

# > Building a Trusted Network with findhelp

## Our Approach

A Trusted Network Approach allows customers to prioritize specific community partners and feature them in search results. This tight-knit network of priority partners helps establish deep, long-term relationships which lead to stronger outcomes for the people you serve.

A successful and sustainable network requires that findhelp, our customers, and community partners each have a seat at the table. **These partnerships are the foundation for building Trusted Networks.**



## The Results

Successful outcomes include more closed-loop referrals, which include statuses like “Got Help”, “Eligible”, “No Capacity”, or “No Longer Interested”, that inform whether or not your population is getting the services they need.

Customers who have invested in this work alongside findhelp see high, sustained numbers of closed-loop referrals and response rates; some examples are shown below.



## Time and Resource Expectations



Customers dedicate **full or part-time** employees to lead this work



During the monitoring and expansion phase CE leads **devote 2-4 hours** a week



During groundwork and implementation, **community engagement (CE) leads devote up to 6 hours a week** on community engagement including a weekly meeting with findhelp

# Customer Requirements

Phase	Required Milestones	Findhelp Tools and Support	Typical Timeline
<b>Set Goals</b>	Identify CE lead(s)	<a href="#">Findhelp CE Lead Job description</a>	1-2 Months
	Set detailed goals for initial engagement	Kickoff presentation with findhelp CEM	
<b>Choose Partners</b>	CE lead enroll in CE lead training course	<a href="#">Self-serve course</a> on basic outreach best practices and CBO tools	1 Month
	Align on priority partners	<a href="#">Utilize data</a> + existing partners	
<b>Outreach, Workflows and Training</b>	CE lead complete CE lead course	Additional trainings available	2 Months
	Outreach language drafted & sent to initial target partners	CE engagement workbook	
	All initial target partners are trained and have documented workflow discussions	<a href="#">101 &amp; 201 CBO trainings</a> and partner tracking	
<b>Configuration and End User Training</b>	Partner organizations highlighted on site	<a href="#">Configuration tools</a>	2 Months
	Referring staff trained	Project team consult with findhelp CSM	
<b>Monitoring and Expansion</b>	Goal progress check	Project team will collaborate with findhelp team	Ongoing
	Set goals & targets for additional partner engagement	Consult with findhelp CEM on best practices	
	Establish & deploy maintenance strategy for established partners	Consult with findhelp on best practices	

## Want to Learn More?

Reach out to your findhelp Customer Success Manager or Community Engagement Manager at [customer@findhelp.com](mailto:customer@findhelp.com)