



Using Findhelp to Connect People in Need and the Programs That Serve Them

with Roger Stremming and Vickie Walsh,
findhelp (<https://www.findhelp.org/>)



Our Presenters



Roger Stremming

findhelp



Vickie Walsh

findhelp



findhelp

Everyone is currently on mute. Please use the chat function to:

- Introduce yourself
- Share what you hope to learn

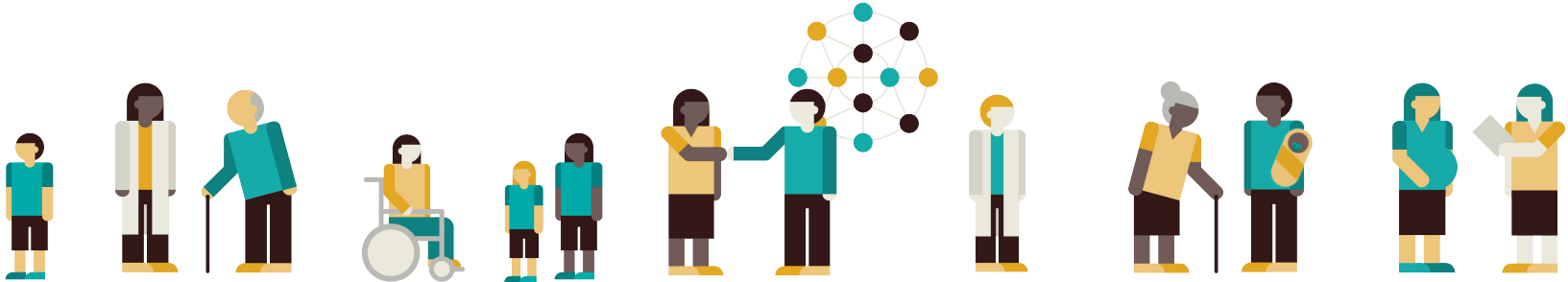
> Intro to findhelp.org

January 13, 2023



Our Mission

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



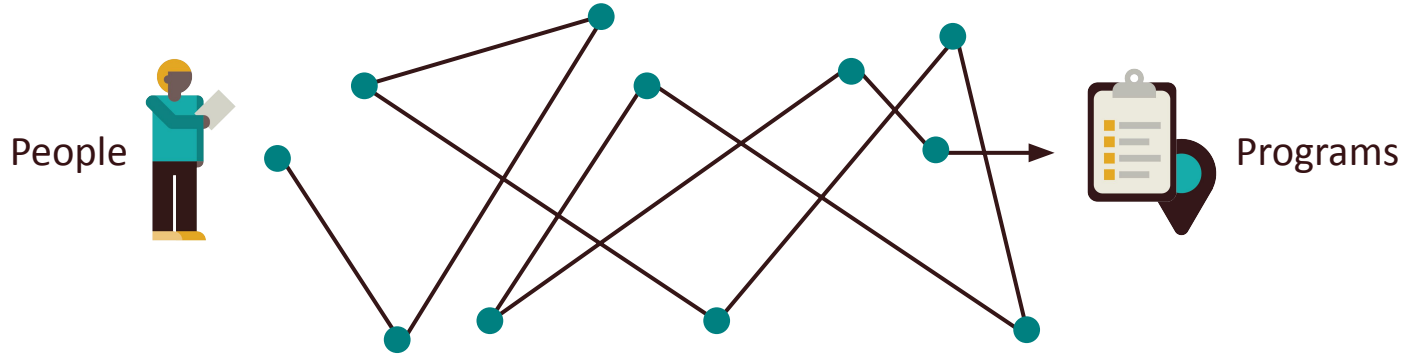


Our Vision



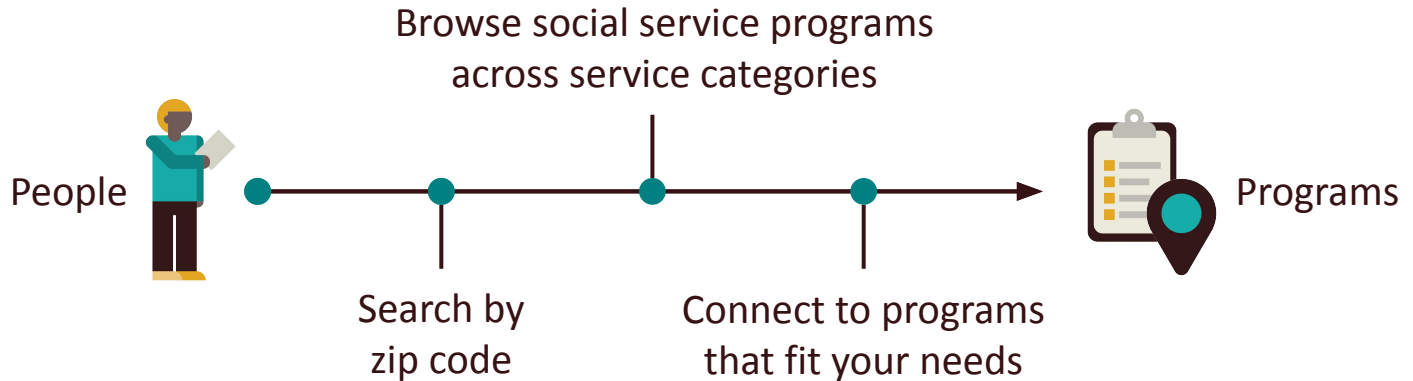


It's too hard to navigate the system.





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, "46201" in the field, and a "Search" button. A small box below the input field states "8,010,821 people use it (and growing daily)". A horizontal line separates this from a footer area. The footer 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 1,300 programs in ZIP code.

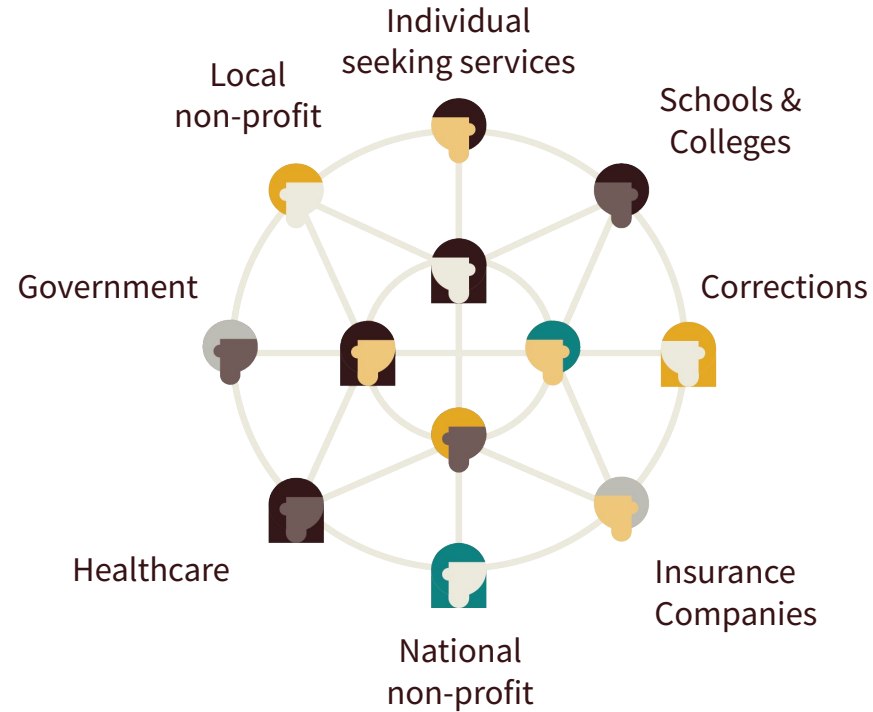


Benefits of using findhelp.org

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.

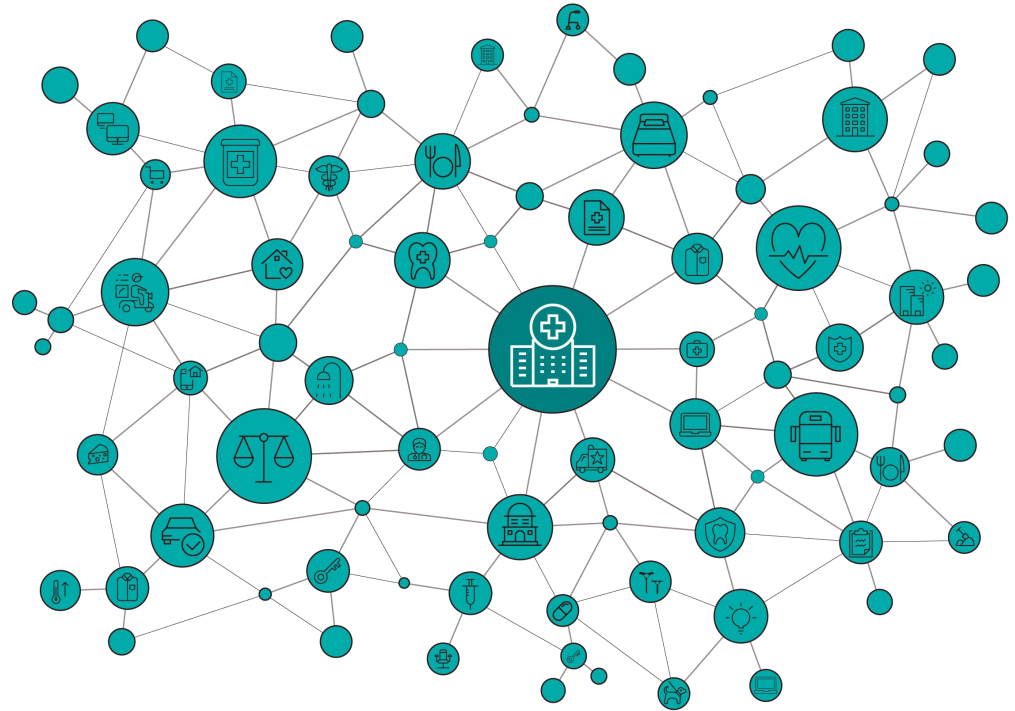




Open Program Network

In an open program network, the Helpers and the Seeker have **access to all available nonprofits** — thousands of programs in a region that can help.

In an Open Network, **we do not hide available programs** from someone in need.





→ Supporting Nonprofits

We support these principles with our product, tools and community engagement team.

- Nonprofits are able to maintain an **unbiased ability to serve** people. We serve them by providing tools for no cost, with no contracts.
- Our tools for nonprofits facilitate client coordination while **respecting seeker privacy**, including HIPAA, FERPA, HUD and other data security standards.
- Nonprofits should be able to **share reporting about their outcomes success** with philanthropy and funders.



→ Supporting Libraries

We view libraries as navigational cornerstones of a thriving community social care network.

- Libraries are trusted institutions based on providing accurate, fact based information. Findhelp provides a verifiable reference for much needed resources in a community.
- Librarians can utilize findhelp in a number of ways. Including both as a direct reference tool or as a tool to publicize and allow patrons to self-seek.
- Create deeper bonds with nonprofit organizations in your communities.



> **How to use findhelp.org**



> **Key Takeaways**



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](tel: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.

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'



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.



Get Certified!

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

You'll receive:

- Membership to our online community;
- Additional 1:1 support with your dedicated CEM;
- Speaking opportunities in partnership with findhelp.org;
- Certification badge to add to website and professional networks.

Attend the 201 session and pass the combined quiz!





Let's Connect!

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Contact Us: support@findhelp.com





> **Questions?**

Thank you!

Join WiLS for our 2023 Member Meeting on
Friday, February 24th at 10:00 am CT!

<https://www.wils.org/2023-member-meeting>