



Arthritis Council Workgroup discussing findhelp.org

Wednesday, October 5, 2022

2:30 p.m. ET

States in attendance: MN, IA, AR

Additional attendees: OAAA, Arthritis Foundation, CDC, NACDD

Presenters: Kadilyn Knief (Indiana) and Vickie Walsh (Wisconsin), FindHelp

Overview and Discussion:

- Findhelp is a company, website and platform
 - Includes an online directory of free and reduced-cost services
 - Findhelp.org is free to those looking for help
- Mission of findhelp is to connect all people seeking help and the programs that serve them (with dignity and ease)
- Vickie and Kadilyn provided an online demo of the findhelp platform
 - Website doesn't require a log in, just enter a zip code to see what services/programs are available in a specific area
 - For organizations, a log in would be needed to access referrals
 - Can see referrals made and if the loop was closed; one step referrals make it easy to transfer information and see the outcome
 - My calendar tools has a calendar, agenda, appointments list and my team features
- Any CBO that offers a free/reduced cost service can be listed free of cost
 - At this time there is not a filter for EBIs
- Advice for SHD individuals that are working with partners that offer services?
 - First connect with regional engagement manager from findhelp (Vickie or Kadilyn can provide contacts)
 - Second search to see if partners are listed on findhelp
 - Third reach out to partners not listed (e.g., CBOs) and connect with findhelp
- If you want to help to add an organization to the findhelp site
 - Go to "suggest a program"
 - Do a search for the program and if not listed, fill out information required
 - Findhelp will follow up with you within 48 hours
- Findhelp is a public benefit corporation; however there are branded versions of the findhelp site that you might see (e.g., AARP, MayoClinic)
 - You can enter the site through any door (e.g., AARP)



- The branded versions can adjust the verticals on the site to be specific to the needs of their clients
- The branded version does have a charge for the organization (e.g., AARP)
- Kadilyn/Vickie will follow up with the Arthritis Foundation regarding branding possibilities on findhelp (ktredinnick@arthritis.org)
- There are lots of ways to partner with findhelp; reach out to Vickie or Kadilyn if you want to get more engaged
- Iowa – currently using findhelp
 - Iowa is building a statewide hub to provide support to those delivering EBIs or addressing SDH
 - By partnering with findhelp they access existing organizations and support those that are already part of the delivery system
 - Findhelp has been willing to work as needed to advance the goals of the Iowa hub
- Minnesota – call participants are not currently using findhelp
 - The OAAA WWE portal is being used in MN and can be listed on findhelp
 - Findhelp can provide access to a search box that can be added to the portal website that will direct folks to findhelp for additional needs (e.g., food, housing)
 - MN follow up contact is Georgianne.kinsman@state.mn.us
- Arkansas - haven't used findhelp but have shared broadly
 - Kadilyn talked about certification in findhelp and opportunity to boost expertise in using findhelp
 - AR follow up contact is shannetta.agnew@arkansas.gov
- Findhelp and integration into EHR within health systems
 - White label partners/organizations (e.g., AARP, health systems) at varying levels can integrate into EMRs (e.g., Epic)
 - Findhelp can provide the ability to search within EMR and become part of the workflow
 - The look of integration is different for each health system and EMR
 - Some EMR integrations include the ability to take notes (e.g. progress note) for an individual/patient and an option to share these notes with organizations outside of the health system/clinic; this is one of many options that can be added
 - For a CDC funded entity how can I find out who is using the white label website within their EMR?
 - Contact the local community engagement manager for findhelp and they can help with the connections
 - Another option is to do a quick internet search by typing in the “health system name and findhelp”



- How much information is gathered on the person that needs the service, what their needs are, and how is follow up is done?
 - There is a customizable screening tool that gathers information
 - Findhelp always collects consent from each referral that is sent; seeker can retract consent at any time; the consent is a click of the button and isn't labor intensive for the seeker

Findhelp Connections: Community Engagement Managers (as of 10/22)

- Kadilyn Knief - **National Partners**
 - kknief@findhelp.com
- Vickie Walsh (Midwest) - **Wisconsin + Minnesota + Iowa**
 - vwalsh@findhelp.com
- Allyn Cripe (Pacific Northwest) - **Washington + Oregon + Idaho**
 - acripe@findhelp.com
- Colton Naval (DMV) - **DC + Maryland + Virginia + Kentucky**
 - cnaval@findhelp.com
- Savannah Cleveland (Southeast) - **Oklahoma + Arkansas + Louisiana + Tennessee + Mississippi + Alabama**
 - scleveland@findhelp.com
- Angelica Lombrano - **Florida + South Carolina**
 - alombrano@findhelp.com
- Kalli Brelsford - **Kansas + Missouri**
 - kbrelsford@findhelp.com
- Amanda Bowen (New England) - **Maine + Vermont + New Hampshire + Connecticut + Rhode Island + Massachusetts**
 - abowen@findhelp.com
- Lauren Ramsey-Bois - **New York**
 - lramsey-bois@findhelp.com
- Natalie Neubert (Rockies) - **Utah + Colorado + Montana + Wyoming**
 - nneubert@findhelp.com
- Elaine Cray - **North Carolina + Georgia**
 - ecray@findhelp.com

Next Steps:

- Strategy 2 workgroup call is open to those interested in discussing the topics of screening, counseling and referral; meets first Thursday of each month; contact eerck_ic@chronicdisease.org for more information