



findhelp

> Intro to Findhelp



> Agenda

- What is [findhelp](#)?
- How to use
 - Search & refer
 - Claim your program
- Key takeaways
- Next steps

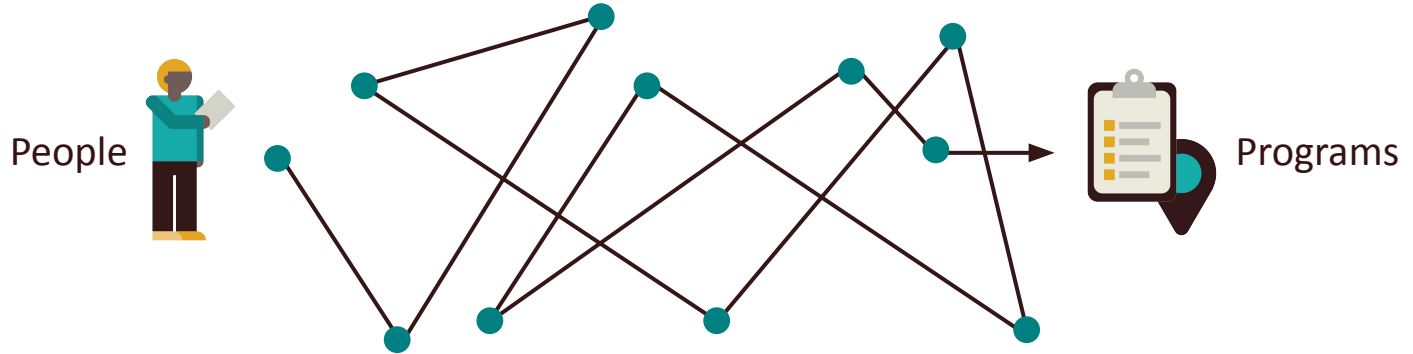


> **Our Mission:**

To connect all people in need and the programs that serve them (**with dignity and ease**).

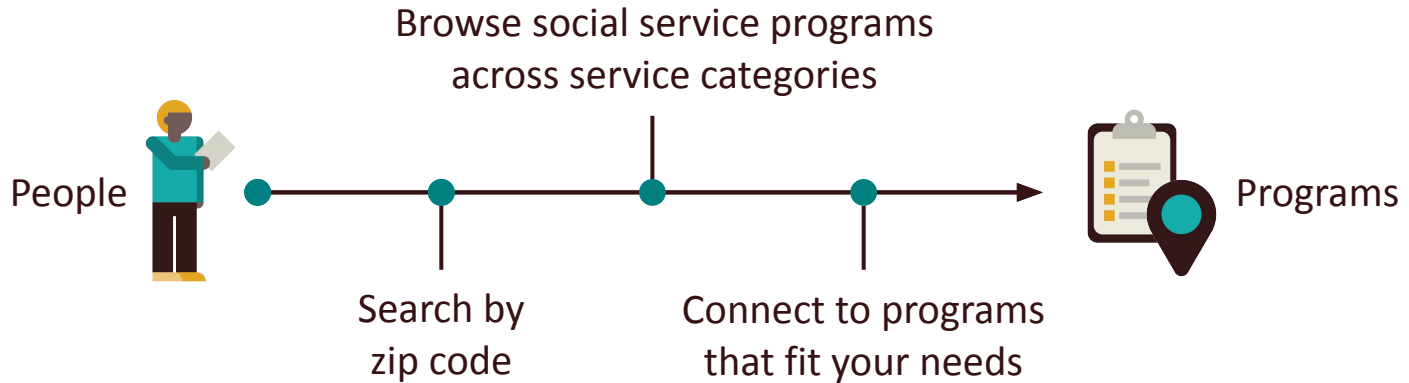


It's too hard to navigate the system.





We're trying to make it easier.





What is findhelp.org?

The screenshot shows the homepage of findhelp.org. At the top left is the logo. At the top right are links for Support, Sign Up, and Log In. The main content area features a search prompt: "Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost **help starts here:**". Below this is a search input field with "ZIP" on the left, a text box containing "46201", and a "Search" button. A small badge below the input field states "8,010,821 people use it (and growing daily)". A horizontal line separates this from a footer area that includes a language dropdown menu set to "English" and a row of navigation links: Browse Programs, Suggest Program, Claim Programs, Work at an Organization?, About Us, Accessibility, Terms, and Privacy.

- Online directory of free and reduced-cost services;
- Free to those looking for help;
- Free for nonprofits to manage their programs;
- Over 1,500 programs in ZIP code.

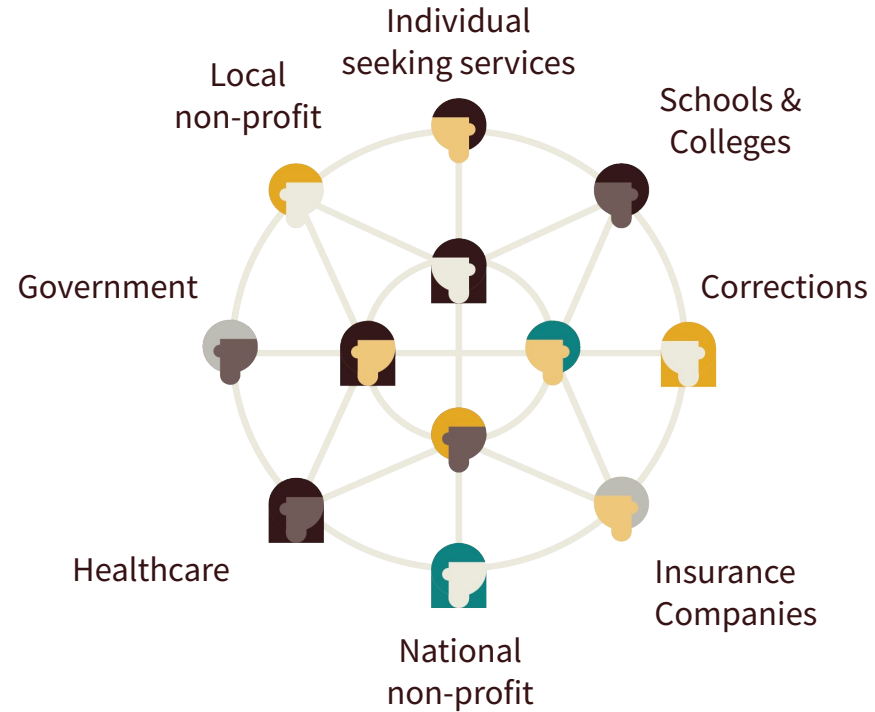


Benefits of findhelp.org

Open Network. We're here anywhere and anytime across the U.S.

Private and secure. We're HIPAA Compliant and HITRUST Certified.

Flexibility. The tool is easy to use and is meant to help those in need and the organizations that serve them.





How to use findhelp.org



> Claimed Program Dashboard



Measure your impact and program engagement!

Use this Dashboard to:

- Quantify all the different ways people are **interacting with your programs**;
- **Show your program's scope** in program evaluations, grants and fundraising, and external reporting to funders and/or regulators;
- **Show impact** through Referral data highlights effectiveness;
- Demonstrate the need for **additional resources or staff**.



→ Search Trends in Your Area Dashboard

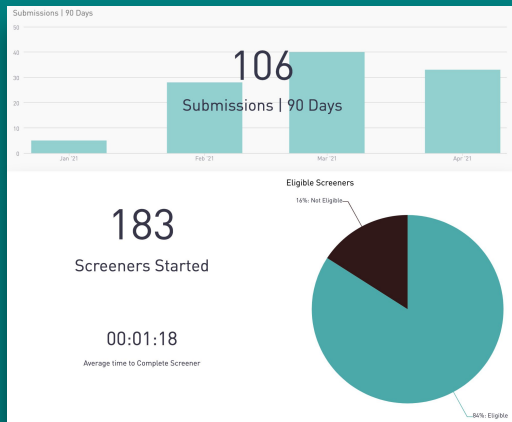


Search Trends in Your Coverage Area

- Allows Organizations to view **search trends** in their service areas in the last 90 days
- Organizations can stay informed about the **needs of their communities**
- Organizations can use this report to **demonstrate demand** in their funding requests and proposals



→ Screener Dashboard



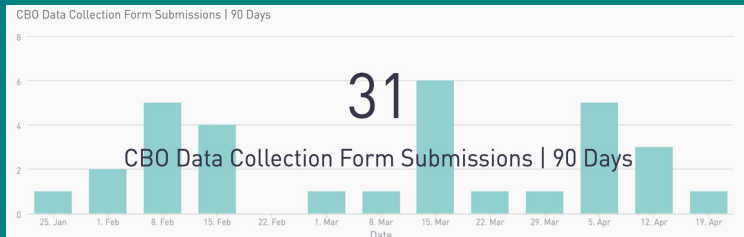
Understand eligibility for people reaching out to your program.

Use this Dashboard to:

- **Quantify eligibility** of people referred to your program;
- **Understand volume** and time taken for inbound requests to your program;
- **Download Screener** responses for additional analysis and trends.



> Data Collection Form Report



CBO Data Collection Form Details | 90 Days

CREATED AT	FIRST NAME	LAST NAME	QUESTION
2021-04-21	Aaron	Fakename	Annual Family Income
2021-04-21	Aaron	Fakename	Services Provided
2021-04-21	Aaron	Fakename	Total dollars granted

Download your Data Collection Forms for additional analysis!

Use this Dashboard to:


- Quantify the information in your Data Collection Forms;
- Show your program's impact through services rendered;
- View trends of demographic data, services provided;
- Understand volume of form submissions over time.



> **Key Takeaways**



Access your free suite of tools




 Support **My Program Tools** People I'm Helping RR Renee

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost **help starts here:**

ZIP

13,135,249 people use it (and growing daily)

Program Tools

- 
Track Inbound Referrals
View referrals for your programs and review eligibility screening results.
- 
View Program Analytics
See trends for your programs and region, track needs and impact, and share insights with funders.
- 
Update Your Programs
Edit info, hours, and locations for your programs so people can reach you. Set contact options and eligibility forms to screen needs.



Select an intake tool that fits your needs

Support My Program Tools People I'm Helping EC Elaine

- Inbound Referrals
- Calendar
- Agenda
- Appointments List
- Edit Program Listings**
- My Team
- Program Analytics

Actions

12:41am	Edit Program	Edit Contact Settings	Edit Hours/Locations
1:20pm	Edit Program	Edit Contact Settings	Edit Hours/Locations
1:12pm	Edit Program	Edit Contact Settings	Edit Hours/Locations
1:17pm	Edit Program	Edit Contact Settings	Edit Hours/Locations

- Pass along their name, phone, and email address with One-Step Referrals (free, default)
- Gather more info about eligibility with a customized Screening Form (free)
- Let them schedule an appointment (free, must set up available times)
- This program can't help people who make contact through Aunt Bertha
- We want to link them to an existing application, scheduler, or contact form



Interact with programs

Coordinated Assessment and Housing Referral
by Bertha Engagement ✓

If you want to be eligible for housing services and you are living outside, in a car, in an emergency shelter, or fleeing domestic violence, you must complete a Coordinated Assessment. You can...

📍 **Eligibility:** You must be homeless to apply for services.

👤 **Serving:** anyone in need, all ages, homeless, domestic violence survivors

Next Steps:
Call 000-000-0000.
Serves nationwide
🕒 Open Now : 8:00 AM - 5:00 PM CDT ▼

MORE INFO ▼ RESAVE UNSAVE SHARE NOTES APPLY HERE

Create folders of
Favorite programs

Keep personal notes
about programs



Refer to programs

Employment Training

by Bertha Engagement

Employment Training Program offers a ten week computer training course for adults looking to update their skills to meet the demands of today's job market. Courses begin by covering the...

📍 Eligibility: Must be applying for this program for this need.

👤 Serving: adults 18+

Next Steps:

Call 512-000-1234 (your nearest location) or email community@findhelp.com to get more info.

📍 (Serves nationwide)

1234 South Congress Avenue, Austin, TX 78701

🕒 Closed Now: See open hours ▾

MORE INFO ▾



RESAVE



UNSAVE



SHARE



NOTES

REFER



SAVE



SHARE



NOTES



SUGGEST

REFER

Who is this for? For myself or my family

I'm referring someone else

Your Name *

Erica

Rodriguez

Your Email Address

erodriguez@auntbertha.com

Your Phone Number

How to reach you*

Email

Text message

Phone call

Comment [Add a comment...](#)

My Consent * I agree to:

- Send my contact info and additional info to this agency, and
- Receive info **about this program** from the Find Help site (like steps to contact them, or messages sent to you from the program). [Learn how we keep your info safe.](#)

SEND

Important! We'll do our best to send them your information, but it's possible that we may not be able to reach the agency or get a quick response. If you are in an emergency situation, call 911.



Manage people you're helping

findhelp.org Support My Program Tools People I'm Helping RR Renee

People I'm Helping / Sadie Seeker

Personal Info

Sadie Seeker
Name


sadies+dcarmichael@findhelp.com
Email Address

[EDIT PERSONAL INFO](#)

Assignment

[ASSIGN TO ME](#)

Sadie's Team

 Bertha Employment Training Group

Goals

[ADD GOAL](#)

Sadie has no goals added yet.


Navigation History

You haven't referred Sadie to any programs yet!

Referrals and Notes [START A REFERRAL](#) [ADD NOTE](#)

No referrals or notes found for Sadie.

Sadie's Team

 Bertha Employment Training Group

Forms

No forms have been submitted for this user

Inbound Referrals

Employment Training

by Bertha Engagement

Status:
✓ Got help

[ADD NOTE](#)

6/14/22	"Sadie is hard of hearing"
6/14/22	Deirdre Carmichael - Visible outside your organization
6/14/22	Status set to 'got help'



→ Tools for Community Organizations

71,694

Claimed Program
Locations
Nationwide



Update service offerings and capacity.



Process inbound referrals and applications for services.



Publish available appointment slots for intake purposes with clients.



Measure inbound activities via our suite of reporting tools.



Update referral status by email.



Free Suite of Tools

We provide a suite of tools for any community partner that claims their listing on our platform.



Program claiming and management



Screening and referral processing



Availability and appointment scheduling



Analytics and reporting



Team support



> Next Steps



Claim your program(s)

findhelp.org Support Sign Up Log In

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost **help starts here:**

ZIP [Search](#)

14,560,352 people use it (and growing daily)

By continuing, you agree to the [Terms](#) & [Privacy](#)

English

[Browse Programs](#) [Suggest Program](#) [Claim Programs](#) [Work at an Organization?](#) [About Us](#) [Accessibility](#) [Terms](#) [Privacy](#)

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An orange arrow points from the top of the page down to the 'Claim Programs' link in the footer.



Certifications

Take your findhelp.org knowledge to the next level by becoming findhelp.org **Certified!** After you attend both the 101 and 201 sessions, we'll send you a quiz. Pass the quiz and you'll be certified!

You'll receive:

- Access to our online community of other professional Navigators
- A certification badge to add to your LinkedIn profile and website
- Opportunities to speak on panels in partnership with findhelp.org
- Certification icon on program listing(s) for certified claimers



Certification Icon

NEW! APRIL 2022

- **Certified program claimers** will have this icon on their program(s)
- **Certified programs** display higher in search results



Utility Assistance
by Findhelp Utilities

Trusted Partner ⓘ

The Utility Assistance program provides assistance with electric and gas bills. Services provided:-
Financial assistance

Main Services: [help pay for utilities](#)

Serving: [adults 18+, low-income](#)

[MORE INFO](#) ▼

SAVE SHARE NOTES SUGGEST

[CONTACT HERE](#)

People who manage this program have completed training and are certified by findhelp.org. [Learn more.](#)

Next Steps:

Email sdowns+cbo@auntbertha.com to get more info.

Serves nationwide

Open Now : 8:00 AM - 5:00 PM ▼



Let's Connect!

Name: Kelly Ross

Email: kross@findhelp.com

Phone: 612-251-6603

Contact Us: support@findhelp.com





> **Questions?**