# Intro to findhelp with Interhab

*October 2023*
*Power Up Conference*

# Agenda

- What is **findhelp**?
- How to use **findhelp.org**
  - Search & refer
  - Claim your program
- Tools & support for organizations
  - Managing your program
  - Referral tools
  - Analytics
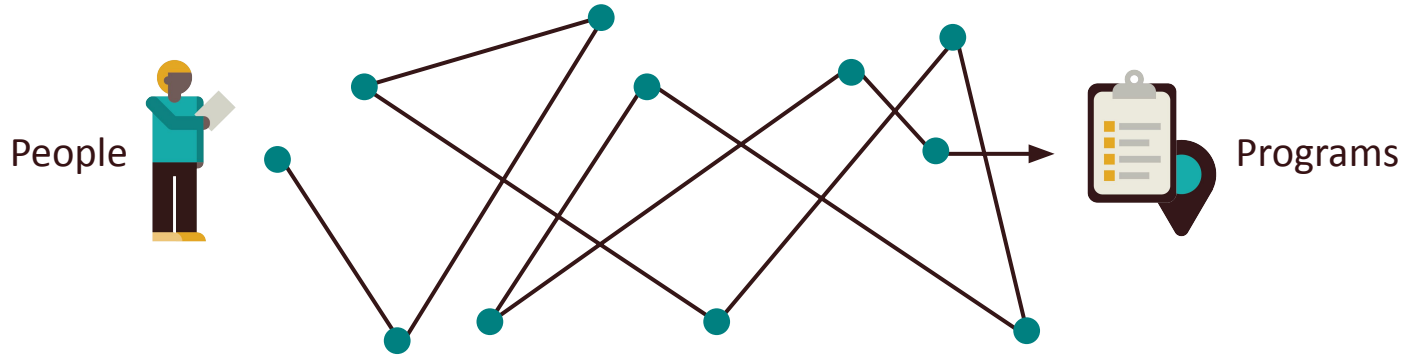- Key takeaways & next steps
- Questions and answers

> **Our Shared Mission:**

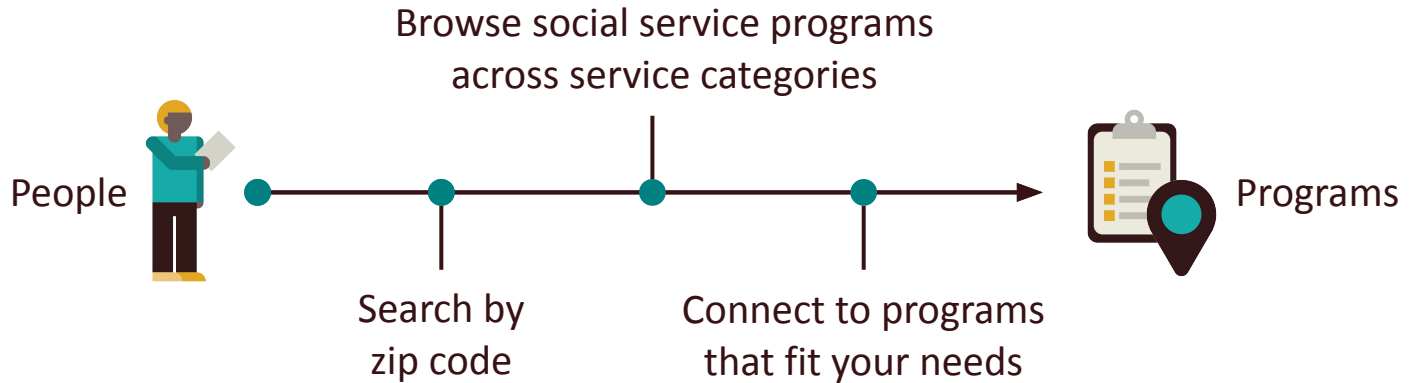To connect all people in need and the programs that serve them (with dignity and ease).

It's too hard to navigate the system.

People

Programs

# We're trying to make it easier.



Browse social service programs across service categories

People — Search by zip code — Connect to programs that fit your needs — Programs

# What is **findhelp.org**?



findhelp.org

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

ZIP    *46201*    🔍 **Search**

**8,010,821** 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

- Online directory of free and reduced-cost services;

- Free to those looking for help;

- Free for nonprofits to manage their programs;
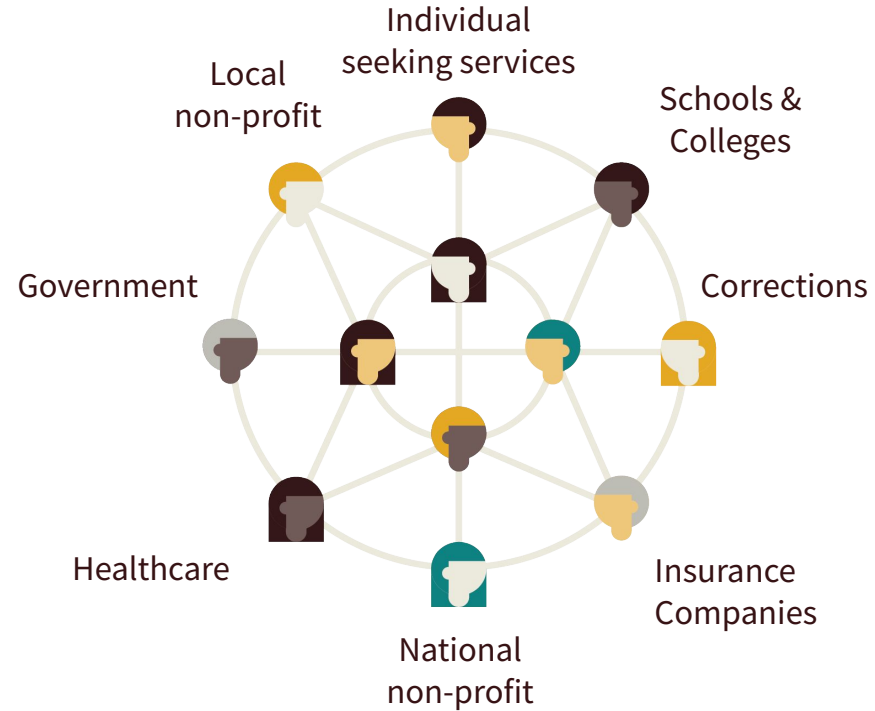
- Over 1,500 programs in ZIP code.

No Wrong Door

# **Benefits of using findhelp**

**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.



Individual seeking services

Local non-profit

Schools & Colleges

Government

Corrections

Healthcare

Insurance Companies

National non-profit

# 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

> **Connecting to Resources (Site Demo)**

# Search for programs

# Questions so far?

# Analytics & Reporting Tools

# Claimed Program Dashboard

ⓘ Status Updates On Your Referrals | 30 Days

**2,090**
Status Updates On Your Referrals | 30 Days

| 1,500 |
| 1,000 |
| 500 |
| 0 |

8. Mar — 15. Mar — 22. Mar

■ Updates ■ Seeker ■ CBO ■ Navigation Team ■ Helper

ⓘ Current Referral Statuses | 30 Days

Not Updated
Not Eligible
Couldn't Contact
Got Help
Referred Elsewhere
Couldn't Get Help
No Longer Interested
Not Yet Helped

| ⓘ **1,813** Referrals with Responses | 30 Days | ⓘ **1,719** Closed Loop Referrals | 30 Days |
| ⓘ **1,560** Seekers Referred | 30 Days | ⓘ **808** Seekers that Got Help | 30 Days |

More Options

ⓘ Referral Details | 90 Days

| SEEKER NAME | SEEKER PHONE NUMBER | SEEKER EMAIL | SEEKER USERENAME | SENDER EMAIL |
|---|---|---|---|---|
| Sheena Tallthere | 234-567-8901 | | 2345678901_sheena_tallthere | aschulte@nebraskahealthnetwork.con |
| Karen Roller | | karenlroller@gmail.com | karenlroller@gmail.com | karenlroller@gmail.com |
| Jon Doe | | jondoe@gmail.com | jondoe@gmail.com | aschulte@nebraskahealthnetwork.con |
| Lehua Gray | | lehua.gray+seekerexample3679@gmail.com | lehua.gray+seekerexample3679@gmail.com | lehua.gray+seekerexample3679@gmai |
| Jess Johnson | 615-594-1517 | jjohnson+demo@auntbertha.com | jjohnson+demo@auntbertha.com | surelyyoujesst@gmail.com |

# Search Trends in Your Area Dashboard
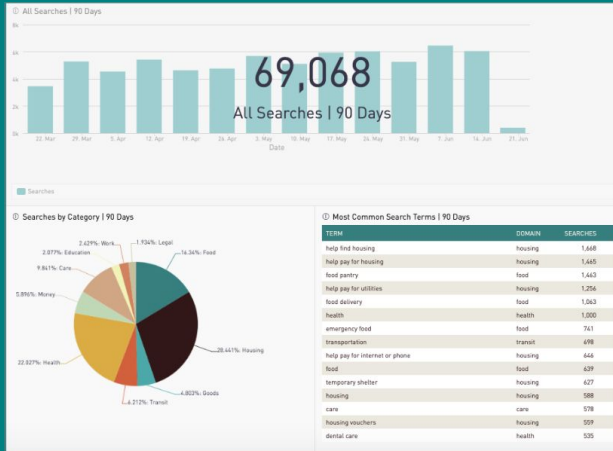
## Search Trends in Your Coverage Area

- 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

# Additional Support

# Example Notification Email for Organizations

Hi Bertha Engagement team,

CG N. referred someone to your program, Employment Training!

**Please reach out to:**

- **Winston N.**
- winston@aol.com

**CG sent you this contact info because Winston is looking for services or more information.**
You can respond by replying to this email, or Winston said email is the **best** way to reach them.

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**Already reached out to Winston? Let CG know what happened, so they can follow up:**

| We need more info, please reach out! |
| :---: |

| We got in touch, we'll try to help! |
| :---: |

| We referred them elsewhere. |
| :---: |

| Sorry, they weren't eligible. |
| :---: |

| We couldn't reach them. |
| :---: |

| We don't have capacity. |
| :---: |

We'll let them know, and keep track of what happened. See all past inquiries in the inbound referral dashboard, or tell the story of your program's impact in the community with free reports about your programs usage.

As a reminder, Community Demo lists free and reduced cost social services programs so that people in need can find them.

Thank you for the work you do!

The Community Demo Team

# Example Notifications for Seeker
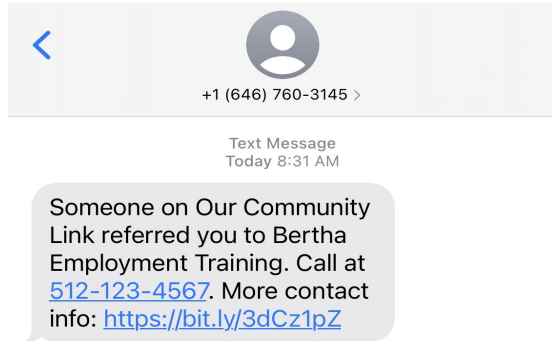
Hi there,

Elaine C. referred you to Bertha Employment Training at Bertha Engagement.

## What's Next?

Please contact the agency directly:

Thanks,

- The team at Our Community Link

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**Already got in touch? Let Elaine C. know how it went!**

> **Thank you, they were helpful!**

> **They referred me to another program.**

> **They couldn't help, any other ideas?**

> **I'm not interested in this program.**

Want to keep track of your referrals?

Log in to your account and check your "Referrals for Me" folder!

**Note: this is an automatic message, which is unable to receive replies. If you need emergency help, please call 911.**

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**Our Community Link** 🔗

Questions? Contact support@auntbertha.com

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+1 (646) 760-3145 ›

Text Message
Today 8:31 AM

Someone on Our Community Link referred you to Bertha Employment Training. Call at 512-123-4567. More contact info: https://bit.ly/3dCz1pZ

# Add a free search box to your website

Help your community connect to resources directly through your website!

# Key Takeaways & Next Steps

# Claim your program(s) now!

# Organization Training Overview

| Intro to findhelp.org (101) | Navigating your Free Suite of Tools (201) | 1:1 Workflow Meetings |
|---|---|---|

**findhelp.org**

**Certified**
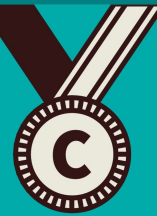
We offer a series of tailored training sessions to teach organizations how to:

- search for and connect people to resources
- send, receive, and track referrals
- manage your program listings
- become findhelp.org certified

# Certifications

Take your **findhelp** knowledge to the next level by becoming **findhelp.org** **Certified**! After attending today's session, 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

# Get Certified!

Collaborate and partner with like-minded professionals by becoming findhelp.org Certified.

**You'll receive:**

- Membership to our online community;

- Speaking opportunities in partnership with findhelp.org;

- Certification badge to add to website and professional networks;

- Certification icon on program listing(s) for certified claimers

**Simply take the quiz after this training!**

# Let's Connect!

**Name:** Kalli Brelsford

**Email:** kbrelsford@findhelp.com

**Sign up for a meeting with me:**
https://meetings.hubspot.com/kalli-brelsford

**Contact Us:** support@findhelp.com

# Questions?