**Intro to Findhelp for Community Partners**

1. **The process to select software that supports the operation of the Community Collaboratives has been happening for nearly 3 years.**
   1. The project goals were:
      1. Reduce Administrative Burden
      2. Provide a single place to see a comprehensive view of services & supports individuals and families receive
      3. Have a system that is interoperable with other systems to facilitate secure information exchange
   2. We collected feedback on the functionality Community Collaboratives wanted from operational software through:
      1. Site visits (Zach conducted these as a consultant)
      2. Statewide Partner & Coordinator Calls
      3. Feedback during convenings
   3. After gathering feedback and requirements on functionality a core team at Nebraska Children evaluated software settling on Findhelp.
2. **Why we chose Findhelp**
   1. **Privacy and Help-Seeker Centric model**: Findhelp places the help-seeker at the center of their model by
   2. **Business Model:**
      1. Unlike some other vendors in this space, Findhelp does not make money by aggregating help-seeker data and selling that anonymized data to data brokers and others.
      2. Findhelp makes its money by licensing their platform to larger organizations, such as hospital networks, healthcare clinics, managed care organizations, accountable care organizations, and others.
      3. Findhelp is a Public Benefit Corporation. As a Public Benefit Corporation, Findhelp is legally obligated balance the interests of investors with the public benefits it seeks to create. This is how Findhelp is able to offer a free suite of tools to Community Based Organizations that support building a stronger social safety net.
   3. **Other Nebraska Organizations on Findhelp:** Findhelp already has a large footprint in Nebraska with over 184,000 Nebraskans on the platform and over 700 programs actively managed by local organizations. Many of Nebraska Children’s partners are using Findhelp including NIFA, Nebraska Health Network, Nebraska Total Care, and others.
   4. **Government Contracts:** Findhelp has won numerous government contracts – from Atlanta Public Schools to the South Dakota Department of Health and Human Services. This gave us confidence they could support the close working relationship we have with the State of Nebraska, Federal partners, and private funders.
   5. **Directory Quality:** We can probably all relate to the struggle of keeping a resource list up to date. Phone numbers, email addresses, and other important information is outdated almost as soon as the list is printed. Findhelp as a team of people who review each program before it is added to Findhelp’s directory, and those people check-in with the program’s contact at least once every 12 months to ensure the information listed is accurate. Just like Google, Findhelp sends bots out to the internet that check for updated phone numbers, websites, and more. When a bot notices a change, a human reviews the change.
      1. With Findhelp we can effectively outsource maintaining a resource list to their team.
3. **Findhelp Creates Efficiency by Combining Three Platforms into One.**
   1. **Common Data Platform:** We recognize that reporting creates a burden on everyone. As case workers, central navigators, coaches, and other front-line workers use Findhelp, Findhelp captures the data necessary for reporting purposes. With Findhelp we’ve eliminated the need to do data entry simply for the sake of reporting and we’ve put an end to manually count the number of people served.
   2. **Closed-Loop Referral Platform:** Findhelp enables collaborating organizations, and even individuals, to indicate whether or not a referral resulted in the help-seeker having their needs met or receiving assistance. With a few clicks, a referral receiving agency can indicate the outcome of the referral without compromising the help-seekers’ privacy.
   3. **System of Record:** Findhelp provides a single place to see all of the referrals, case notes, completed forms, and documents associated with a help-seeker. Findhelp is HIPAA-compliant, HITRUST compliant, and NIST Cybersecurity Framework certified. By using Findhelp as our system of record, we ensure that client data is securely stored in accordance with industry standards.
4. **Free Tools for Community-Based Organizations.**
   1. Findhelp offers a free suite of tools for Community-Based Organizations that offer free or reduced services that strengthen the social safety net. Your organization can get started with Findhelp today by visiting [www.findhelp.org](http://www.findhelp.org) and searching for your program.
   2. Nebraska Children and Families Foundation is paying for Community Collaboratives in the Bring Up Nebraska network to have access to more advanced features in Findhelp and customized report to support your Collective Impact work.