**Findhelp**  
**Contractors’ Duties & Responsibilities**

* **Leverage Findhelp for a Coordinated, Community-Centered Approach**  
  Utilize Findhelp to drive a coordinated, data-informed approach to local support services, placing community needs at the center of efforts.
* **Strengthen Collaborative Infrastructure through Partner Connections**  
  Connect partners to the Findhelp platform, enhancing the local community’s collaborative infrastructure.
* **Assign Authorized Users to the Findhelp System**  
  Ensure the Collaborative assigns appropriate staff and any subcontracted Central navigators and/or as authorized users within the Findhelp system.
* **Utilize Findhelp for Partner Referrals**  
  Use the Findhelp platform to receive and manage partner referrals effectively.
* **Maintain Timely Client Data Submission**  
  Submit all client data inputs within a rolling 30-day period. Required data inputs include:
  + Client intake forms and referrals in Findhelp
  + Support Service Fund (SSF) documentation
  + Any follow-up surveys required under NCFF contracts
* **User Requirements for Findhelp Access and Management**
  + Users must complete the initial Findhelp training and periodic refresher courses to ensure system proficiency.
  + Each user must have individual login credentials to maintain data security and track system usage accurately.
  + Users are responsible for safeguarding client confidentiality in compliance with applicable data protection laws and Findhelp guidelines.
  + Staff should report any technical issues with the platform promptly to the NCFF Findhelp team.
  + Regularly review and update client records to ensure data accuracy and completeness within the Findhelp system.
* **NCFF Findhelp Team Contact**  
  For assistance, contact the NCFF Findhelp team at findhelp@nebraskachildren.org