



Cultural and Linguistic Support on Findhelp Platforms

Findhelp platforms are free resources that **anyone can use** to connect with local community programs and services. Because we recognize that language and culture are often barriers to receiving care, we factor equity into product decisions so that we can serve as many people as possible.

Our [taxonomy](#) (program service tags and situational filters) is inclusive of distinct populations, their needs, and how they identify (gender identity, sexuality, culture). We have an internal standing working group that identifies and reviews service gaps, and researches the impact of proposed updates to our taxonomy.



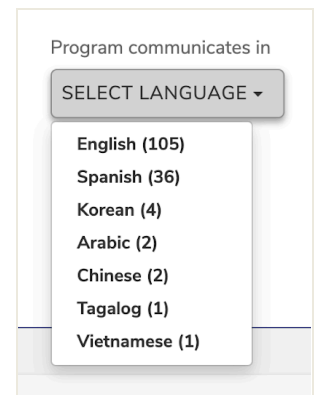
A Network for All

The programs that are part of the Findhelp network are as diverse as the people they support. We have multiple ways for users to find the programs that are the best for them or the person they're helping.

Tailor Your Search

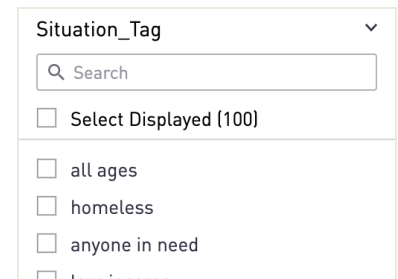
Our search filters are dynamic based on the entered search terms and programs that are available in the designated ZIP Code.

These filters can be used to identify programs that serve specific demographics, languages, and cultural backgrounds. As an example, 55% of our listed programs provide services in a language other than English.



Platform Analytics

Our [Program Summary Dashboard](#) includes a Situation_Tag filter so that reporting administrators can see the number of listed programs that serve specific demographics or populations (e.g. refugees, members of the LGBTQIA+ community).

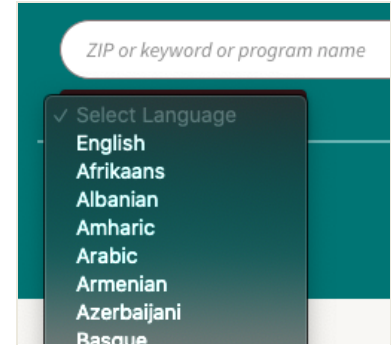




Language Support

We support sitewide translation for 100+ languages (including assessments and screening forms), and allow users to choose their preferred language for text messages and email notifications from the site.

For referrals, we share the chosen language preference with the referred-to program so that they can adapt their outreach as needed.



Digital Equity

We allow people to search and connect to programs anonymously, without ever logging in, as creating an account and remembering a password can be technological barriers. To keep the platform easy to use for a wide variety of educational attainment, all of our written messaging is kept to a 5th-grade reading level.

We prioritize accessibility compliance and our platform is mobile-responsive, so that we can meet people where they are, via the tools they already use.

User Feedback

We encourage our users (customers, community organizations, and the general public) to let us know about missing programs and/or programs that need to be updated. Our network curation team fields these suggestions and follows up within two business days.

Let us know about any missing or out-of-date information

From*

Your email (in case we have a question).

Message*

Tell us how to make this listing better.

Want to work with Findhelp?

[Schedule a demo](#) with one of our team members to see how we can support your organization's health equity goals.