



Common Organization Questions & Hesitations

Question: What is “claiming” my program?

Answer:

Simply, claiming your program makes you the “keyholder” to the listing on Find Help Georgia. It unlocks free features like: the ability to update your program’s information (location, hours of operation, availability, eligibility requirements, etc), managing referrals in real time, and access to customized reporting and analytics tools.

Question: How do I claim my program?

Answer:

It’s simple! Head over to Georgia.FindHelp.com/claims to get started. [Follow the how-to guide](#) if you need more help.

Question: What happens after I claim my program?

Answer:

First, thank you! You’ll be hearing from a team member at **findhelp**, the technology company that powers Find Help Georgia who can act as a resource for any questions you may have about the new free features you’ve unlocked. You can also [head here](#) for more information and how-to’s. Still not finding what you need? Email the **findhelp** team at community@findhelp.com.

Question: What are the benefits of claiming my program?

Answer:

Claiming your program has tons of great (and free!) benefits. When you claim today, you will...
Have the ability to get the right information about your programs to people in need by easily updating key information, like: your location, hours of operation, availability, eligibility requirements, supported languages, etc.

Gain access to free tools to help you help others, including:

- Referrals and outcome tracking
- The ability to link to an eligibility screener or your own online application
- Analytics of what programs and services people are searching for in your area, which can be exported for use in impactful presentations and funding applications
- Appointment scheduling directly from the platform
- Identification as a Claimed Organization on the Find Help Georgia with a badge on your program listing, helping you stand out as an engaged and valid resource.



Question: How much time does it take to manage my listing?

Answer:

Updating your listing is easy and only takes a couple of minutes. Follow the how-to article [here](#). You only need to update your program's listing when something has changed. Have you moved to a new office? Changed your eligibility requirements? Is your availability full? Just a couple minutes lets people know your program's most up to date information.

Question: Is this service really free for Organizations? Who pays for it and what is findhelp's business model?

Answer:

Yes! The platform is 100% free to use for Organizations. Organizations that provide services are never charged to create accounts, list their programs on the site, claim their listings, get or respond to referrals (which we hope you all will!).

Question: Our organization often runs low or completely out of resources or we have a waitlist for services. Can we still use the platform?

Answer:

Yes. First and foremost, we want to let folks in need or those helping them navigate know the current status of your program to help them determine if now is the best time to reach out. As a claimed program, your organization has the ability to edit the 'status' of each program offered so it more accurately reflects the level of service currently available. [More on how to update program status here](#). Updating the status of the program creates a visual indication on the program card (see below) and reduces the likelihood the program will appear in searches.

Bertha Housing Authority
by **Bertha Engagement** ✓

Recommended Resource

Bertha Housing Authority provides housing and supportive services for individuals who have experienced long-term homelessness and who are recovering from the trauma they have experienced while...

Main Services: residential housing , long-term housing

Other Services: financial assistance , one-on-one support

Serving: adults 18+ , individuals , homeless

Next Steps:
10.12 miles (serves nationwide)
1234 South Congress Avenue, Austin, TX 78701
Not available: full

MORE INFO ▼ SAVE SHARE NOTES SUGGEST **APPLY HERE**

However, updating the status does not prevent people in need from attempting to connect to the program! To that end, we want to ensure that if someone in need does reach out, they get a response to their inquiry - even if that response lets the





seeker know your organization doesn't have the capacity to help right now, or is working off a waitlist. To respond, simply indicate a lack of capacity via the email notifications we send, or update it within the platform's dashboards. See more details on [updating status of referrals here](#).

Question: There is already a social referral platform in my area and I am worried about duplicating efforts or adding another system.

Answer:

Ultimately, we believe that addressing social care is a big challenge, so there can be a big tent when it comes to solving it. This tent can (and sometimes does) include **findhelp** and other systems in some areas. We do, of course, hope Organizations choose to use **findhelp** and the platforms we power! We work to earn Organization's trust and participation by providing a few key differentiators:

- Making it simple! We like to think our tools are easy to use and we'll train Organizations on how they can make the most out of onboarding. Because we make it easy to close the loop, we hope to limit the burden if and when Organizations may be using two or more solutions. An example of this easy access is the fact that Organizations can respond to a community member's request for help right from their email inbox - no login required.
- Operating community-facing sites plus a public, free version that is accessible to anyone. No one else does this.
- Providing free reporting and analytics, among other features - we provide Organizations the ability to share their impact as an incentive to use the platform. This is provided with no strings attached.
- Giving Organizations seats at the table - hosting workshops to learn about their workflows and needs, then doing what it takes to make the platform work for them, rather than the other way around.

Question: How do findhelp and United Way/2-1-1 work together?

Answer:

Findhelp and United Way are not mutually exclusive options—we complement each other at many points along the continuum of care. Because United Way is accessible by 95% of the population, it will continue to be a major channel for social services assistance. That said, a growing number of individuals facing difficult circumstances are comfortable using a computer or mobile device—in fact, 65% of Seekers access **findhelp** on their mobile device. There is much opportunity for collaboration between **findhelp** and 2-1-1. For example, if a self-service search on **findhelp** drives down the number of calls to a 2-1-1 call center, that frees up call center staff to do other things that can help people in more meaningful ways (like getting them enrolled in health insurance). We are always open to conversations with local 2-1-1s to explore how we can best work together to serve the needs in communities across the U.S including building sustainable integrations around program data and sharing aggregate reporting.

Question: Analytics is a major driver for my organization, but we already have systems in place to report on impact. What else can findhelp offer?

Answer:

First, we'd love to hear your feedback on reports or impact analysis your organization does not currently have access to that **findhelp** may be able to supplement with. Secondly, our main mission with this project is that people in need receive responses to their requests for services. While we hope you find the other tools like eligibility screening useful, if nothing else,





please update the status of connections you receive so we can get back to the requester. You can do so right from your email inbox.

Question: I can commit to serving the individuals sent through your platform, but I won't update the status of referrals because I have security and privacy concerns. Can the platform accommodate that?

Answer:

*Findhelp (and all the sites they power) are fully HIPAA compliant and are HITRUST certified. Making and responding to referrals is fully safe and secure. I'm happy to connect you directly with the **findhelp** team to talk more specifically about privacy concerns.*

Question: I can commit to serving the individuals sent through your platform, but I won't update the status of referrals because my staff does not have time. Can the platform accommodate that?

Answer:

Yes. When a referral is made, an email notification is also sent to the person (or people) of your organization's choosing (learn to update who receives referral notifications [here](#)). Staff can simply update the status of each referral via that email notification - no login required! This is a low maintenance approach for Organizations, that still allows Find Help Georgia to know when a community member has received services.

Question: I work for an organization providing housing that is federally mandated to use a coordinated intake/entry process set up in my state. How does findhelp fit into this?

Answer:

*Findhelp has supported organizations who have mandates around coordinated assessment/intake/entry in the past, but recognizes the uniqueness to how each state or county approaches coordinated entry. I'd love to connect you to the **findhelp** team to explore how the platform may be able to support your organization.*

Question: How does findhelp integrate with other systems?

Answer:

Findhelp is committed to respecting the time, bandwidth, and existing workflows of community organizations - including intake, care, or case management systems. Currently the platform's free tools to support this work include:

- *Downloadable reporting which can be used in existing systems*
- *Low lift referral update options - referrals can be updated from email (no login required)*

*The team at **findhelp** welcomes the opportunity to review and discuss your existing systems as they continually work to evaluate ways to better support organizations that are providing social care to their communities - let me know if you'd like me to connect you to them!*