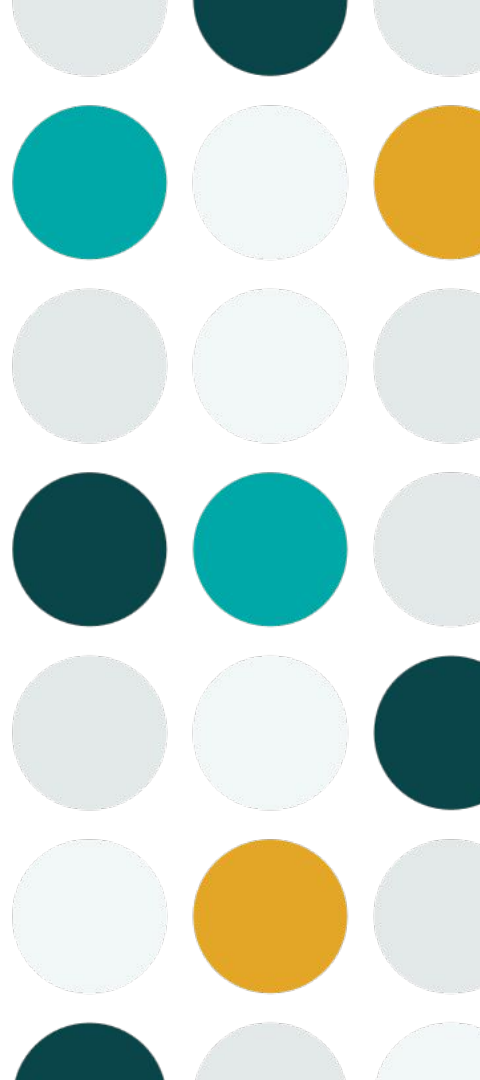




Mid-Year Review

Prepared for Davis County

Last revised on: July 8, 2025



Agenda



- Introductions
- Findhelp Updates
- Davis County Metrics
- Supply & Demand/Recommendations
- VPAT/Support Updates
- Findhelp Company Roadmap
- Questions & Closing

Findhelp Updates





findhelp



OUR MISSION

To connect all people in need and the programs that serve them, **with dignity and ease.**

OUR VISION

To power the American safety net by simplifying the process of connecting people to help.





Findhelp Named #1

“Best in KLAS” for SDoH Networks for Fourth Year



KLAS Research’s “2025 Best in KLAS” report named **Findhelp the top performer in Social Determinants of Health (SDoH) Network category** based on direct feedback from our healthcare customers over the past year!

Our score is 89.5 out of 100, and we’re proud to be the top-ranked vendor in this category (four years running!). We’re excited to continue working closely with our customers and partners in all industries to further enhance our platform.



Nationwide Network

Our network covers every ZIP Code in the United States; this heat map shows searches across the country.

We're transparent about our program network — you can see program availability for [every county in the US](#).



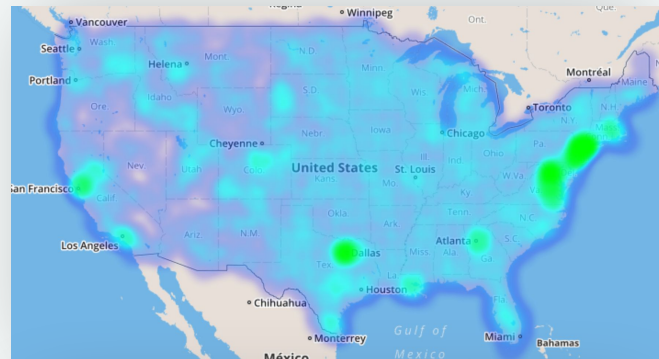
75,100,000+ Users



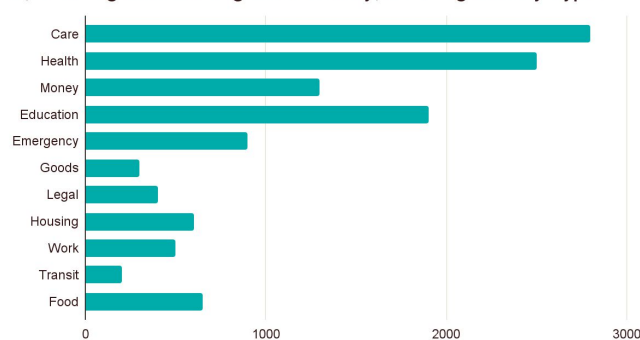
950K+ Program Locations



109,417+ In-Network Locations (*claimed*)



5,795 Programs Serving Cook County, IL / Programs by Type



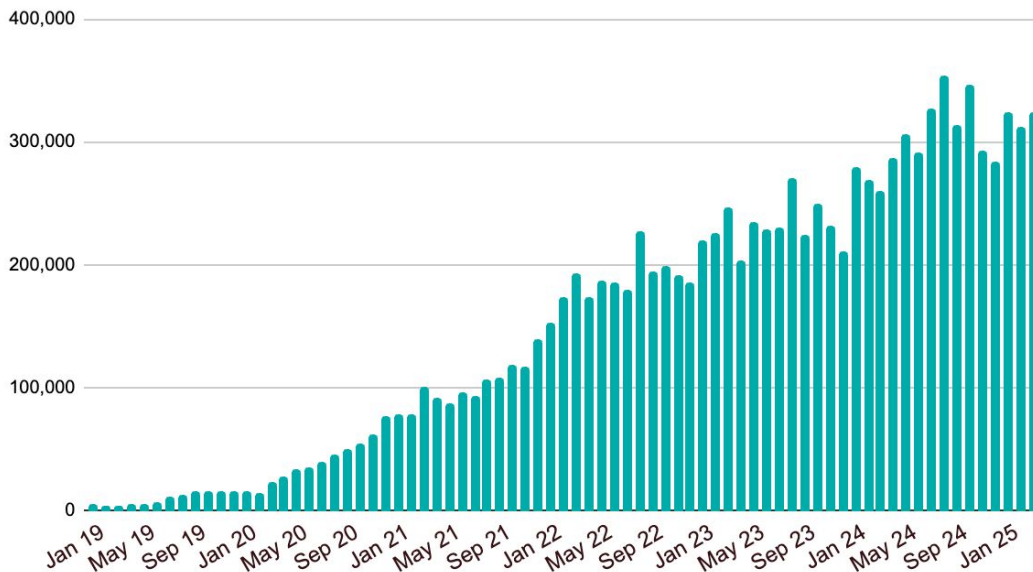


The Largest Closed-Loop Referral Network

Findhelp has the largest, **most engaged** closed-loop referral network in the United States.

Customers who choose our network join an active network with participating nonprofits nationwide.

Referrals on the Findhelp Network



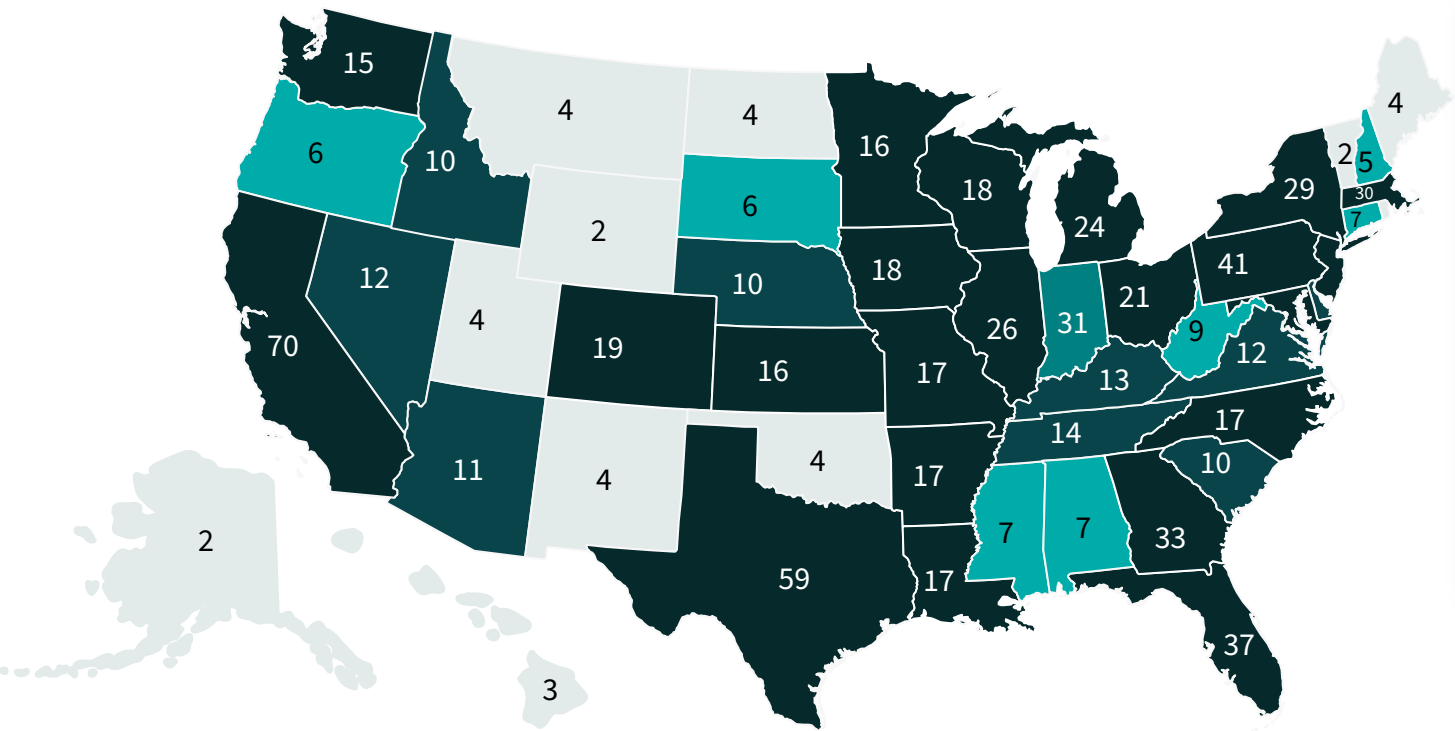


Comprehensive Referral Network





Customer Depth by State



RI: 3
NJ: 29
MD: 22
DE: 11
D.C.: 15

Nationwide
Organizations:

85

Davis County Metrics





Davis County

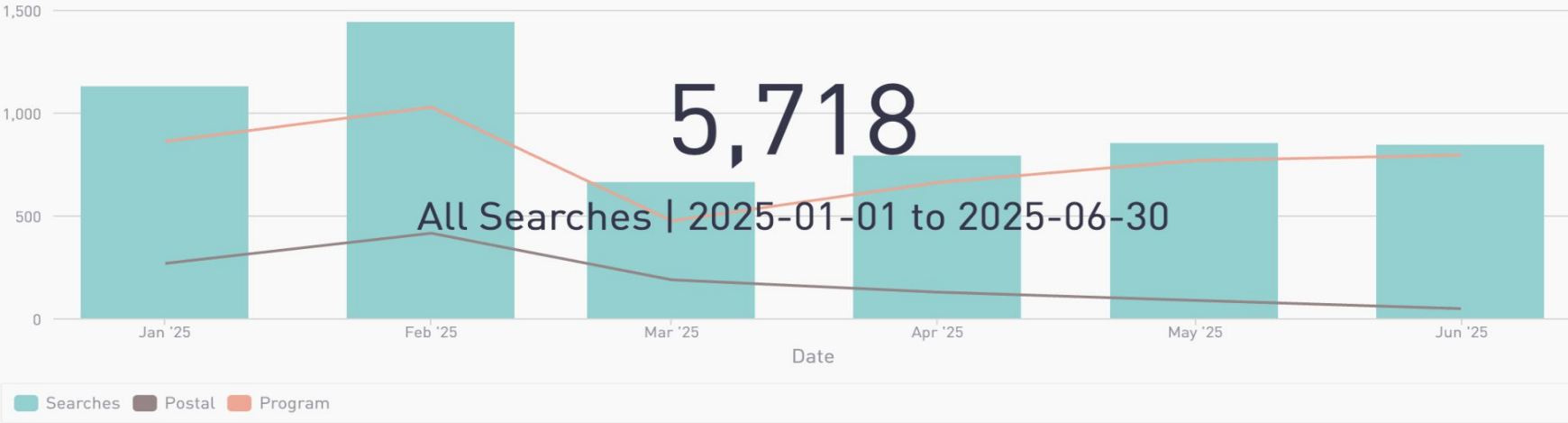
So far in 2025 (Jan -June):

1,584 users

5,718 searches

235 connections & referrals

① All Searches | 2025-01-01 to 2025-06-30





Davis County (All-Time)

Since you've been with Findhelp:

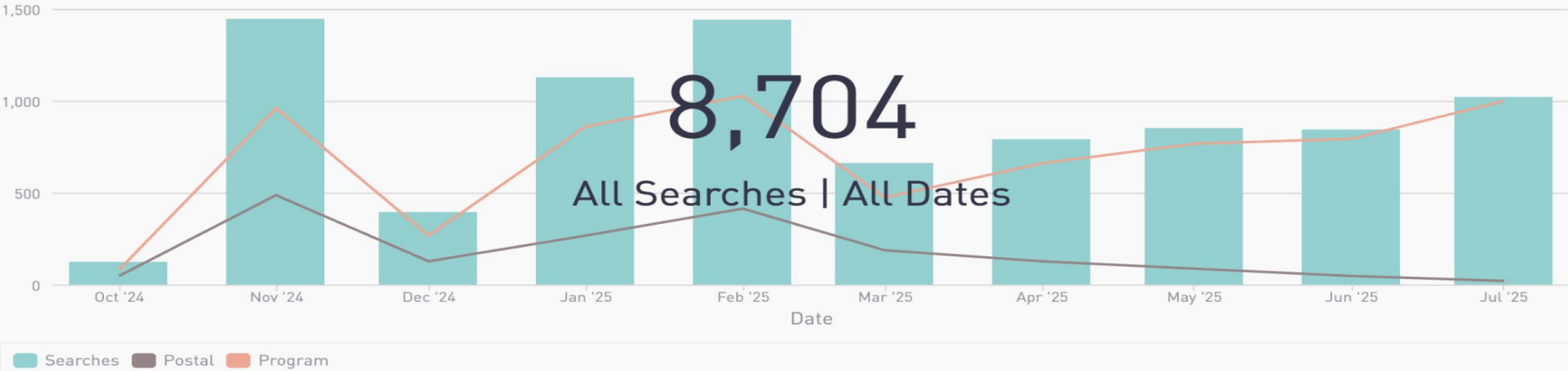
2,311 users

8,704 searches

328 referrals & connections

4,446 sessions

① All Searches | All Dates



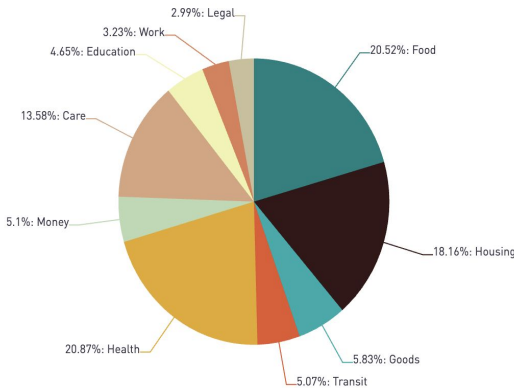


What is being searched for and where?

① Top 10 Zip Codes | All Dates

ZIP CODE	CITY	SEARCHES
84015	Clearfield, UT	4,393
84041	Layton, UT	1,074
84025	Farmington, UT	605
84010	Bountiful, UT	545
84037	Kaysville, UT	512
84040	Layton, UT	238
84014	Centerville, UT	191
84401	Ogden, UT	137
84075	Syracuse, UT	107
84403	Ogden, UT	83

① Searches by Category | All Dates



① Most Common Search Terms | All Dates

TERM	DOMAIN	SEARCHES
davis county health department		196
food pantry	food	190
provider:ahjzfnnyxjjagjlcnoys1ocmryfqsscbyb3zpzgvygic...		119
help pay for housing	housing	89
food	food	87
davis behavioral health		74
job placement	work	72
help find housing	housing	70
preschool	care	68
emergency food	food	63
housing	housing	60
open doors		57
head start	care	57
childcare	care	51
food delivery	food	49



2025 VPAT Accessibility Updates

Current State and Roadmap

Over the last 3 months, we have made important updates to our platform for greater alignment with WCAG 2.1 Level AA guidelines. Notable improvements have been made in keyboard accessibility for our Forms functionality, which will impact many users. Additionally, the Seeker Profile Page has been made easier to navigate for screen reader users. See the table below for a complete list.

Specifically, the following changes have been implemented:

- Seeker Profile Field: 2.4.1 Fix skip to content button (A)
- Various Pages: Multiple Criteria - Add "external site" icon to links that leave the website, like "About Us", "Ongoing Education" etc. (A, AA)
- Forms: 2.1.1 Make Assessments tab-able (A)
- Admin Center: Multiple Criteria - resolve outstanding accessibility issues in Admin Center (A, AA)

In-progress and Upcoming work

Based on a review of the user impact and usage of different web-pages, we have identified the following as our next set of priorities to address and are actively working on the implementation.

Within our Program Search, Claimer Tools, My Team, People I'm Helping, and Seeker Profiles features, we have prioritized making adjustments to Content On Hover (1.4.3), Error Suggestion (3.3.3), Information and Relationships (1.3.1), Headings and Labels (2.4.6), and (2.1.1) Keyboard. Our progress in the last quarter reflects these priorities.



2025 Support Updates

Live Chat

- Chat connects our Customers' Navigators and Program Claimers directly to Findhelp's Frontline Support team. Program Claimers can receive additional support claiming programs, managing information, or responding to referrals.
 - Customer Navigators can get assistance finding programs on the Findhelp platform, or using standard features like [Referrals](#) and [Favorites Folders](#).
- **How it Works**
 - Chat is a feature that allows certain users to chat directly with someone on Findhelp's Frontline Support team, Monday-Friday between 9am-5pm Central time.



2025 Support Updates

Admin Center Widget

- The Admin Center tool allows Customers to make changes to the look and feel of their branded site in real time. Site Administrators can access this tool, from the Site Tools>>Admin Center menu.
- Under the Admin Center tool, Site Administrators can update the Reporting Service Area used in the findhelp Analytics Suite.
- Under the Admin Center tool, Site Administrators can curate the search experience for your users by [boosting programs](#) with specific service and/or situation tags so that they appear higher in search results.

Findhelp Roadmap





Acquisition of Uno Health

- **Automation of Benefits Enrollment:**

Uno streamlines the process of applying for 10+ government programs (e.g., Medicaid, SNAP, LiHEAP) through a proprietary rules engine and document handling system.

- **Three Pathways to Submit Applications:**

- Seekers can **self-screen** and submit on their own.
- **Customer navigators** can apply on behalf of Seekers.
- **Uno's Enrollment Operations Team** can handle submissions directly

- **Fast Expansion Capabilities:**

Currently active in 8 states (NY, TX, PA, FL, IN, KY, WI, MO) with capacity to launch in new states within **2 weeks**.



Acquisition of Uno Health

- **Integration Vision with Kiip:**

Future integration with Kiip's document storage will eliminate redundant document collection, accelerating application submission times.

- **New Product Offerings for Customers:**

- **Outsourced Enrollment Services** via Uno's Ops Team (available for resale now).
- **Platform-Embedded Application Submissions** (coming soon), enabling customers to apply for benefits with just a few clicks.

- **Customer Demand Already Validated:**

One customer has volunteered as a **pilot** user for the embedded application product — strong signal of market readiness and interest.

Questions/Closing Remarks

