



FUNDAMENTALLY DIFFERENT

Creating lasting change is no small feat. At findhelp, we believe the complex challenges in our community call for an innovative, purpose-driven approach. Here's a little more about our organization and how we're leading the way.

AN OPEN, NATIONWIDE NETWORK

We've built the largest, most widely used network of free and reduced-cost programs in every ZIP Code across the U.S. This means your network doesn't need to be built at a cost, and even the most vulnerable populations can find help without restrictions or gatekeepers. You can focus the network on priority partners and special programs while still providing access to the full range of national, state and local programs with self-service.

COMMITMENT TO QUALITY

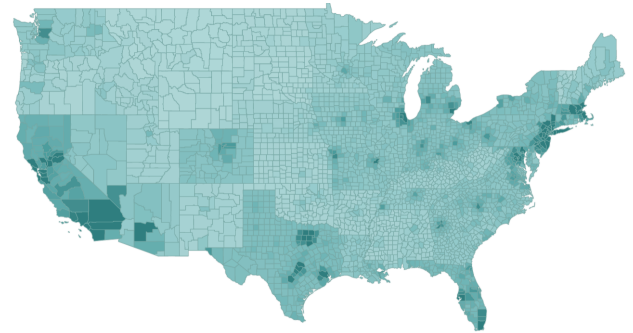
Data curation is one of our biggest investments. Our Data Operations Team based in Austin, Texas is the largest department in the company and is dedicated to researching information, entering new programs, and responding to changes across the country. With rigorous review and publishing processes, you can leave the time and effort of managing the network to us.

TRANSPARENT PRICING

What you see is what you get! Without any fees per user, seat, session, or referral — and no hidden upsell costs — we're able to encourage more people to get help on our platform.

FINDHELP BY THE NUMBERS

- > **9,000,000+**
Users Nationwide
- > **550,400+**
Program Locations
- > **4,000+**
Nonprofits Trained
Across 48 States
- > **100%**
Accuracy Required for
Publication
- > **82,300+**
Claimed Programs
- > **400+**
Customers



IMPACT FIRST

As a Public Benefit Corporation, we're required to consider the impact of our decisions on our workers, customers, suppliers, community, and the environment. We see revenue as a means to increase impact.

LASTING COMMUNITY ENGAGEMENT

Building and maintaining successful relationships with nonprofits requires trust; trust that your software vendors aren't selling information, that personal data is protected when someone receives help, and that big industries won't bias who can receive help. After implementing this work with hundreds of customers, we've created a set of guiding principles when we partner with nonprofits and social care organizations:

- > We serve people and nonprofits first;
- > We expect nothing in return for sending referrals to our network partners;
- > We protect and secure user data; and
- > We maintain privacy for both people in need and the providers that help them.

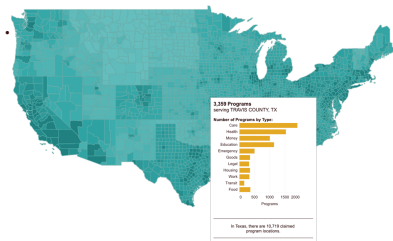
We foster deep, long-term relationships between our customers and the social care providers that receive referrals. This is a long-term project in which you partner alongside *with* us — not outsource *to* us. We grow a sustainable social care network that thrives beyond the onboarding period.



findhelp

NEXT-LEVEL ANALYTICS

Our vast data set of activity by millions of users for more than a decade provides the basis for statistically significant forecasting and predictive modeling exercises. Our native reporting suite includes over 40 standardized dashboards with filters that you can update, such as date range and region. Examples include searches over time by type and geography, a gap analysis of common searches vs. available resources, user engagement over time, and more. Raw data can also be pulled from our data warehouse via APIs or SQL database access, to blend with your own data repository and provide even deeper understanding of community needs and opportunities



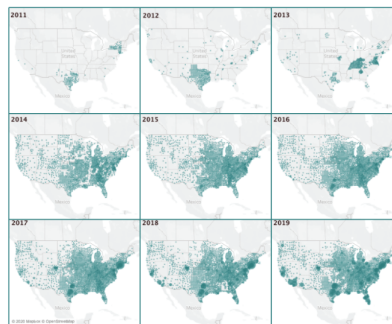
> View our interactive dashboard and data visualizations: <https://company.findhelp.com/our-solutions/network/>

CLOSED-LOOP REFERRALS

We document not just the closure of referral loops, but each step along the way. Because multiple users can view and update the current status, loop closure isn't dependent on the receiving care team. Referral status can also be updated right in your inbox via notification emails. Providing opportunities to keep social care records current at multiple touch points along the continuum of care translates to more closed loops. With our integration technology, any additions or changes in our database will reflect in your systems in real-time. Depending on your configuration, updates by nonprofits will reflect in your findhelp instance, and your staff will be able to see updates directly.

SCALABILITY

With findhelp, there is no limit to the number of users that can use your platform. This eliminates the need for licensing based on seat or usage, increasing the likelihood of rapid adoption in your community. Our application is built to support nationwide activity at scale, supporting fast growth. We've worked with multiple clients who have launched nationwide; we've also worked with clients who have expanded location by location, launching new regions and teams in quick succession.



INTEROPERABILITY

We support information exchange with permissions at a national level, as well as more localized data sharing agreement networks. We advocate the use of interoperability standards for the exchange of assessment and referral data that allows patients, service providers, and other organizations to share documentation regardless of which system of record they use.

FREE TOOLS FOR NONPROFITS

We provide free intake, screening, and integration tools for nonprofits and social care providers to encourage them to receive vetted referrals from people seeking help on our network. With the support of our Community Engagement team, nonprofits also receive free webinars, on-site training, and other events, with no hidden costs.

INTEGRATION

You shouldn't be burdened by costly custom configurations. This is why we use FHIR-based APIs to support data exchange with electronic health records (EHRs) and care platforms such as Epic, Cerner, eClinicalWorks, athenahealth, and more. Because we handle integrations in-house rather than hiring a third party to do the work, the process is faster, your data doesn't need to be shared with unknown parties, and your development team saves human hours otherwise spent interfacing with multiple players.

TAILORED SEARCH

Searching from a wide base with the ability to filter on multiple dimensions generates relevant results without prematurely excluding available programs. Sophisticated filters refine search results as deep as you need, resulting in the most relevant resources for your users. Dynamically populated filters appear in response to each search, culled from hundreds of available categories. Adapted screening tools provide additional means testing and eligibility checks at the point of referral.

PRIORITY ON PRIVACY

We take extraordinary measures to secure the information of our end users. Unlike other approaches to privacy in which any registered navigator has unrestricted access to referral history, we require consent with every referral. Our users control who can see their information and can change or remove that access at any time. We received the HITRUST CSF Certification and HITRUST Certification of the NIST Cybersecurity Framework, which place us in an elite group of organizations worldwide that meets the most stringent regulations for protecting sensitive information.

> Want to learn more? go.findhelp.com/learn