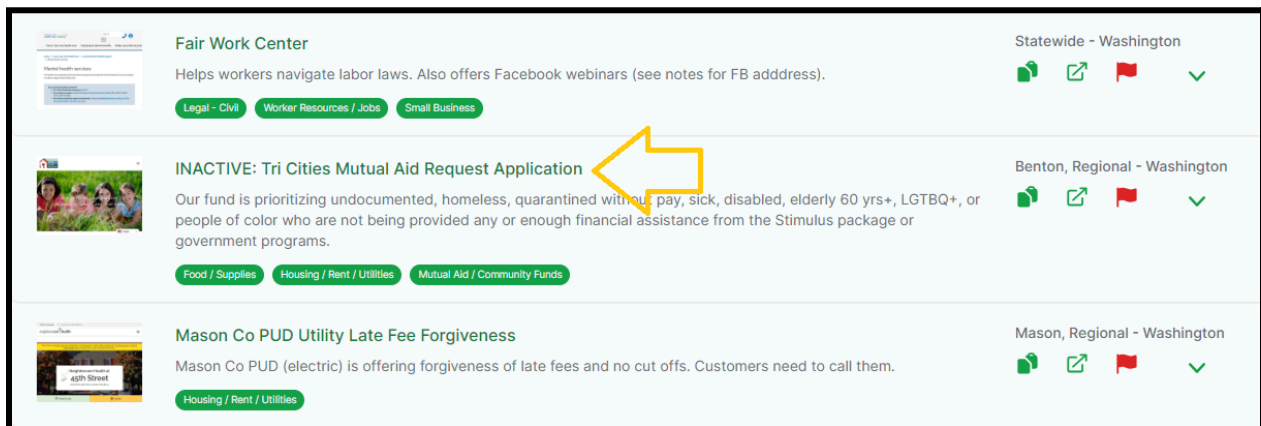
Immigration and Language Details	Contact Information
Open to all regardless of immigration status	
ID necessary: No	Direct Referral Partner: Yes
ID explanation:	Website: <a href="https://cdcvas.org">https://cdcvas.org</a>
Staff Languages: English, Spanish	Phone: (509) 663-2778
Interpretation Available: No	Email: <a href="mailto:info@cdcvas.org">info@cdcvas.org</a>
	Address: 18 S. Mission Street, Suite 201, Wenatchee, WA 98801

Refer to the [Community Partner Callback Form Instructions](#) for more information on how to use the callback form.

## Closed & Inactive Resources

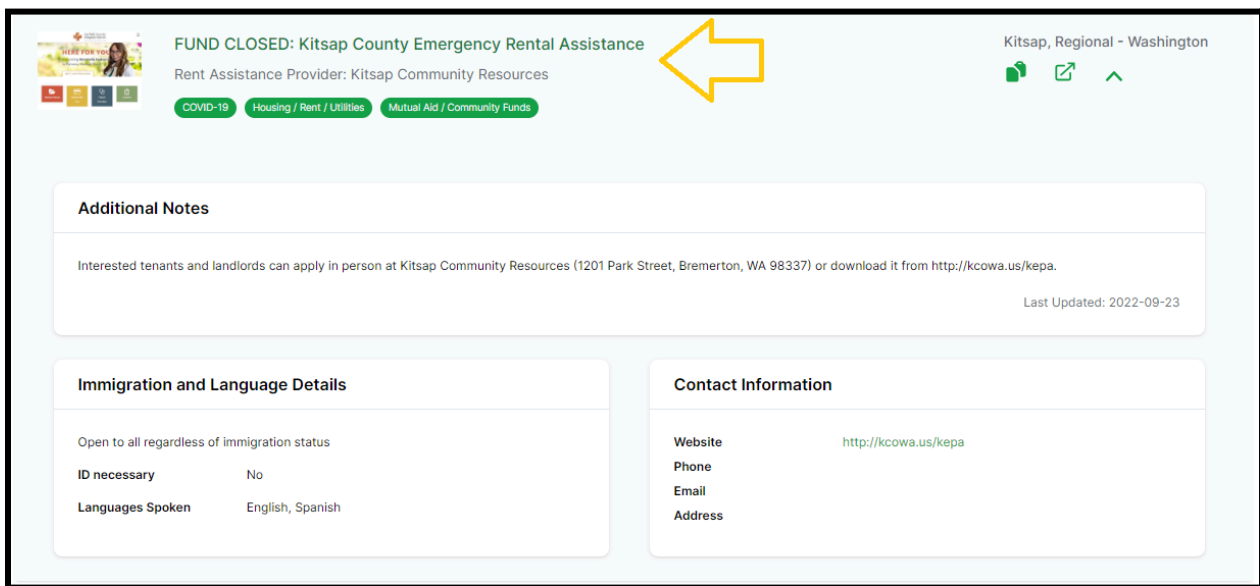
The Resource Finder does contain some resources which are not currently active. The purpose of leaving these resources in the database is so that anyone searching for that specific resource will not wonder why they cannot find it. They will also be able to determine (to the best of our knowledge) if the resource is temporarily inactive or permanently closed and provide any relevant information.

- **Inactive:** resources that may open again.
  - You can mention these resources with community members, but please make it clear that they are not active at the time.
  - Example: Mutual aid groups currently fundraising additional funds.



The screenshot displays three resource cards in the Resource Finder. The first card is for the 'Fair Work Center', which is active. The second card, 'INACTIVE: Tri Cities Mutual Aid Request Application', is highlighted with a yellow arrow pointing to the word 'INACTIVE'. This card is marked as inactive and describes a fund prioritizing undocumented, homeless, and quarantined individuals. The third card is for 'Mason Co PUD Utility Late Fee Forgiveness', which is also active. Each card includes a thumbnail image, a title, a description, category tags, and location information.

- **Closed:** resources that are permanently unavailable or no longer in operation.
  - Please do NOT share these resources with community members unless they have requested information about that specific resource.
  - Example: closed relief funds, organizations no longer in operation.




The screenshot shows a resource card for 'FUND CLOSED: Kitsap County Emergency Rental Assistance', highlighted with a yellow arrow pointing to the words 'FUND CLOSED'. The card indicates that the rent assistance provider is Kitsap Community Resources. Below the card, there is an 'Additional Notes' section stating that interested tenants and landlords can apply in person or download an application. At the bottom, there are two sections: 'Immigration and Language Details' and 'Contact Information'. The 'Contact Information' section includes a website link: <http://kcowa.us/kepa>.

## Resource Suggestions

To address resource suggestions, please use and share the **Suggest a Resource** tab on the Resource Finder. This opens up a form with some of the vetting questions we ask to begin the review and qualification process for inclusion in the Resource Finder.

### WAISN Resource Finder

[Resources](#)[About](#)[Suggest a Resource](#)



### Suggest a Resource

Thank you for taking the time to make the WAISN Resource Finder an even better tool for the community!

Your Name

Your Email Address

Resource Name \*

Resource Website Address \*

Resource Phone Number

## Reporting Issues or Concerns

The research process is ongoing and we know the Resource Finder is incomplete. Email Resource Information Coordinator Marleny Silva Velarde ([marleny@waisn.org](mailto:marleny@waisn.org)) regarding any general problems or issues with the Resource Finder. Please provide a clear explanation of the issue and include a screenshot if necessary. Please use the Report a Problem textbox to flag an issue on a specific entry.



### Known issue with Report a Problem flag

When you flag an issue, the system should automatically create a ticket in FreshDesk for Marleny. However, due to a browser cache issue, tickets are sometimes not created.

Here is a **workaround** to ensure that your ticket goes through:

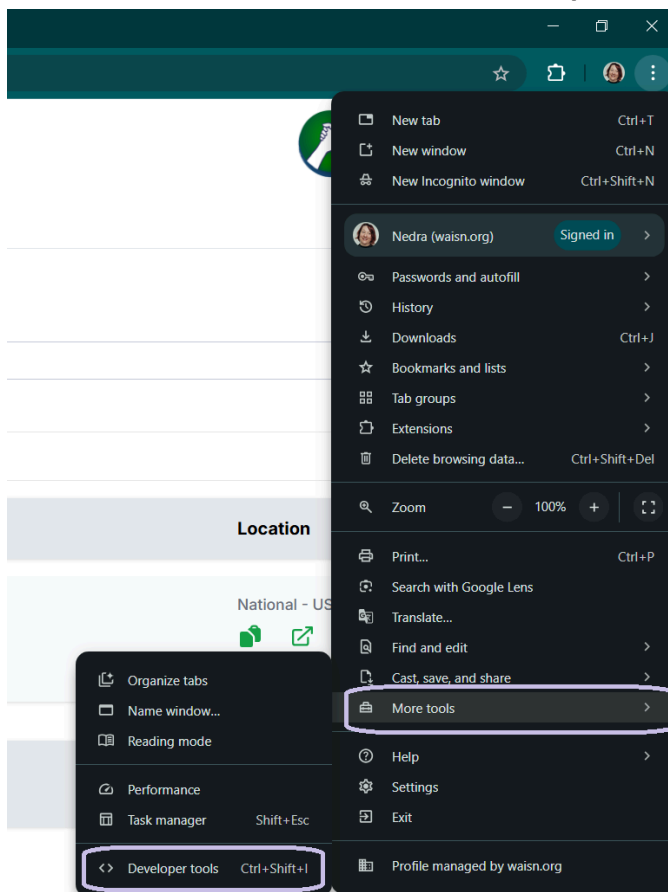
1. **Refresh your browser tab** before you submit a ticket (you will have to re-do your search):



2. Click on **three dots** in upper right corner of your browser window under the X:



3. Scroll down to **"More tools"** then select **"Developer tools"**:



- This will open a side window in your browser tab (don't be alarmed by the error messages, they don't seem to cause a problem):

The screenshot shows the WAISN Resource Finder web application. The header includes the logo for the Washington Immigrant Solidarity Network and navigation links for Resources, About, and Suggest a Resource. A search bar contains the text "1392 'Scholarship Junkies'". Below the search bar are dropdown menus for Location and Category. A table lists resources, with one entry for "Scholarship Junkies" categorized under "Education" and "National - US". To the right, the browser's developer tools are open, showing a console error: "TypeError: E.indexOf is not a function". The error stack trace points to various lines in the ResourceApp.js file.

- Flag the issue in the Resource Finder.
- You should see the message "FreshDesk Ticket Created" in the Developer Tools window:

The screenshot shows the FreshDesk ticket creation message in the browser's developer tools console. The message is displayed in a dark-themed window with the following text: "FreshDesk Ticket Created", "1392 - Scholarship Junkies / Adictos a las becas - nedra@waisn.org - This is a test". The message is styled with a light blue header and a light blue body.

- You can now close the Developer Tools window.
- If you get an error message, try opening Resource Finder in a new window and following the process again.