Fundamentally Different

What We Do

We connect people in need and the programs that serve them with dignity and ease. We're the largest community resource platform in the US, with federal, state, county, municipal, and local programs in the biggest cities and smallest towns. Users simply enter their ZIP Code into our platform, unlocking a wide breadth of free and reduced-cost assistance in their community, such as food, housing, financial and legal help, health services, and more. We provide free eligibility, intake, and reporting tools for deep engagement to nonprofits and social care providers. When you receive people in need from findhelp, you spend less time qualifying and more time helping.

Open Access

- Anyone can search anonymously or create free accounts on findhelp.org or our customer community sites.

- Access to an open network made up of local, state, and national social care programs is necessary for community health and wellness at scale.

- **Findhelp** is the only vendor that supports an open network of all available programs in a local area *in addition to* more focused networks when needed (e.g. special partnership programs, value-added benefit programs).

Organization Choice

- **Findhelp** believes that service providers should be able to work within their chosen systems of record, choose which systems they want to integrate with, and have control over who has access to see their data.

- **Findhelp** provides a suite of tools to support nonprofit efficiency and outcomes tracking that is 100% free. Over 466,000 nonprofit locations nationwide are using **findhelp** tools. There are never hidden fees or surprises.

- In trying to make it as easy as possible, organizations using **findhelp** can respond via email without logging in to any platform.

- **Findhelp** supports an inclusive approach to interoperability, focusing on data sharing standards that allow all stakeholders to be good stewards of the information entrusted to them.

Organization Support

- **Findhelp** staffs a full-time, local Community Engagement team that works alongside customers to understand organization needs and build lasting and trust-filled partnerships with or without contracts.

- **Findhelp** uses a combination of stair-stepped training and 1:1 meetings to support organizations before, during, and after the onboarding process.

- **Findhelp** Community Engagement Managers listen closely to organization needs, surfacing feedback to our product team dedicated to **building tools for organizations**, such as tools to support scheduling and reporting.

- **Findhelp** customers in a given area or region often collaborate and coordinate outreach to reduce burden on organizations.

Consent and Privacy

- **Findhelp** is a secure and HITRUST-certified website, so organization and client information is private and protected.

- **Findhelp believes** in a permission based and consumer directed approach to information sharing and that Seekers should have the ability to control how their information is shared.

- On **findhelp** platforms, Seekers **own** their data, organizations **control** their data sharing, and each referral has a **consent**. Consent language is available in over 100 languages.

- **All-in consent models are problematic**. Under these models, Seekers are asked if they are willing to share their information with a "network" but how do they know which organizations belong to the network?

- In a **report led by Tufts and Harvard** researchers, nonprofits voiced concerns over ethical issues of being required to overshare private information without their or their client's consent.

- **Findhelp** does not **(and will never)** sell client data.