

**Davis Links
Resource Directory
Provider
Welcome Kit**



davislinks



Thank you for your interest in the Davis Links resource directory. The directory is a one-stop source that connects providers and community members to over 2,000 local resources and services for all stages of life. The directory is powered by [Findhelp](#), a nationwide social care platform that connects people to free and low-cost resources. The Davis Links agreement with Findhelp allows our resource directory to include resources that go beyond those that are typically considered free and low-cost. People can be connected to services that are needed but associated with a cost, such as behavioral health services, recreation programs, etc. If your program is not free or low-cost, please contact us to explore the possibility of listing your program in the directory.

The Davis Links resource directory is one part of Davis Links, a broad term encompassing the agencies, staff, services, and centers that are part of the system of resources for community members. The overall purpose of Davis Links is to improve access to resources and services. The vision is a community where everyone is connected, supported, and empowered to achieve well-being through a trusted network of care.

This Welcome Kit provides information to help you become familiar with basic tools and capabilities of the Davis Links resource directory. If you'd like to learn about other tools (favorites folders, referrals, groups, analytics, people I'm helping, etc.), please contact us.

We are here to help you use the resource directory successfully. We are happy to provide technical support, connect one-on-one, or provide tailored training for your organization. If you have any questions, please reach out to us at davislinks@daviscountyutah.gov.

Resource Directory Websites

Provider site: davislinksproviders.findhelp.com

- The provider site allows providers to connect clients to resources. You will need to create a free account to log in, claim programs, suggest programs, access analytics, make referrals, access referral results, etc.

Community site: davislinks.org

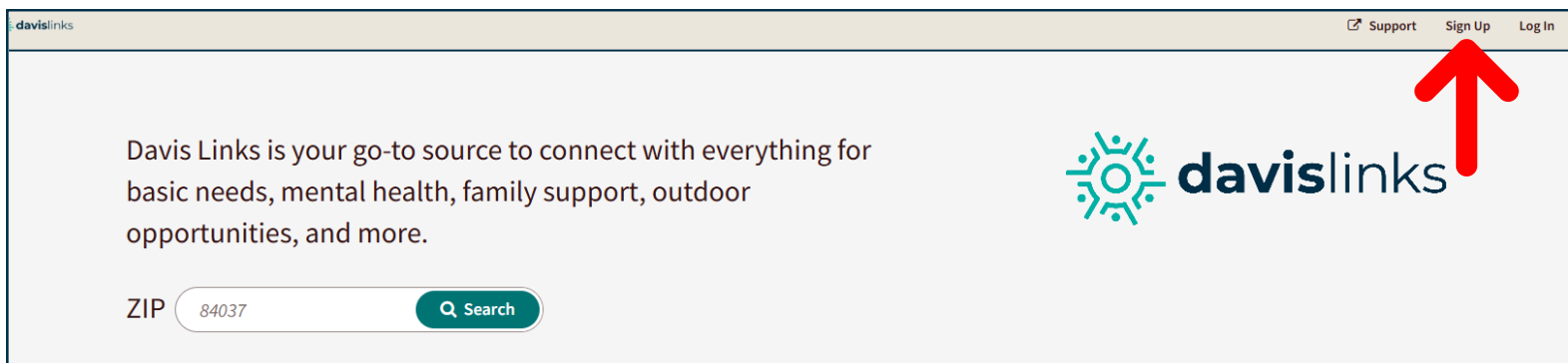
- The community site allows community members to connect to over 2,000 resources and services for all stages of life.

How to Sign Up

You will need to sign up on the provider site to have access to the tools and capabilities that the Findhelp platform provides.

To create your provider account, follow these instructions:

1. Visit davislinksproviders.findhelp.com and select sign up on the upper right side of the screen
2. Enter an email and set a password
3. Log in to the provider site



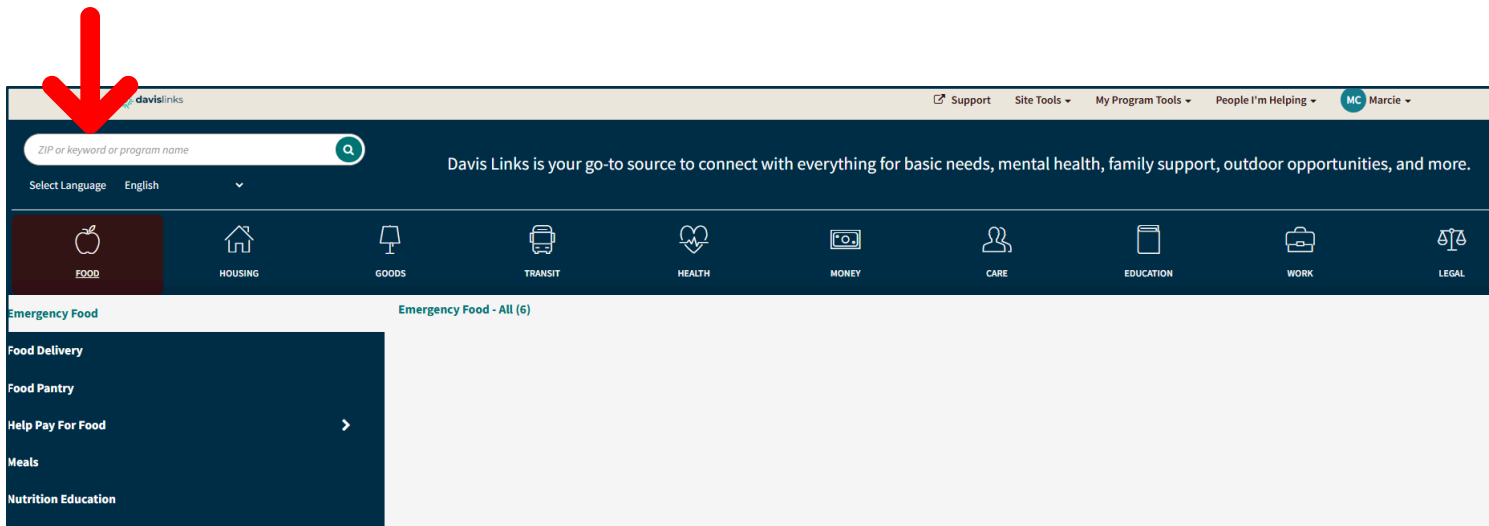
Emails from Findhelp

Since the directory is powered by Findhelp, you will receive emails from Findhelp. Emails may be sent when you initially sign up, claim programs, submit a program change, receive referrals, etc. Emails will come from support@findhelp.com, helpdesk support, hello@findhelpemail.com, etc. If you are expecting an email and haven't received it, ensure that Findhelp emails are not blocked. Also, check if the email is in your spam.

Make sure to allow [these specific emails and domains](#) for Findhelp.

How to Search For Programs

To search for programs, enter a ZIP code on the Davis Links homepage. This will take you to a dashboard (shown below) where you can search by program name or keyword using the search box in the upper left side of the screen. You can also use the category buttons and drop-down menus provided. Search to learn if your program is already listed. If it is listed, you can now claim it (refer to page 4). If it isn't listed, you can suggest it.



Your search will populate program cards. A program card contains all the relevant information you need to know about a program and different ways to share and interact with it.

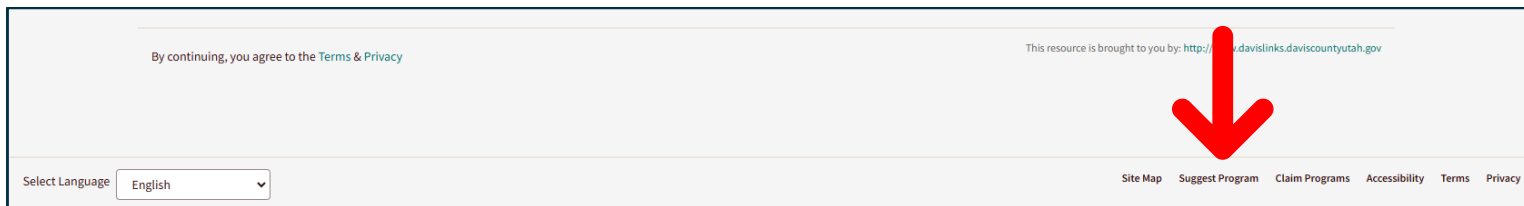


How to Suggest a Program

You can suggest programs by using the *Suggest Program* link on the lower right side of the screen. Each program uploaded to the directory will have a program card created. It is recommended to create a program card for each program your organization provides. To suggest a program, follow these instructions:

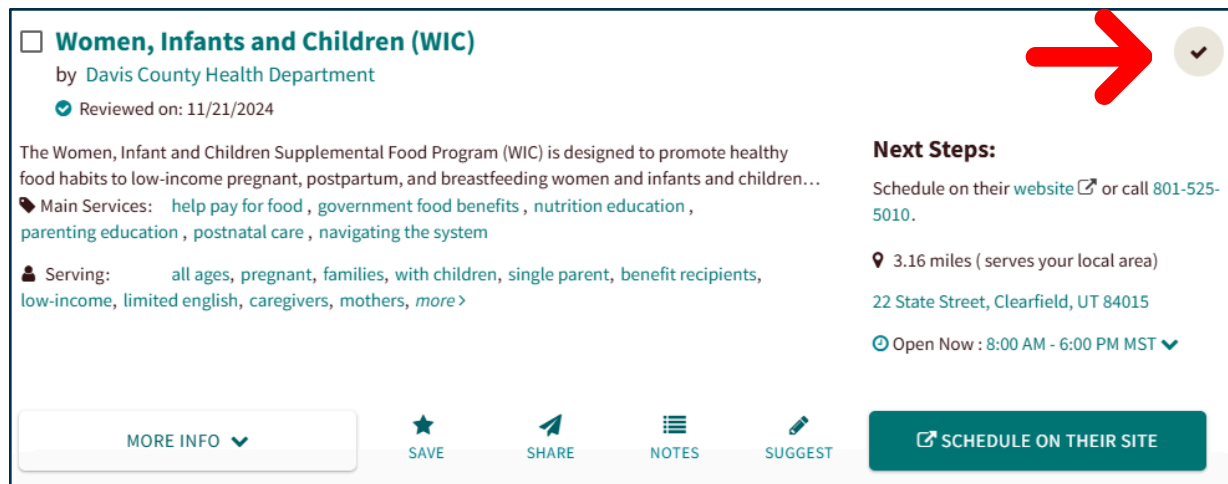
1. Log in to the provider site: davislinksproviders.findhelp.com
2. On the lower right side of the screen, select *Suggest Program*
3. Complete the form and select *Search*
4. Add additional information when prompted (i.e., address, phone number, website, and description)
5. Check the box next to *I work at this program*

The Findhelp curation team will review and verify the listing and create the program card for you. This typically takes 48 hours, though they are experiencing delays due to a high volume of requests.



How to Claim Programs

Once your program is in the Davis Links resource directory, you will want to claim it. This means that you are connecting your organization to your program(s) and taking ownership of them. To know if a program is claimed, look for the checkmark in the upper right side of the program card. Multiple people from an organization can claim the same program. There is no limit on how many people can claim a program from your organization.



How to Claim Programs Cont'd

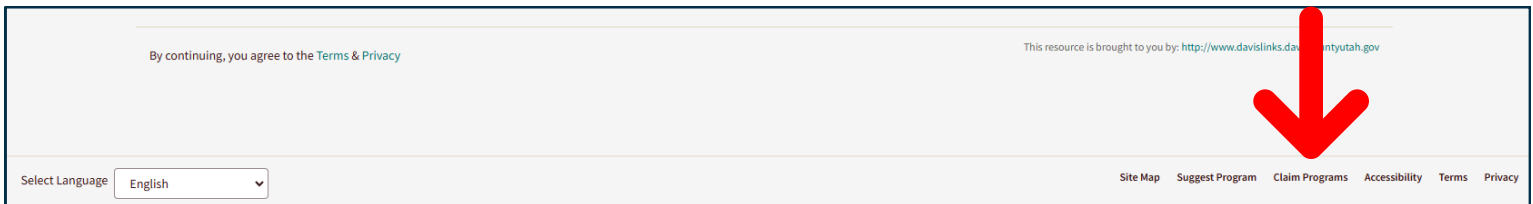
Claiming a program comes with many benefits, including:

1. Making and receiving referrals
2. Tracking referrals
3. Accessing your program(s) analytics
4. The ability to update your program card in real time as organization services change - it is recommended that information be verified for accuracy once a quarter.

To claim your program(s), follow these instructions:

1. Log in to the provider site: davislinksproviders.findhelp.com
2. On the lower right side of the screen, select *Claim Programs*
3. Type in the name of the program or the organization name and the ZIP code (ZIP code optional)
4. Select *Get Started*
5. Look through the list of programs that appear, and select *claim* on the ones you want to claim

Once you claim a program(s), a verification email will be sent from Findhelp to validate the claim. **This needs to be verified within 24 hours of receiving the email.** It can also take up to 24 hours after the claim is validated for the program tool dashboard to appear on your account.



Join the Network

Join America's largest network of community-serving organizations.
Get free tools to collaborate, report on impact, and serve your clients.

What program or agency do you work for?*

Program ZIP (optional)

Get Started

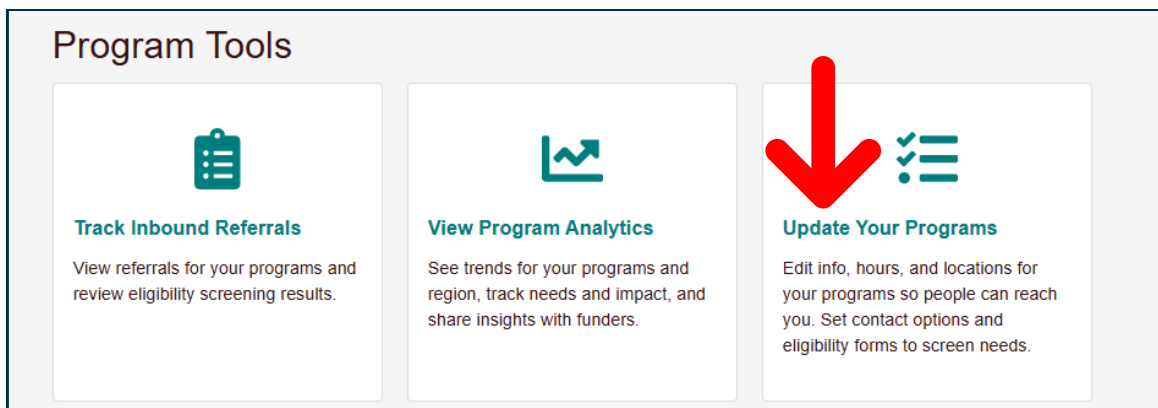
How to Update Program Card

If your program is already in the directory, but the information is not accurate, you can update the information in real time or by contacting Findhelp. Keeping your program information current is important to ensure providers and searchers can trust the site and have the most up-to-date information. It is recommended to update information when it changes, or at least quarterly. Findhelp will verify information at least once a year.

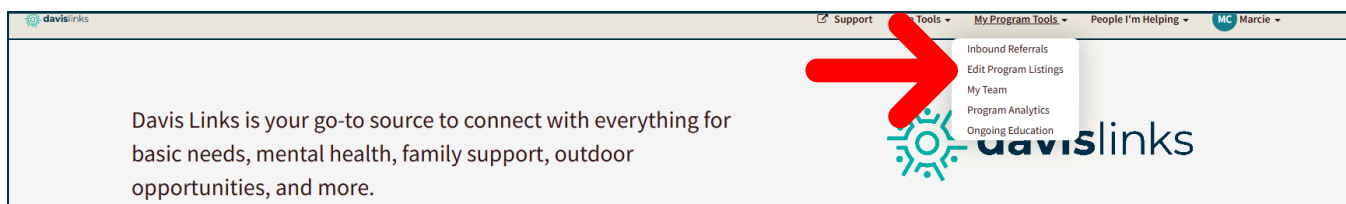
Update in Real Time

After you have claimed programs, program cards can be updated in real time. Anyone who has claimed the program has access to update the program card.

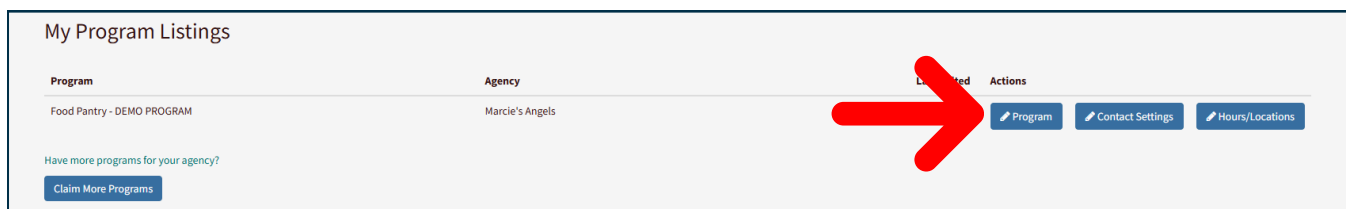
Use the Update Your Programs tile found on the Program Tools dashboard on your Davis Links homepage.



You can also update through the My Program Tools tab by selecting *Edit Program Listings* in the drop-down menu on the upper right side of the screen.



Select the *Program* button to edit your program information, and when finished, select the save button at the bottom of the screen.



How to Update Program Card Cont'd

Contact Findhelp

Use the *suggest* button found on the lower right side of the program card. The information will be sent to Findhelp who will contact your organization to verify the information. Organizations and the community can suggest updates using the suggest button. Updates typically occur in 48 hours.

The screenshot shows a program card for "Women, Infants and Children (WIC)" by Davis County Health Department. The card includes a "Reviewed on: 11/21/2024" status, a description of the program, and "Main Services" such as help pay for food, government food benefits, nutrition education, parenting education, postnatal care, and navigating the system. It also lists "Serving:" categories like all ages, pregnant, families, with children, single parent, benefit recipients, low-income, limited english, caregivers, and mothers. A "Next Steps" section provides contact information: "Schedule on their website" or call 801-525-5010, location "3.16 miles (serves your local area)" at "22 State Street, Clearfield, UT 84015", and "Open Now : 8:00 AM - 6:00 PM MST". At the bottom, there are buttons for "MORE INFO", "SAVE", "SHARE", "NOTES", "SUGGEST", and "SCHEDULE ON THEIR SITE". A large red arrow points to the "SUGGEST" button.

More Information

Many additional tools and functions are contained in the platform to improve workflow such as program analytics, inbound and outbound referrals, assessments, two-way texting, etc. To learn more about navigating the platform and using the available tools visit the [Findhelp Training Center](#), which offers brief video tutorials and live webinars available for registration. If you have any questions or would like more information, please email davislinks@daviscountyutah.gov. We look forward to connecting with you!