findhelpidaho.org FAQ

How do I get help?

findhelpidaho.org exists to make the process of getting help simple and quick. It's free to search and connect to programs and services on findhelpidaho.org. Searching is zip code based and can be done completely anonymously. All services listed are free or reduced-cost. Visit findhelpidaho.org to see how easy connecting to free and reduced-cost programs can be!

Is findhelpidaho.org private?

All the information on findhelpidaho.org is HIPAA and FERPA compliant, and Hi-Trust Certified. The full data and security policy can be view here: Data & Security.

Is findhelpidaho.org accessible?

findhelpidaho.org is specifically designed to meet the needs of the end-users and is verified through ongoing review and onsite 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.

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

All programs in findhelpidaho.org must be free or reduced-cost to be listed. We also only show programs in the areas where they provide service. If you do not see a program that fits the above criteria, use our Suggest a Program tool to submit a new program!

How does findhelpidaho.org support community-based organizations?

findhelpidaho.org allows organizations that have claimed their program listings to receive and manage referrals the site, build custom screening questionnaires, and access data analytics reflect service delivery and needs in the community. Our tools are designed to help Organizations manage their workflows and serve clients more efficiently. To learn more, we encourage you to sign up for a free, virtual training here: findhelpidaho.org 101 training.

What does the check mark on the program mean?

The claimed badge is a marker findhelpidaho.org uses on program cards to indicate a 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." To learn more, we encourage you to sign up for a free, virtual training here: findhelpidaho.org 101 training.

How can I get more information about findhelpidaho.org?

For general questions about how the platform works, requests for materials, videos, and more please visit our toolkit at https://www.findhelpidaho.org/toolkit or contact us at supportfhi@unitedwaytv.org.