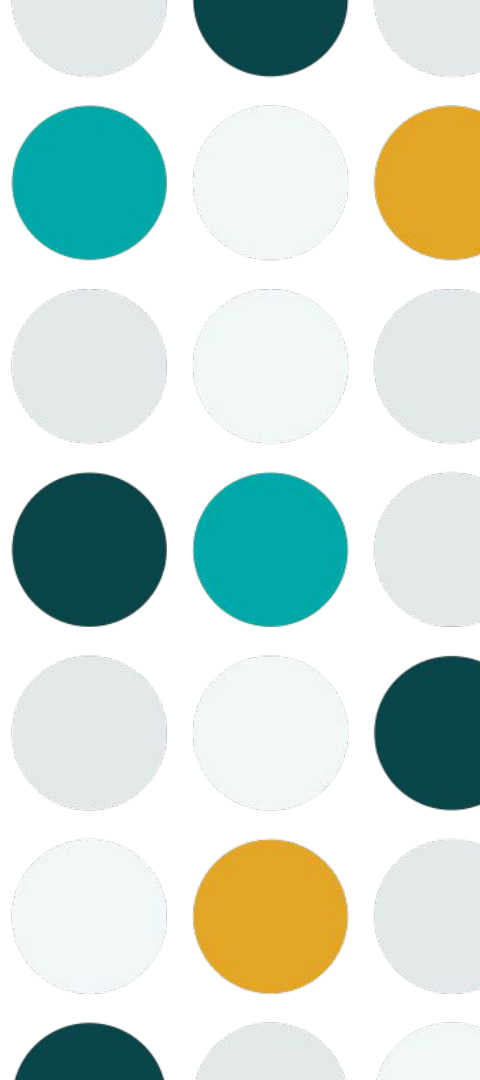




# Davis County Quarterly Progress Report

June 18, 2026





# Utah Social Care Summit

Join us for a dynamic regional gathering of social care leaders, innovators, and practitioners at Findhelp's Utah Summit in Salt Lake City.

**DATE:** August 5, 2026

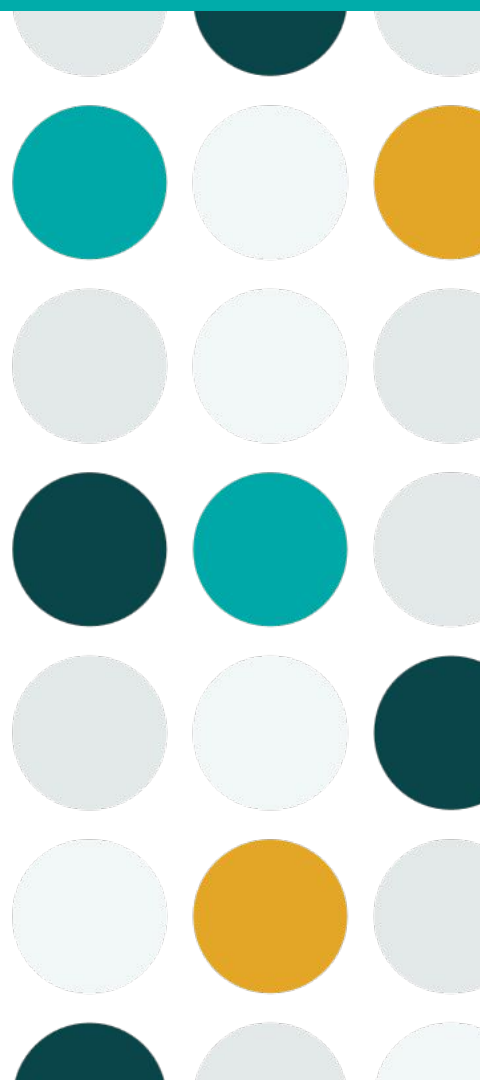
**TIME:** 9:00am–5:00pm

**LOCATION:** Salt Lake City,  
UT





This event brings together healthcare organizations, community-based providers, government agencies, technology partners, and others to explore the future of connected care in our region.

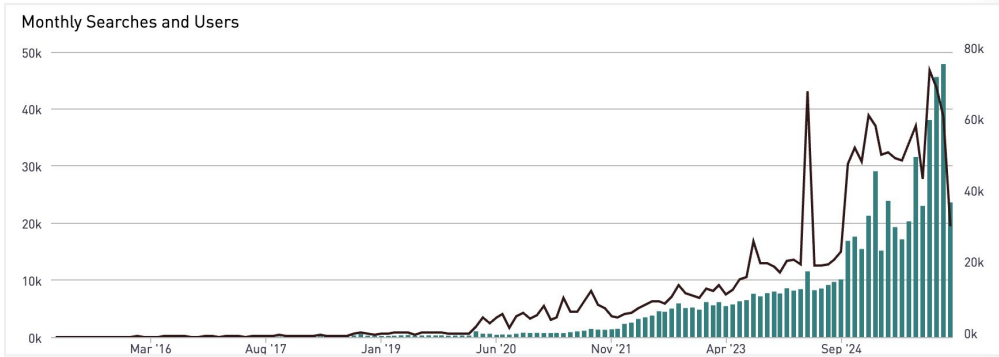
[RSVP](#) →

# Partnership Overview



# Utah Network

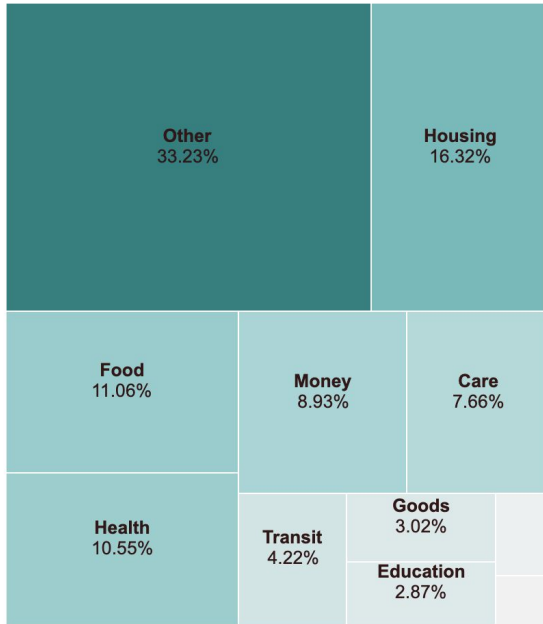
-  **590,000** users
-  **1.6+ Million** searches across the state
-  **882** in-network (claimed) programs on our platform serving residents of Utah
-  **5,763** available programs



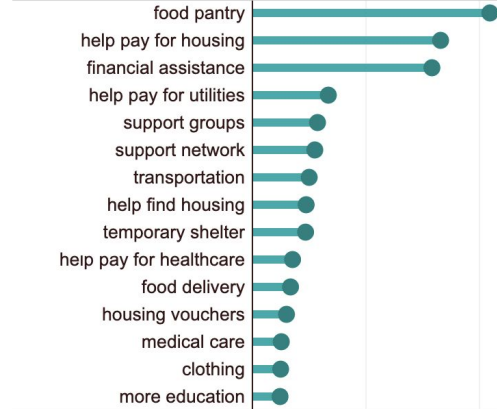


# Searches in Utah

Utah

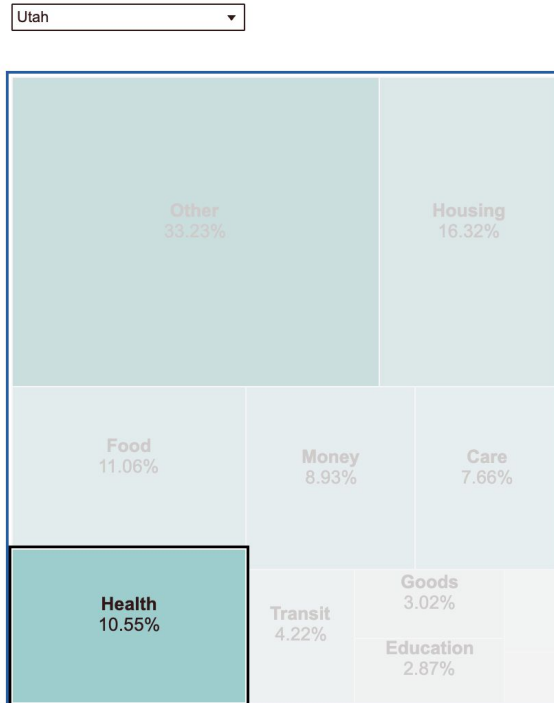


## Top Search Terms

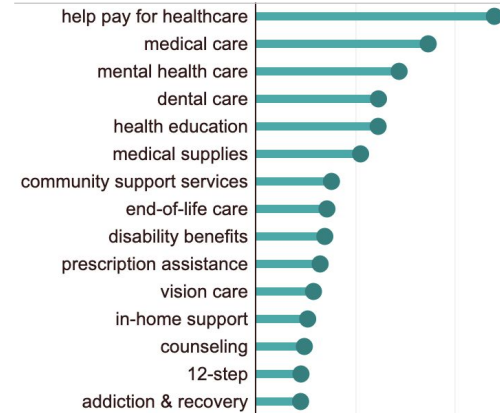




# Searches in Utah



## Top Search Terms





# Partnership Overview

**Vision:** A community where everyone is connected, supported, and empowered to achieve well-being through a trusted network of care.

**Objectives:**

- Increase the number of providers whose programs are on DavisLinks and claimed
- Increase the number of community members who are using DavisLinks as a trusted resource for the social care needs.

**Core User Groups:** Community Providers (CBOs), Community Members

Role	Responsibilities	Name and Role
Executive Sponsor	Guide overall social care vision across the organization and hold internal stakeholders accountable	<i>Marcie Clark</i>
Project Manager	Manage the day-to-day oversight and execution of key program objectives	<i>Isa Perry</i>
Operational Lead(s)	Confirms operational goals for program success and supports change management rollout to staff	<i>Marcie Clark</i>
Community Engagement Lead	Leads outreach to community-based organizations (CBOs) and Community Engagement strategy	<i>Whole team</i>
Training Lead	Incorporate Findhelp <a href="#">out-of-the-box</a> and custom materials into internal training plans	<i>Whole team</i>



# A Resource for Every Need

## *Flexible Intervention Options*



Link to community facing platform for self-navigation, promoting self-sufficiency and dignity in the process

Facilitated search and customized resource list to provide guidance to people who need to quickly connect to relevant services.

Referral to community-based organization (CBO), promoting direct access to specialized support.

Closed-loop referral to preferred CBO, enabling successful connection and CBO accountability/engagement.

Closed-loop referral to contracted CBO with discrete service delivery recorded; confirms service delivery and enables measurable impact.

*Low touch/limited outcome tracking*

*High touch/high outcome tracking*



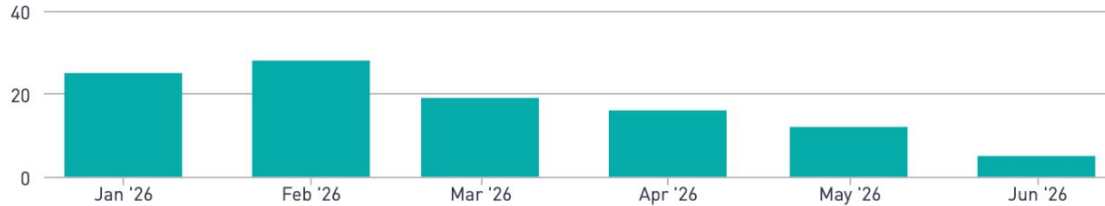
# Aligning Goals + Strategy



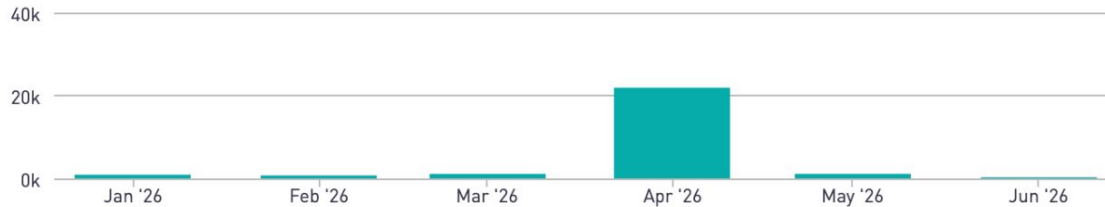


# User Navigation

① Logged In Users | 2026-01-01 to 2026-06-11



① Visitor Count | 2026-01-01 to 2026-06-11



① Logged In Users

SUBDOMAIN	LOGGED IN USERS
davislinks	21
davislinksproviders	55

① Visitor Count

SUBDOMAIN	VISITORS
davislinks	2,471
davislinksproviders	23,310



# Search Activity

① All Searches | 2026-01-01 to 2026-06-11

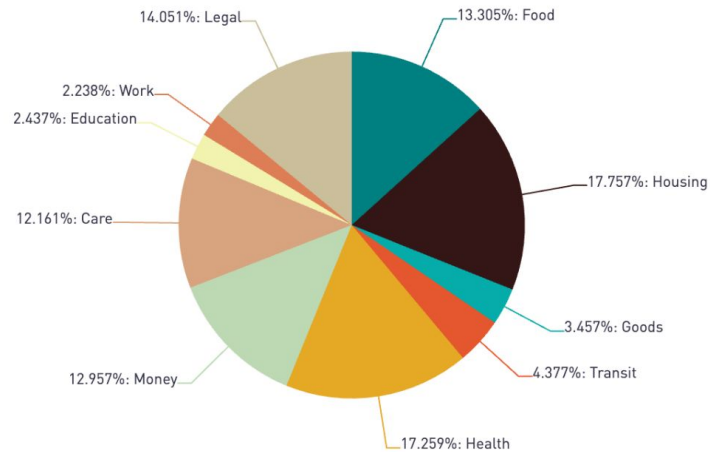


**Takeaway:** Fairly growing search activity of sites.



# Search Activity cont'd

① Searches by Category | 2026-01-01 to 2026-06-11



① Most Common Search Terms | 2026-01-01 to 2026-06-11

TERM	DOMAIN	SEARCHES
food	food	225
emergency payments	money	194
housing	housing	173
understand government programs	money	137
advocacy & legal aid	legal	135
food pantry	food	89
medically tailored meals		80
davis county health department		78
rent	housing	74
mental health	health	67
help pay for housing	housing	65
citizenship & immigration	legal	61
representation	legal	59
discrimination & civil rights	legal	53
mediation	legal	48

**Takeaway:** Fair balance of searches. Housing and Health, respectively, are still higher search categories.



## → New Claimed Program Dashboard Filter for Trusted Networks

**Goal:** Improve response rates and closed-loops, specifically for Trusted Networks

- CBOs will be able to filter their referrals by network.
- CBOs with contractual agreements will be able to **monitor their own performance** against specific benchmarks.

***Available now!***



# Programs Claimed on your site

site	organization	program
<b>davislinks</b>	Continue Mission	Continue Mission Veterans Mental Health Improvement and Suicide Prevention
<b>davislinksproviders</b>	Habitat for Humanity - Greater Salt Lake Area	Critical Home Repairs (CHiRP)
<b>davislinksproviders</b>	Holy Cross Hospital - Davis	Breast Care Center
<b>davislinksproviders</b>	Weber State University - Community Education Center	Family Literacy Programs
<b>davislinksproviders</b>	John Volken Academy	Long-Term Residential Life-Skills Academy
<b>davislinksproviders</b>	Lakeview Hospital	Addiction Treatment
<b>davislinksproviders</b>	Lakeview Hospital	Electroconvulsive Therapy
<b>davislinksproviders</b>	Lakeview Hospital	Outpatient Mental Health Care
<b>davislinksproviders</b>	Utah Food Bank	Layton Mobile Pantry
<b>davislinksproviders</b>	Utah Food Bank	Woods Cross Mobile Pantry
<b>davislinksproviders</b>	Tanner Clinic	Baby Basics - New Parents Class



# Progress Report Recommendations

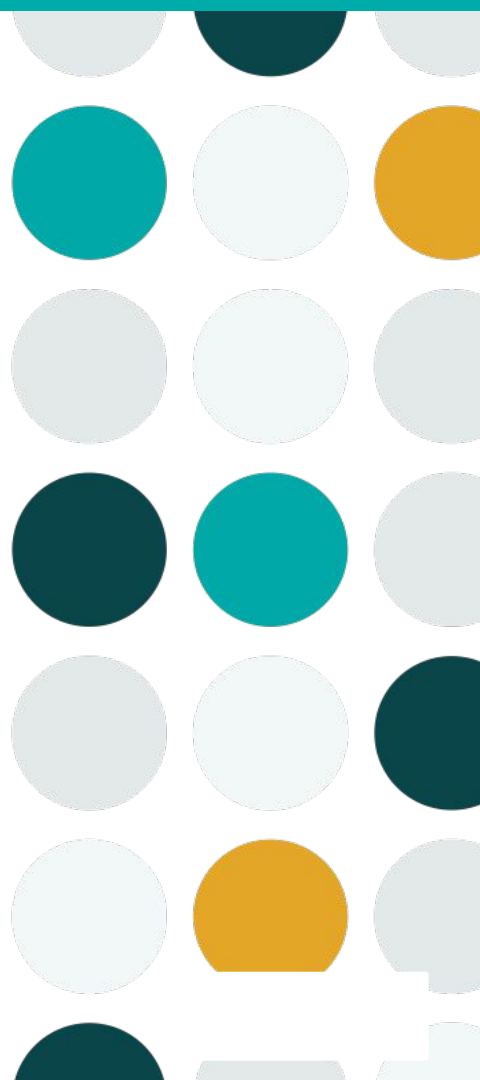
Focus Area	Recent Accomplishments	Recommendations
Community Engagement	<ul style="list-style-type: none"><li>Continue to upload priority programs onto DavisLinks using the Program Manager Tool.</li></ul>	<ul style="list-style-type: none"><li>Facilitate Resource forums, training on claiming programs on DavisLinks</li><li>In addition to continuing to add programs to WL, track progress using the new Claimed Programs on Your site dashboard</li><li>Continue to develop strategy to engage with claimed program partners.</li></ul>
Training & Change Mgmt	<ul style="list-style-type: none"><li>Development and facilitation of resource forums</li><li>Attendance at the Findhelp Connect Summit</li></ul>	<ul style="list-style-type: none"><li>Attend/present at the Findhelp Utah State Summit</li><li>Execute Resource Forum trainings to support increased awareness of DavisLinks and claimed program count.</li></ul>
Seeker Engagement	<ul style="list-style-type: none"><li>Support CBOs in creating awareness within the larger community.</li></ul>	<ul style="list-style-type: none"><li>Opportunity to create seeker campaigns to support increase in community self-navigation usage.</li><li>Identify <a href="#">Uno Health eCheck</a> as a beneficial resource for Davis County residents to assess eligibility for state and federal benefits</li></ul>



→ Findhelp Updates



# New, Streamlined Dashboards Are Coming To Your Platform





# RDW Release 5 | May 27, 2026

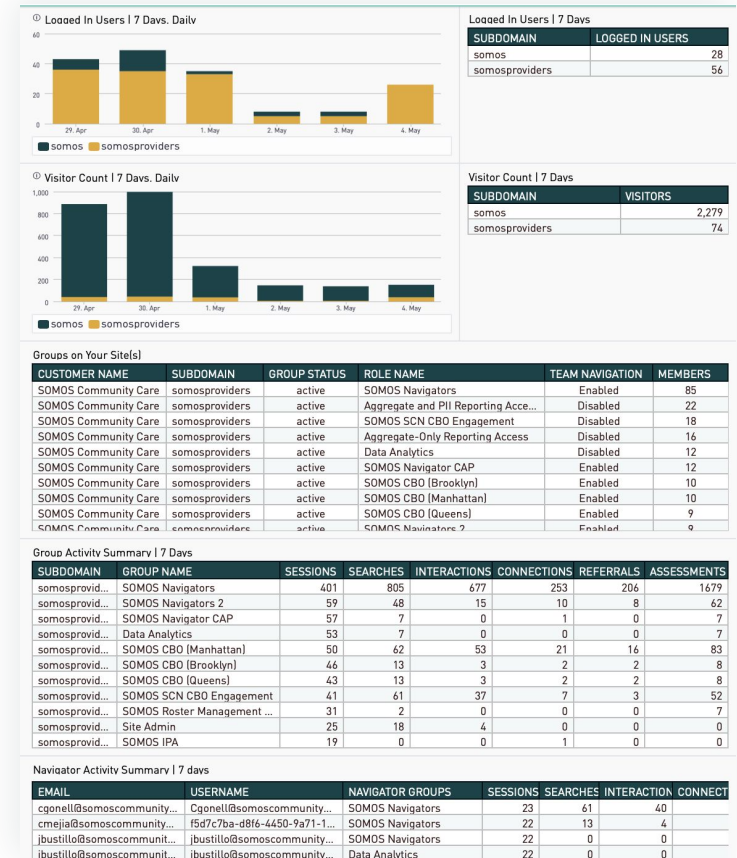
## Dashboards in this release:

- Trusted Networks
- Supply & Demand
- Site Referral Details (PII)
- Group Based Site Referral Details
- Network Overview
- Group & Navigator Activity

## Customer Value:

Updates to our reporting suite prioritize trend-based clarity and data transparency, with updated Findhelp branding and time-series analytics. Static, big numbers will be replaced with granular data tables and unified logic to ensure impact is measured consistently.

[Release note →](#)



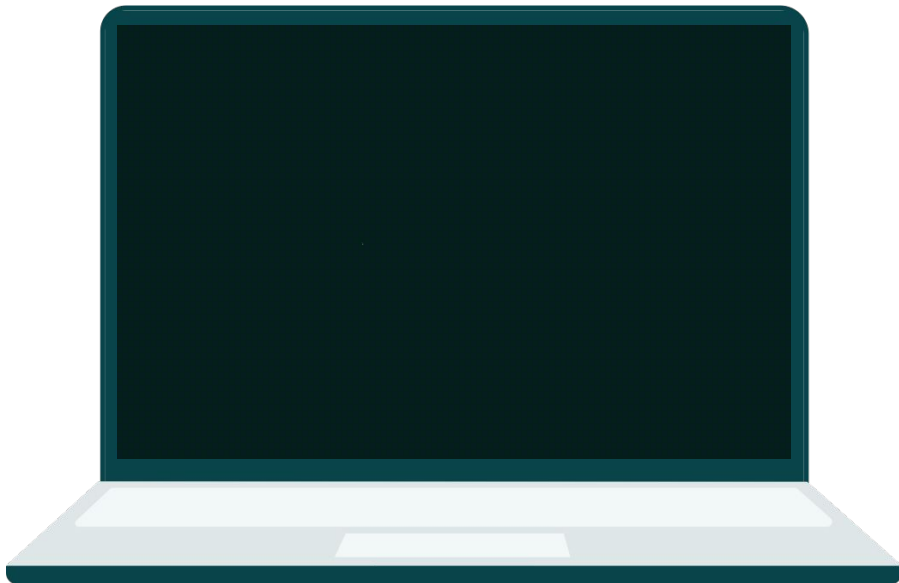


# New Support Portal

We're excited to announce the launch of our new and improved knowledge base—helping you find answers faster and more easily.

It's been reorganized into 6 clear categories with focused, up-to-date articles to help you find answers quickly. Improved search, streamlined navigation, downloadable resources, and built-in feedback tools make it easier to get what you need.

[\*Check it out now!\*](#)





## → Summary



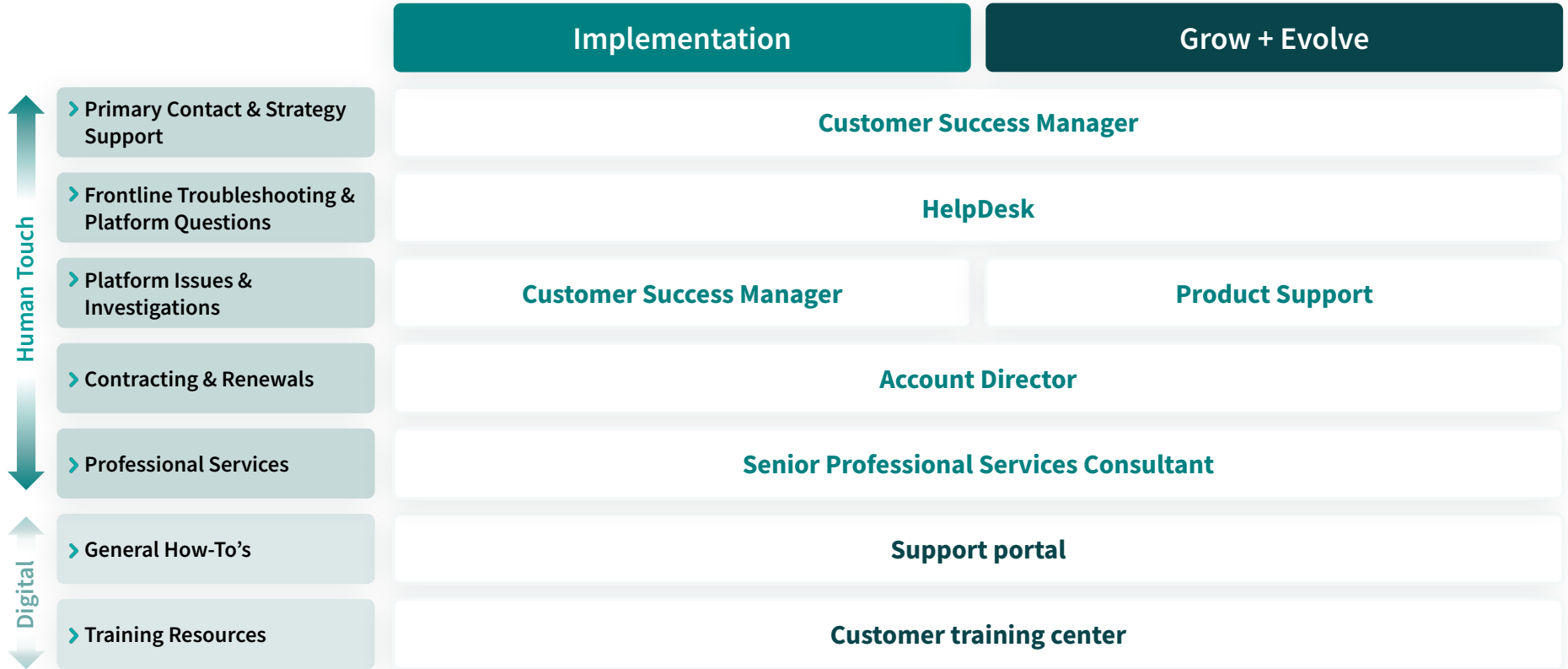


## → Appendix & Support Pathways





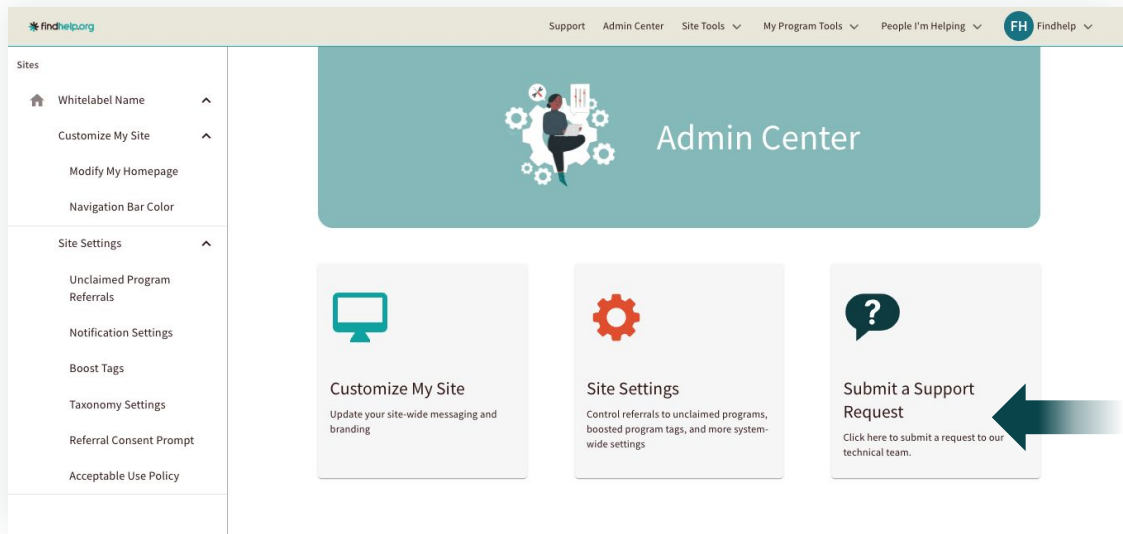
# Ongoing Customer Support Pathways





# Site Admin Ticketing Widget

We've launched a dedicated, self-service ticketing feature for **Site Admins**, providing a streamlined way to submit and track requests for **configuration changes** and **support of any kind**.



**Available now!**

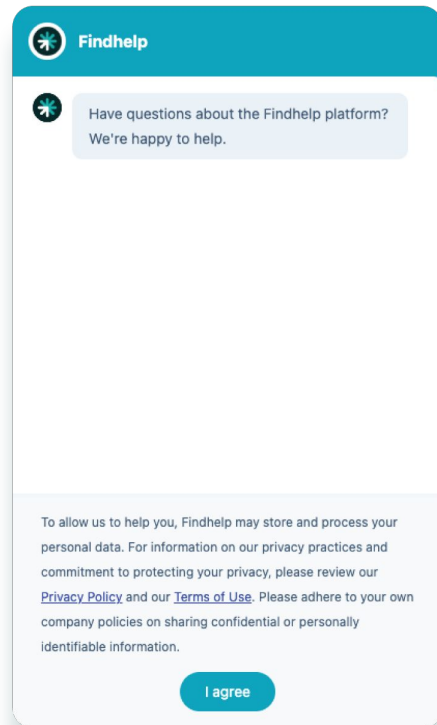


# Navigator Live Chat Support

We've expanded our **real-time support with a new live chat feature.**

Now, CBO **Claimers** and Customer **Navigators** can get immediate assistance for urgent issues, like help with navigation and other platform questions. You'll find both the new site admin ticketing system and real-time chat options available right inside your Findhelp account.

***Available now!***





# Platform Fundamental Skills Training Series

Offered Monthly [Sign up today!](#)



Searching for Programs  
and Reviewing Results



Sending Referrals and  
Closing the Loop



# Featured Tool Training Series

*Offered Monthly*

[Sign up today!](#)

## Site Administration

Manage users and groups, customize your branding, and feature preferred programs.

[Register today >](#)

## Analytics & Reporting

Learn how to use Findhelp's reporting suite to identify trends and make both operational and strategic decisions.

[Register today >](#)

## Program Manager

Learn how to use Findhelp's Program Manager tool to add and update program listings on your platform.

[Register today >](#)



# Findhelp-Led Live Training and Support



## Customer CE Office Hours

Attend our [weekly CE Lead office hours](#) for direct support and live Q&A.

[Register today](#)



## CBO Training

Promote our monthly trainings with your partners to help them become experts on the Findhelp platform.

[Register today](#)



## CBO Office Hours

Promote our [weekly CBO office hours](#) to your partners for direct support and live Q&A.

[Register today](#)



# Program Strategy

**Any of our millions of users** submit updates in real-time; we receive hundreds of ideas each week, and our Network Curation team validates and publishes changes.

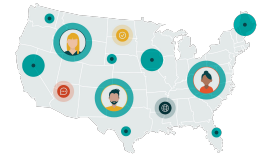
**Our Network Curation team members** use a combination of people and technology to validate program information.

**Nonprofits control their presence** manage their program listings for free (no contract required) and connect to clients via our intake tools.

**Findhelp customers** use the **Program Manager** tool to add new programs in real-time, ensuring listings are always accurate and up-to-date.



Findhelp Users



Findhelp Network  
Curation Team



Community Organizations  
& Customers

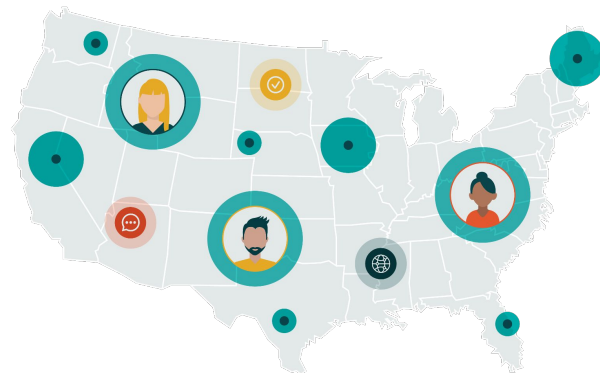


# Maintaining Network Quality

In a landscape where funding and policy shifts can change a nonprofit's capacity overnight, Findhelp remains your unwavering source of truth. We take the responsibility of maintaining a high quality social care network seriously, through our dedicated Network Curation team.

## Our Team:

- Recently expanded to adjust to increased need
- Uses automated checks to confirm website, phone number, and other key details
- Follows ongoing quality control processes to ensure program accuracy





# Thank You!

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