

frequently asked questions



How do I get help?

We understand that the process of looking for services can be stressful, and we hope findhelpidaho.org can help. Our network of Idaho resources exists to make the process of getting help quick and easy. All programs listed are free or reduced-cost with relevant, up-to-date information. It's free to search and connect to programs and services on findhelpidaho.org. Searching is zip code-based to connect you with services directly in your region and can be done completely anonymously.

Is findhelpidaho.org private?

All the information on findhelpidaho.org is HI-Trust Certified and FERPA and HIPAA compliant. Users also have the option to conduct searches completely anonymously to bring dignity to those looking for help.

What is a referral?

A referral connects a person looking for help to a program that can serve them. This one-click process is the easiest way to connect to programs in the findhelpidaho.org network. Referrals are logged into the findhelpidaho.org system for ease of tracking across organizations. Permission is always requested when making a referral on behalf of someone else.

Is findhelpidaho.org accessible?

The search and referral platform is specifically designed to meet the needs of the end users and is verified through ongoing review and on-site visits with the users of the tools. The platform is compliant with national standards for accessibility (WCAG 2AA compliant), and can be immediately translated into 100+ languages using the Google Translate feature.

How does findhelpidaho.org support community-based organizations?

findhelpidaho.org allows organizations that have [claimed](#) their [program listing](#) to receive and manage [referrals](#) through the site, build custom [screening questionnaires](#), and access [analytics](#) that reflect service delivery and needs in the community. Tools are designed to help organizations manage their workflows and serve clients more efficiently.

Is there an app?

Yes! There is an app for the public version of findhelp.org, which has the same local zip code search functionality as the main findhelpidaho.org website.

How/where do you get your programs?

At findhelpidaho.org, our Data Operations team actively reviews and adds new programs to our platform daily. Program data is verified through direct engagement with programs through on-site collaboration and claimed website listings. The result is an active program listing that has been verified and optimized for the best user experience.

Why can't I find the program I am looking for?

We only show programs in the areas where they provide service. You may need to update the zip code that you're searching in. For example, if you are looking for a program with a zip code in County A but the services are only provided for residents of County B, you would need to use a zip code in County B to see that resource. If you do not see a program that fits the above criteria, use our [Suggest a Program](#) tool to submit a new program. We rely on the support of our communities to help ensure all resources are listed in the database. *You do not need to work at an organization to submit it to findhelpidaho.org.*

How do I suggest a program?

You can suggest a program using the "Suggest Program" link in the footer of the site. Here, you will also find a template that you can use to suggest multiple programs at once.

[Browse Programs](#) [Suggest Program](#) [Claim Programs](#) [For Nonprofits](#) [About Us](#) [Accessibility](#) [Terms](#) [Privacy](#)

What does the check mark on the program mean?

The claimed badge is a marker findhelpidaho.org uses on program cards to indicate the program has been [claimed](#). Claiming means:

1. Information associated with the program has been reviewed for accuracy by someone who works for the organization that administers the program.
2. Providers have access to continually update their program information.

Claiming is essentially a provider saying, "I work at this organization and I'd like to make sure my program's information is up to date."

Why am I not receiving emails from findhelpidaho.org?

Sometimes organizations pre-filter emails that they don't recognize. This is to protect employees from unwanted emails. Because of these protections, your systems may be preventing our emails from arriving in your inbox. This includes account confirmation emails, password reset emails, referral notifications, and more. Here are some things you can do to ensure you're getting the communication you need from us:

Add our email addresses your contact list

hello@findhelpmail.com

Your IT team can whitelist our sending domain by DNS hostname or by IP address:

findhelpmail.com

159.135.232.210

How can I contact findhelp.org?

For general questions about how the platform works, requests for materials, job applications, and more, you can contact us by filling out [this form](#).

Visit findhelpidaho.org for more information and to get started.

