

Job Aid for Community Based Organizations

Findhelp User Guide and Social Care Network Referral Guide



Program Analytics

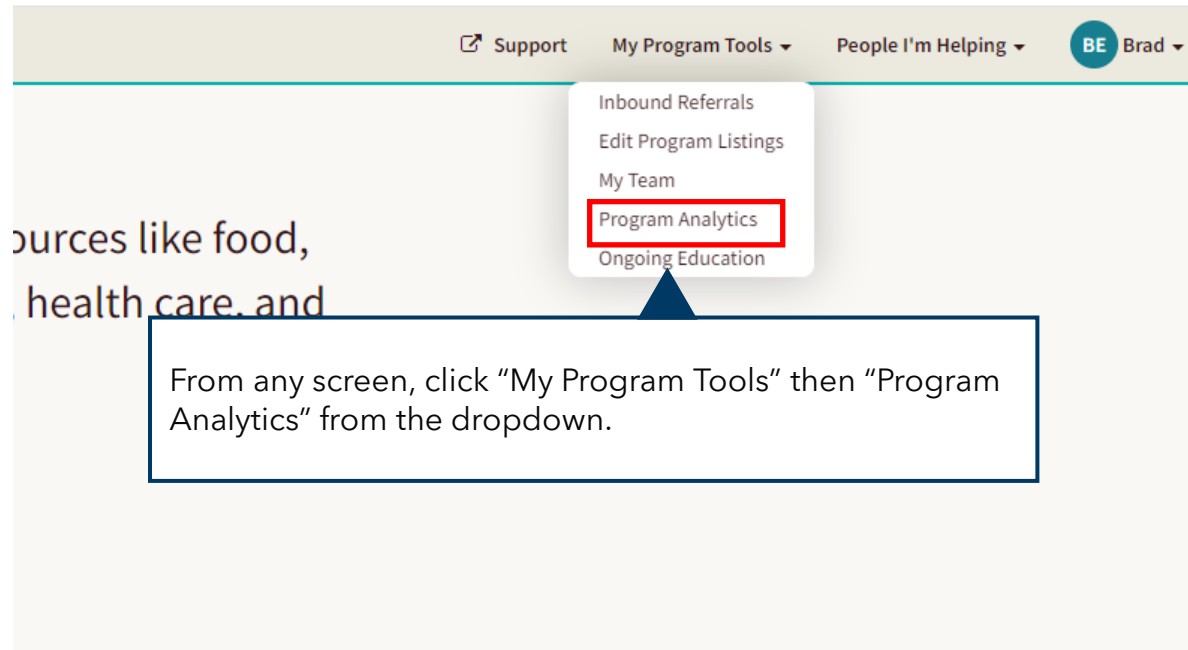
Overview of Program Analytics

Findhelp provides claimed users several free analytics tools that may be beneficial to your organization. Below is a brief overview of the reports that may be available to you:

Report Name	Description
Claimed Program Dashboard	<ul style="list-style-type: none">• How many and in what way are people interacting with your program?• How many referrals were received and what is the status of each referral?
Search Trends in your Coverage Area	<ul style="list-style-type: none">• What are the general search trends in terms of volume, search term, and geography?• How have searches within a service category changed over time?• How have searches within your geography changed over time?
Screener Dashboard*	<ul style="list-style-type: none">• How many screeners have been received and how many were incomplete?• How long does it take people to complete screeners?• How many people screened as eligible?
Data Collection Form Dashboard*	<ul style="list-style-type: none">• What additional support are we providing beyond initial point of service?

* These reports will only be available if you have set up the respective forms, screener forms or data collection forms.

Accessing Your Program Analytics

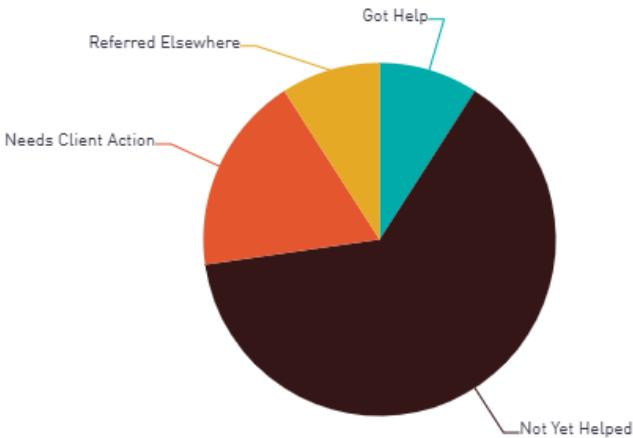


Claimed Program Dashboard

Key features:

- 1. Summary of how individuals engage with your program (i.e., do people click on your program card but not make a referral?)
- 2. Current referral Statuses (Note: this will be for ALL referrals you've received on findhelp, not just for Highmark/AHN).
- 3. See the name and contact information for the referral maker.

① Current Referral Statuses | 2024-08-01 to 2024-10-30



SENDER EMAIL	SENDER USERNAME	SENDER NAME
jamie.radick@highmarkhealth.org	jamie.radick@highmarkhealth.org	Jamie Radick
brad.eddy@highmarkhealth.org	brad.eddy@highmarkhealth.org	Brad Eddy
brad.eddy@highmarkhealth.org	brad.eddy@highmarkhealth.org	Brad Eddy



For more information on the Claimed Program Dashboard, see this article from findhelp: [Claimed Program Dashboard](#)

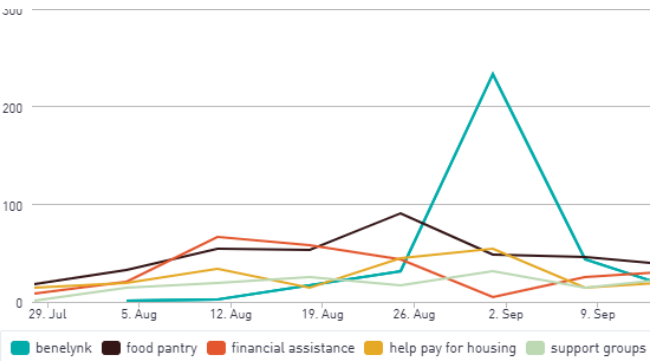
Search Trends in Your Coverage Area

Key features:

- 1. What kinds of services are people searching for in your area (Note: this will be for ALL referrals you've received on findhelp, not just for Highmark/AHN).
- 2. How are search trends changing over time?

① Most Common Search Terms | 2024-08-01 to 2024-10-30

TERM	DOMAIN	SEARCHES
benelynk		815
food pantry	food	609
financial assistance	money	396
help pay for housing	housing	371
support groups	care	258
temporary shelter	housing	201
clothing	goods	184
transportation	transit	153
help pay for childcare	money	148
help pay for car	money	140
bereavement	care	126
help find housing	housing	123
maintenance & repairs	housing	117
help pay for utilities	housing	111
help pay for food	food	107



For more information on the Claimed Program Dashboard, see this article from findhelp: [Search Trends in your Coverage Area](#)

Screener Dashboard

Key features:

1. Number of screener forms started.
2. Average time taken to complete a screener.
3. Overview of results from your screener submissions.



Note! This dashboard will ONLY be available if you have a screener activated and have received responses for your screener(s).

① Average time to Complete Screener



12:01:23

Average time to Complete Screener



For more information on the Claimed Program Dashboard, see this article from findhelp: [Screener Dashboard](#)

Data Collection form Dashboard



Note! This dashboard will ONLY be available if you have a data collection form activated and you have submitted responses to the form.

Key features:

1. Number of data collection forms submitted.
2. Downloadable aggregate of responses

Data Collection Form Details | 2024-08-01 to 2024-10-30

ID	PROGRAM NAME	SUBMITTED BY	SUBMITTED FOR
1926244	Highmark Demo Utility Service	brad.eddy@highmarkhealth.org	307e5fe0-b41b-42cf-909a-9ba08a150351
1895408	Highmark Demo Utility Service	brad.eddy@highmarkhealth.org	test@test.com



For more information on the Claimed Program Dashboard, see this article from findhelp: [Screener Dashboard](#)