



## findhelp.org in Pennsylvania

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For more information on our footprint in Pennsylvania, visit our [state landing page](#) featuring monthly updates on our network data, local stories, and upcoming events.

### What is findhelp?

findhelp was founded in 2010 to offer an easier way to find social services and to connect to them directly and electronically and has since built the largest nationwide network of free and reduced-cost programs. Our mission is to connect all people in need and the programs that serve them (with dignity and ease).

### What is [findhelp.org](#)?

[findhelp.org](#) is an online search and referral platform of free and reduced-cost services. It is powered by findhelp and provides access to social services nationwide. Our network lists 1,270+ programs in every ZIP Code in the U.S. This means that anyone, anywhere, can find help on our network by browsing available local, state, and national programs that serve their area. This free tool is easy to use and helps people in need as well as the organizations that serve them.

### How long has findhelp been active in Pennsylvania?

We established our Pennsylvania network in 2015. Since then, there have been more than 209,000 users and 1 million searches across all 67 counties. Our users are people in need, workers at nonprofits and government agencies, or employees of our 14 customers that serve Pennsylvanians.

### Who uses findhelp's free intake tools to help address social care needs?

We support nearly **12,000 program service locations** across the state. Among the community-based organizations we support are [Bethlehem Haven](#), [Conquerors Community Development Corporation](#), [Eastern Area Adult Services](#), [Einstein Healthcare Network](#), [Feast of Justice](#), [Habitat of Humanity - Bucks County](#), [Greater Susquehanna Valley YMCA](#), [Pennsylvania Area Health Education Center](#), [Project Destiny](#), [United Communities Southeast Philadelphia](#)

### Who are findhelp's customers in Pennsylvania?

We partner with local, state, and national customers such as [Aetna](#), [Allegheny Health Network](#), [Children's Hospital of Philadelphia](#), [Gateway Health](#), [Geisinger Health System](#), [Health Federation of Philadelphia](#), [Health Partners Plans](#), [Jefferson Health](#), [PA Health and Wellness](#), [Penn Medicine](#), [St. Luke's University Health System](#) and [Trinity Health](#).

### Do I have to sign a contract with specific requirements to use [findhelp.org](#)?

No. We work together with our Community-Based Organization (CBO) partners to explore ways to improve social care. There are no strings attached to the use of our platform. We provide open access to a broad network and free suite of meaningful tools. CBOs have the flexibility to choose what makes sense for them.

### Does findhelp give CBOs control over their information sharing and data?

Yes. We believe service providers should have control over who has access to see their data. We support CBOs ability to make these decisions as this is critical to our mission to support people in need and the programs that serve them.



## Do you protect and secure the information shared on your site?

Yes. [We protect privacy](#) through HIPAA and FERPA compliance and we respect and protect the privacy of all Pennsylvanians in need of services. We're proud to be among a small group of organizations around the world to earn HITRUST CSF Certification and HITRUST Certification of the NIST Cybersecurity Framework for our site, endpoints, and supporting infrastructure.

## How is the findhelp network different from Unite Us?

[findhelp.org](#) is the most comprehensive open-access network of social care services in the nation. This means that anyone, anywhere can find and connect with the help that they need or assist a friend, client or family member in need. This can be done anonymously or with a free account. We offer people a way to self-navigate to resources and control the information that is shared with others. We offer CBOs a free toolkit of program management tools and impact reports.

## How is your privacy approach different from Unite Us?

We believe that Seekers (individuals in need) should have ultimate control of how their information is shared. Seekers **own** their data, CBOs **control** their data sharing, and each referral has a **consent**. We do not have an "all-in" consent. Other models put people's privacy at risk without their knowledge. At findhelp, [we believe](#) that **only Seekers** should have ultimate control of how their information is shared.

## What's problematic about the "all-in" consent model?

Under this model, a Seeker is asked if they are willing to share their information with a "network" but how do they know which organizations belong to the network? A network is not defined by a point in time — it will grow over time. Seekers are asked a binary question — either they share their information with a "network," or they don't participate (*and in some cases, this means they don't receive help*).

## Do I have flexibility to track my own outcomes on [findhelp.org](#)?

Yes! We offer the ability to track the people you are helping, see the impact your program is having in the community, and configure your own outcomes tracking forms right within the platform. Learn more about our data collections forms in the [support section](#) of the platform.

## Can I use the referral network system that makes sense for me?

Yes. We're investing in Pennsylvania communities for the long term and are committed to ensuring that individuals connect to the resources that they need. We believe that service providers should be able to work within their **chosen systems of record**, to **choose** which systems they want to integrate with, and have **control** over who has access to see their data. We will continue to advocate for our CBO partners and Seekers across Pennsylvania and welcome the state and other institutions to discuss an [inclusive approach to interoperability](#), focusing on data sharing standards that allow us all to be good stewards of the information entrusted to us. We're excited to continue working with our customers and nonprofits across the state in their efforts to take great care of Pennsylvanians.

