**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