



findhelp

→ **Findhelp Overview for TX
NMDOH**



→ Agenda

- Findhelp Overview and Platform Demo
- Testimonials:
 - Texas Children's Health Plan
 - Kids' Meals
- Questions and Discussion



Today's Speakers



Emily Parmely

*Director, Customer &
Community Success*
findhelp



Suzana Rendon

Community Health Manager
Texas Children's Health Plan



Jody Perry

*Family Database and Routing
Manager*
Kids' Meals



Findhelp Overview



Our Mission

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

Our Vision

We envision a safety net where **everyone** gets the help they need.



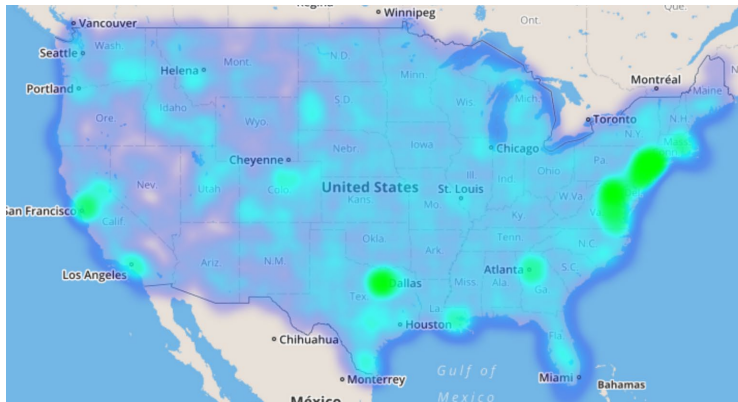
Findhelp is the only social care vendor whose mission is industry-agnostic, supporting a true 'no wrong door' approach to help that includes CBO-initiated referrals and self-referrals.



Nationwide Network

Our search is in every ZIP Code in the United States. This heat map shows searches across the country.

We're transparent about our program network — you can see program information availability for every county in the US ([link](#)).



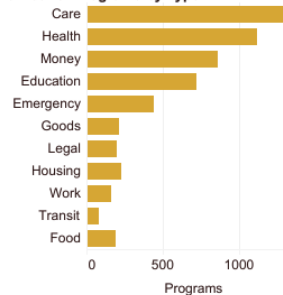
36,000,064 Users

610,000 Program Locations

105,000+ In-Network Locations

2,457 Programs serving LEON COUNTY, FL

Number of Programs by Type:



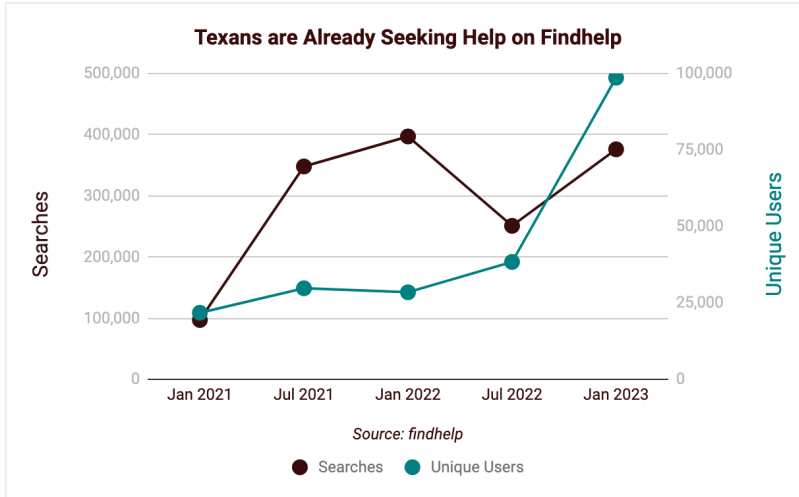
In Florida, there are 9,370 claimed program locations.



Texas Network

Our social care network in **Texas** by the numbers:

- **3.2M** users; **19M** searches across the state
- **13,052** in-network programs serving residents of Texas in need on our platform.
- **34,360+** available programs.



ONE ACCORD
- FOR KIDS -



BlueCross
BlueShield

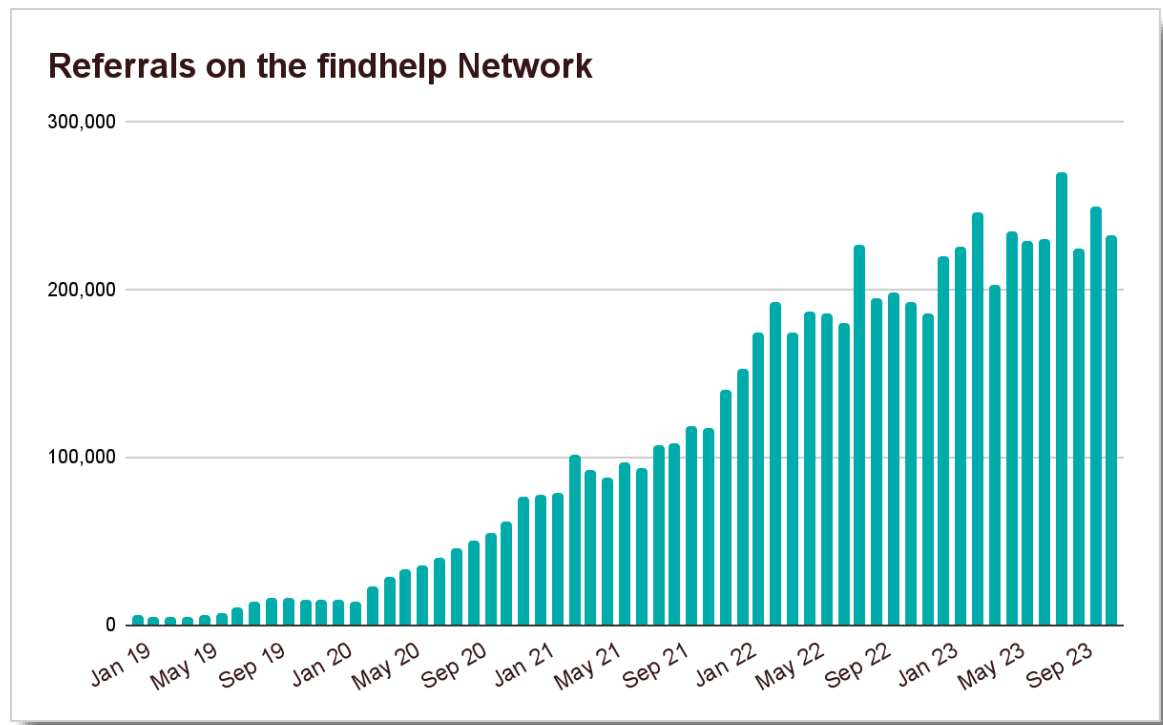




The largest closed-loop referral network

Findhelp has the largest closed-loop referral network in the United States.

Customers who choose our network join an active network with participating nonprofits nationwide.





Comprehensive Workflows

Needs Identification

Proactive and Integrated Risk and Need Identification

- Configurable Assessments
- Integrated Third-Party Risk Stratification
- Goal Tracking
- Social Vulnerability Index
- Self-Assessments
- Payer Eligibility Criteria

Network Curation

Open, Focused, and Contracted Networks serving all populations

- Highest Network Quality
- Customer Control
- Eligibility-based Search
- Free CBO Tools
- Contracted Providers
- Retail Providers

Case Management

Community Information Exchange Tools

- Closed-Loop Referrals
- Outcome Tracking
- Code-Mapping
- Integration
- Analytics & Reporting
- Data Exchange
- Interoperability



Social Care Networks





Principles

Nationwide Network

Local networks are not good enough on their own. Having access to national open networks provides many more resources, benefits, and options for people in need. Having both local and national are essential for breadth and depth.

Self-Navigation

People should be able to self-navigate with ease, and do so in private when preferred.

Equity

Examples are 5th grade level, not hiding programs in the open network, product is WCAG 2.0 compliant, application is mobile responsive, proactively research programs related to child welfare and other underserved populations.

Supporting CBOs

Do not force or ask nonprofits to sign a contract or to pay to be able to use the platform.

Do not sell data

CLRS vendors and CBOs and other users should not be permitted to sell, transfer, or otherwise share data for financial gain.

Interoperability

Vendors in this space should comply with USCDIv3 interoperability, FHIR standards, and integrate with the major EHR and care management systems of the US.

Privacy

Per referral consent or transparency into the network-consent, and permission and role based access.

CBO Choice in Case Management Tools

No forced mandates by government or vendors to use only one technology in the community, which can have adverse consequences on health equity, access to reimbursable care, and otherwise put the community at the mercy of a vendor controlling access to care via their terms.



Platform Demonstration



Texas Children's Health Plan

Texas Children's Health Plan



25 Year History

- 3rd largest Health Plan in Texas
- 45% market share in Harris County



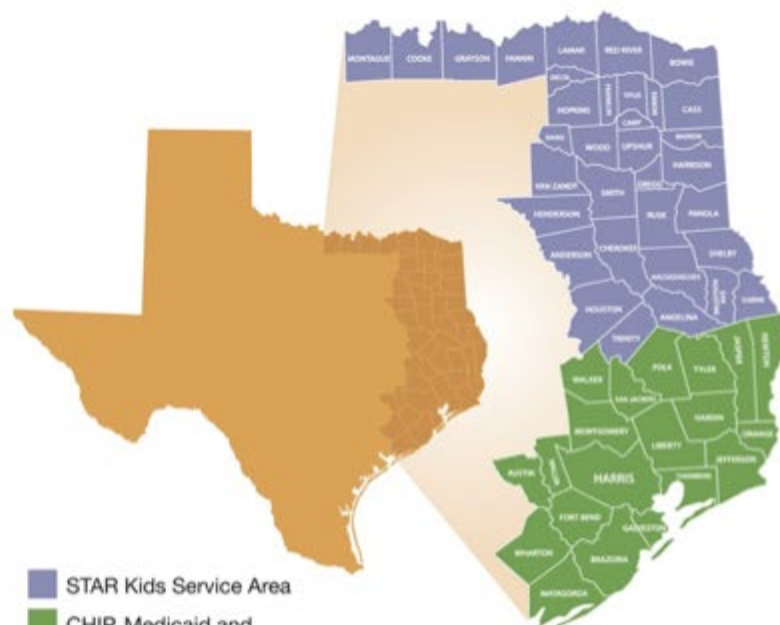
Members

- Over 600,000 Covered Lives
- 42% growth since pandemic
- STAR, CHIP and STARKids LOB



Providers

- > 27,000 Providers



STAR Kids Service Area

CHIP, Medicaid and
STAR Kids Service Area



> Texas Children's and findhelp

Key Success Elements:

EHR Integration - Epic launch integration for staff for efficiency. Multiple access points for patient self service.

Staff Training: Training videos and support for staff with focus on new clinical areas and regions

Community Partnership Strategy: Establish strong CBO referral partnerships in phases/cohorts to focus on meeting shifting needs



> Texas Children's Community Partnership Timeline

2022:

- Determined priority referral partners
- Established initial trusted referral network of CBO partners
- Developed clear workflow solutions with trusted CBO partners

2023:

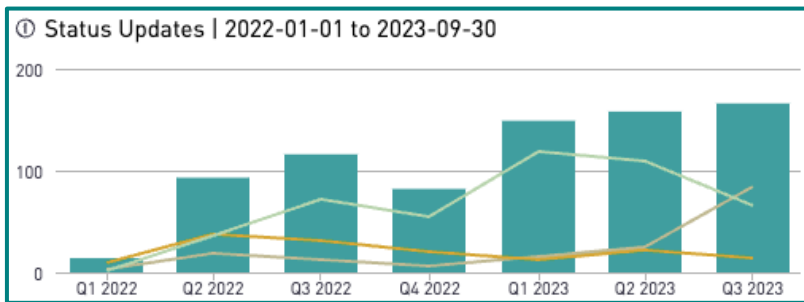
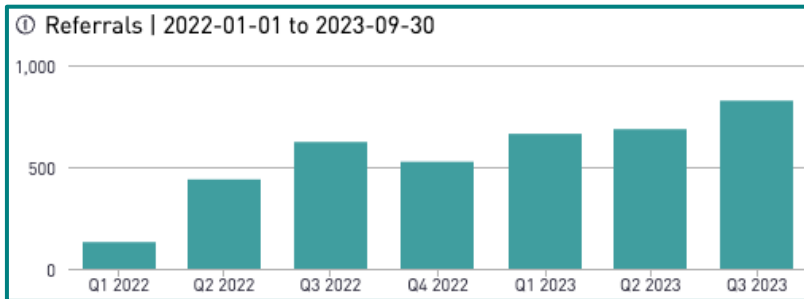
- Featured trusted CBO partners internally to boost referrals to those programs
- Began outreach to build stronger food security network
- Explored CBO incentive opportunities to build partner capacity and improve outcomes

2024:

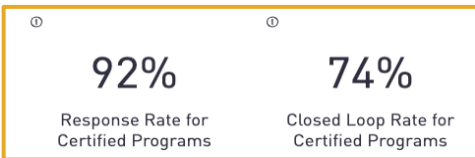
- Finalize plans for CBO incentives project and select partners
- Establish referral partnerships in Austin area



Texas Children's Referral Outcomes



■ Seeker ■ Navigator ■ Organization



Key drivers of improved outcomes:

- Strong relationships with CBO partners
- Co-developing clear workflow solutions on referral intake with CBO staff
- Training CBO staff on platform usage, including findhelp certification
- Internally driving higher percentage of referrals to trusted CBO partners



> 2024 Goals & Next Steps

- **Continue to utilize analytics to help measure impact from training and expansion**
 - Leverage findhelp data to identify champions, areas to improve, and identify new potential partners.
- **Successfully launch food security pilot - actively building relationships with CBOs.**
- **Continuous review internally with key stakeholders to identify the next vector of focus:**
 - I.e.: Housing, childcare, utilities, migrant services
- **Grow findhelp usage and community partnerships to align with TCH geographic expansion**




Texas Children's Family Resources

Texas Children's | FAMILY RESOURCES Support Sign Up Log In

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost **help starts here:**

ZIP



NOTE: Texas Children's is working with the [findhelp organization](#) to provide this online tool to find local resources to meet the needs of those living in the communities we serve.

Findhelp is not an affiliate of Texas Children's. Family Resources uses the findhelp directory of third-party resources and community-based resources available in a specific community that are free and/or low-cost. Texas Children's does not endorse third-party organizations and resources linked in the findhelp directory.

By continuing, you agree to the [Terms & Privacy](#)

Available to anyone in the community, free of cost



Kids' Meals

THE MISSION



Our mission is to **end childhood hunger** by delivering free healthy meals to the doorsteps of Houston's hungriest preschool-aged children, and through collaboration, provide their families with resources to help end the cycle of poverty.

Founded in 2006 as Kids' Meals, Inc., we are the **first and only** charity of our kind—one that focuses on direct delivery of meals and food where it's needed most, the homes and families of preschool-aged children. This puts food directly in the hands of children who might otherwise have insufficient nutrition at a critical stage of development.

By breaking the cycles of hunger, food insecurity and poverty, Kids' Meals **gives every child we serve better nutrition today, and improved prospects for success in school and beyond.**



THE IMPACT

Kids' Meals now serves an annual daily average of **7,300 children per day in Harris County**, filling an important gap before kids are old enough to attend public schools and can get free breakfasts and lunches.

On holidays and during the summer, Kids' Meals makes and delivers more than **11,000 meals each weekday** to our preschool-aged children and their school-aged siblings.

Kids' Meals will lead by providing transformational services.





> Partnering with Texas Children's and findhelp

- Application on file with Texas Children's
- Record and Track Outcomes
- Refer Families on Kids' Meals Program to Other Resources
- Refer Families Who Don't Qualify for Kids' Meals to Other Programs



→ **Discussion**