

LinkU Overview

Roger Stremming

Community Engagement
Manager, Findhelp



findhelp

LinkU
Make the Connection.

DC | **HEALTH**
GOVERNMENT OF THE DISTRICT OF COLUMBIA

WE ARE WASHINGTON
GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR



Agenda



- Findhelp Introduction
- LinkU Overview
- Engaging with LinkU



OUR MISSION

To connect all people in need and the programs that serve them, **with dignity and ease.**



Ecosystem: Closed-Loop Referral Platform



CONFIGURE YOUR NETWORK



SCREEN & ASSESS



FIND & CONNECT



DELIVER SERVICES



ANALYZE & REPORT

SAFE & SECURE

Put the privacy of your [seekers] at the center with our HIPAA compliant and HITRUST-certified platform.

FINDHELP'S SOCIAL CARE NETWORK

Nation's Largest Network of Free and Reduced-Cost Services



Free Program Management Tools for CBOs

We provide a suite of tools for any community partner that claims their listing on our platform.

613,630+

Participating
Program Locations

- ✓ Update service offerings and capacity
- ✓ Process inbound referrals and applications for services
- ✓ Publish available appointment slots for intake purposes with clients
- ✓ Suite of reporting tools to measure inbound activities
- ✓ Update referral status by email



A House with Many Doors: Claiming your program allows you to receive referrals from multiple sources

Managed Care Plans



Health Systems



CRISP DC HIE + LinkU Community Site





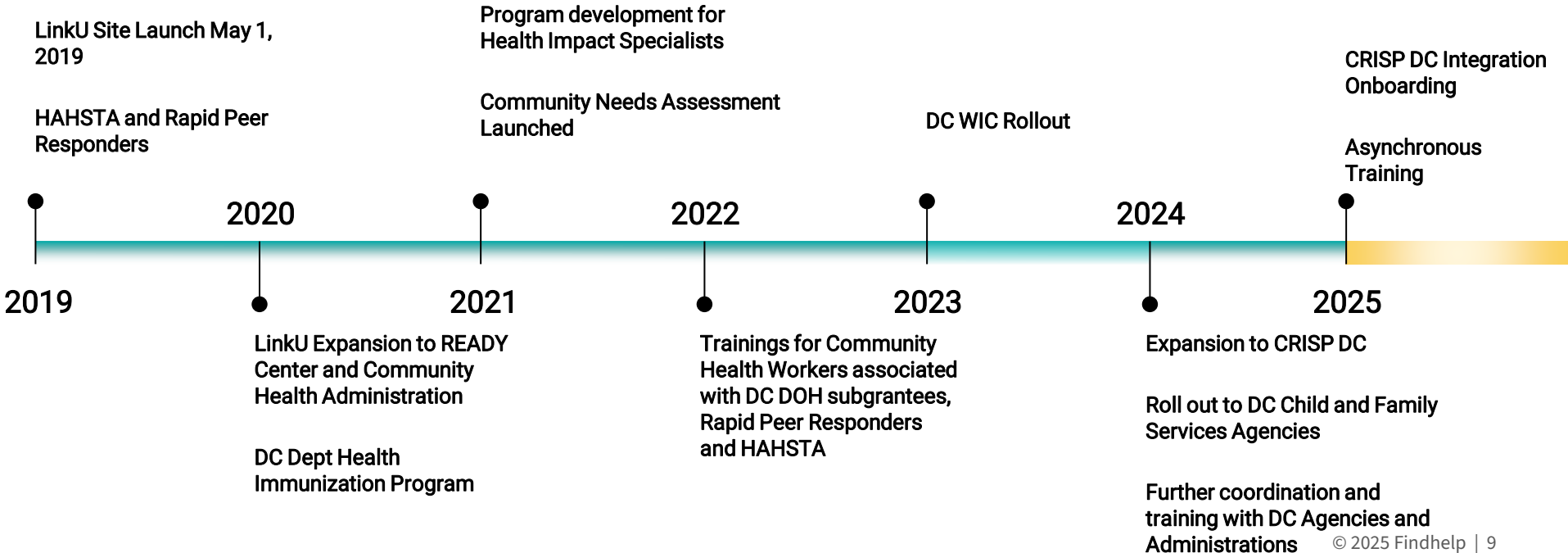
What is LinkU?

- LinkU, powered by findhelp.org, is a free online **community resource directory and e-referral platform** for DC residents, clients and community providers.
- LinkU connects the DC community with social care resources across the DMV region, and is also used to **track client outcomes** for various programs within the DC Department of Health and DC Department of Corrections (READY Center)





LinkU History and Timeline





LinkU Sites and Access

These sites have been custom branded for the DC Dept. of Health.



Staff Site: staff.linkudmv.org

- Meant for DC DOH Staff and other groups identified by DC DOH
- Allows you to use additional tools
- Allows for collaboration between teams
- Facilitates data for reporting & analytics

Community Site: linkudmv.org

- Share this site with seekers and local programs
- Created for seekers to self-serve and connect with programs anonymously



Quick Demo



LinkU
Make the Connection.



How to Use LinkU Effectively

Assess Social Needs

Use the Social Needs Screening tool to assess client needs and connect to resources



Strengthen the Network

Suggest programs and changes

Refer to Programs

Connect clients directly to programs and stay up to date on outcomes

Manage Your Program

Claim and update your program listing
Use LinkU to manage referrals and get analytics



Assess

Social Needs Screener

- Use the Social Needs Screening tool to assess clients needs and find resources that meet their needs
- The completed assessment will generate suggested programs to streamline referrals that fit their needs.
- The answers will also be saved to the seeker's profile

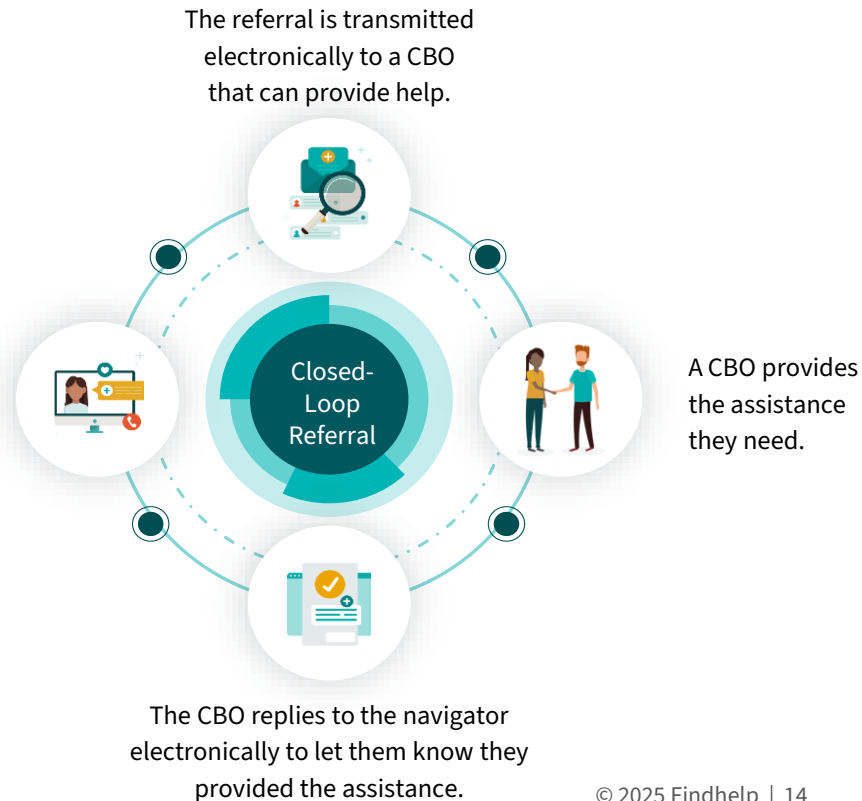
The screenshot shows the 'Social Needs Screener' web interface. At the top, there is a teal header with the title 'Social Needs Screener' in white. Below the title, there is a language selection dropdown menu labeled 'Select Language' and a 'Translate' button. A message in white text on the teal background reads: 'Need help finding support? Please complete this quick assessment so that we can help you find resources to meet your needs.' Below this is a white form area with a blue header for 'General Information'. The form contains three input fields, each with a label and an asterisk: 'First Name *', 'Last Name *', and 'Preferred Name *'. Each field has a horizontal line representing the input area.



Refer to Programs

Referring a seeker to a program is directly connecting them with the next step to get the support or resource that program provides. This happens through live and logged referrals.

A navigator (like a social worker at a non-HIPAA covered organization) makes a referral for service on behalf of someone who needs help.





Program Management

[LinkU](#) empowers and supports Community Organizations to more easily and effectively help people in need of your services. One of the main ways organizations can access this support is by creating a free account and claiming their program(s).

Claiming your program allows you to access and update your program's information, create intake screeners and eligibility assessments, review reporting and analytics tools, and more – all for free!

Event	What's it About?	Who Should Attend?	What are the Dates?
101: Introduction to Findhelp	How to connect your clients to local resources, claim your organization's program(s), and update your program(s) information.	Anyone at your organization who supports your clients or wants to learn more.	2nd Tuesday of the Month 2 - 3 pm, Central Time Register Here
201: Exploring Free Tools	How to give access to your staff, set up intake screeners or applications, report on your program's usage, and respond to incoming referrals.	Your program managers and leaders.	3rd Tuesday of the Month 2 - 3 pm, Central Time Register Here



Strengthen the Network

Any user of LinkU or other Findhelp platforms can add to the network!

Use https://linkudmv.org/find_a_program to suggest new programs or use the Suggest button to suggest edits to existing programs!

Suggest a Program

First, let's do a quick check!

Fill out the form below with any information you have, and we'll check if the program you're looking for is already listed.

Program or Provider Name

State program serves

Phone Number

Website

MORE INFO ▾

★ SAVE ↗ SHARE 📄 NOTES ✎ SUGGEST

Let us know about any missing or out-of-date information ✕

From*

Your email (in case we have a question).

Message*

Tell us how to make this listing better.

Work here?
Manage this listing to unlock and update this listing.

We'll notify our data management team to update this listing.