findhelp

Davis County End of Year Progress Report

1/29/2026

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.

Partnership Overview

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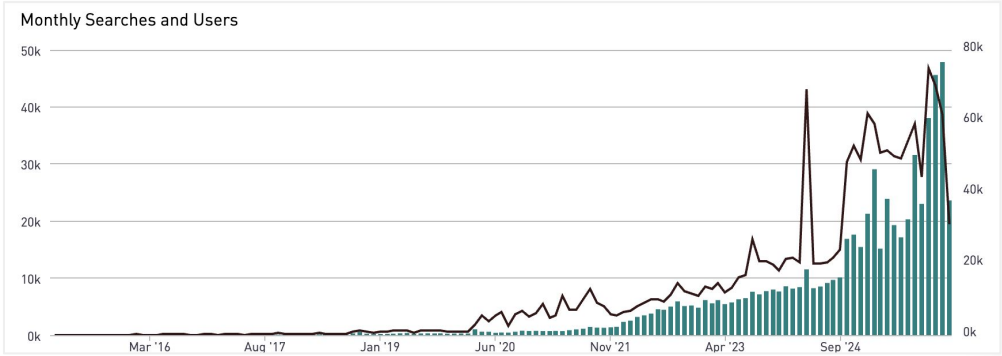
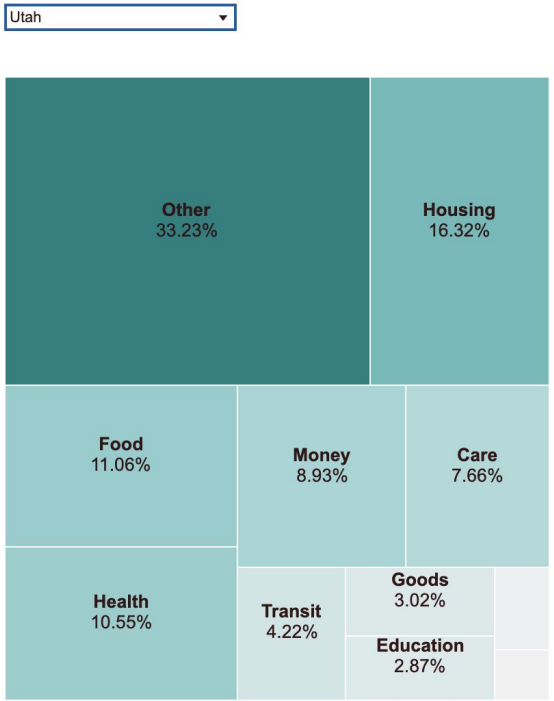
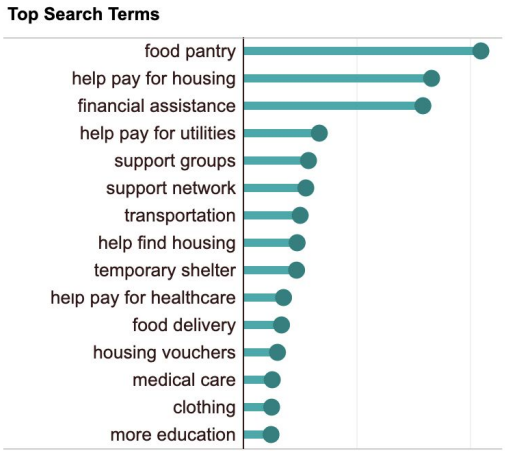
Utah Network

- **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

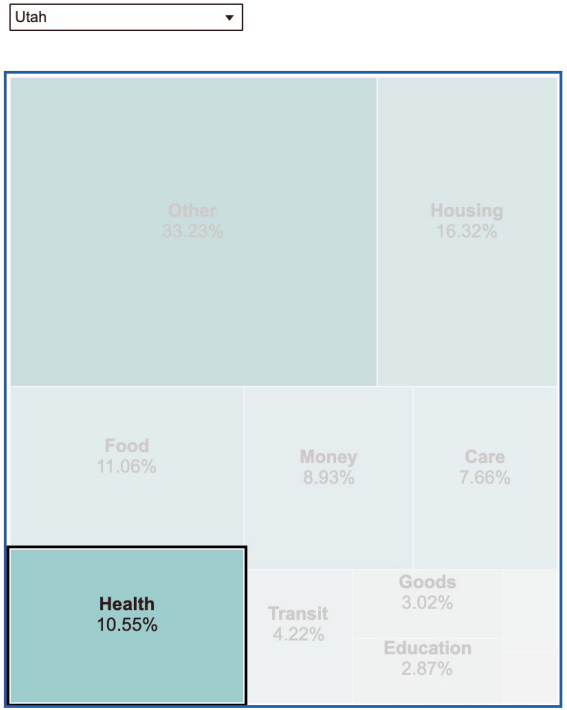


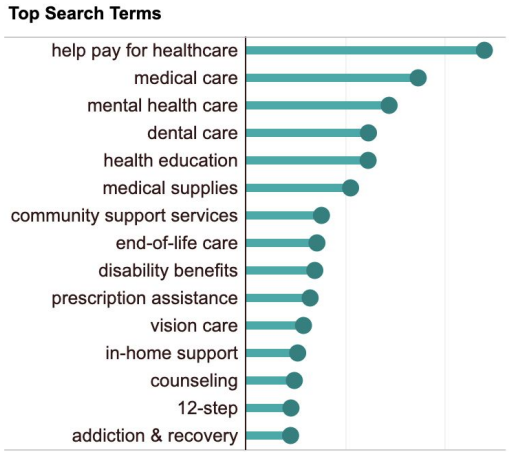
Searches in Utah





Searches in Utah





Partnership Overview

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

Objectives: # of users, # of searches, types of searches, top zip codes

Core User Groups: Community Providers, Community Members

Role	Responsibilities	Name and Role
Executive Sponsor	Guide overall social care vision across the organization and hold internal stakeholders accountable	*Marcie Clark*
Project Manager	Manage the day-to-day oversight and execution of key program objectives	*Isa Perry*
Operational Lead(s)	Confirms operational goals for program success and supports change management rollout to staff	*Marcie Clark*
Community Engagement Lead	Leads outreach to community-based organizations (CBOs) and Community Engagement strategy	*Travis Olsen*
Training Lead	Incorporate Findhelp out-of-the-box and custom materials into internal training plans	*[Ex: Principle Trainer]*

Davis County Metrics

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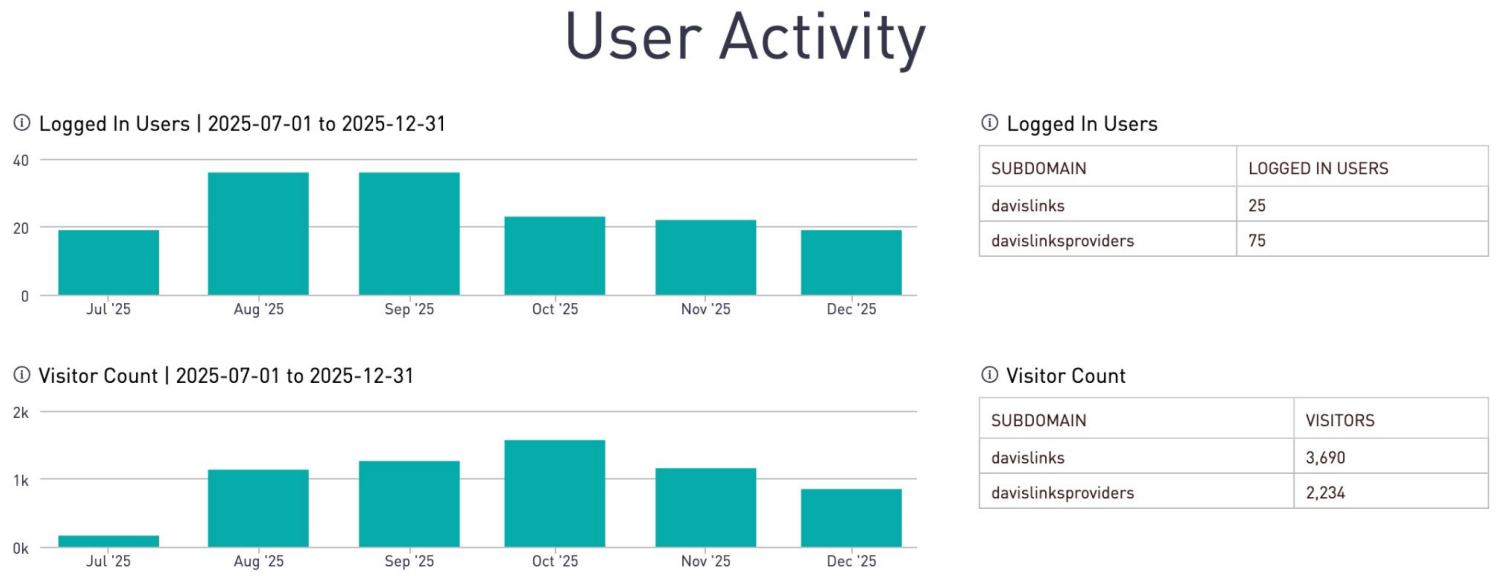
User Activity



Logged In Users

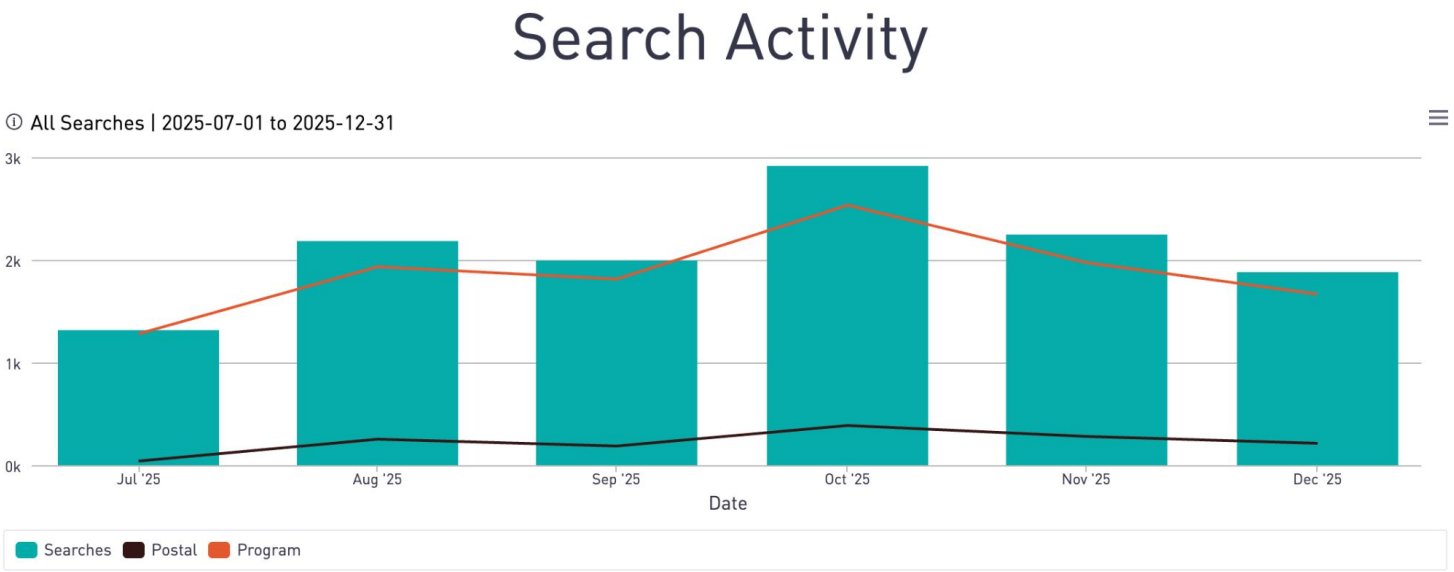
SUBDOMAIN	LOGGED IN USERS
davislinks	25
davislinksproviders	75

Visitor Count

SUBDOMAIN	VISITORS
davislinks	3,690
davislinksproviders	2,234

Takeaway: Steady user activity. Opportunity to engage with seekers in how they are using the site.

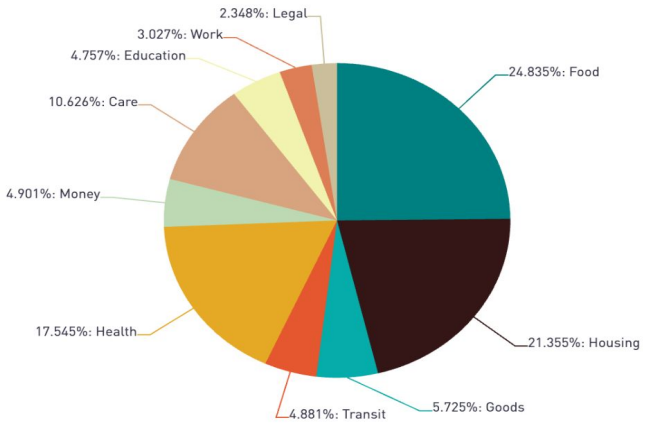
Search Activity



Takeaway: Stable search activity with a peak in October.

Search Activity

ⓘ Searches by Category | 2025-07-01 to 2025-12-31



ⓘ Most Common Search Terms | 2025-07-01 to 2025-12-31

TERM	DOMAIN	SEARCHES
food	food	429
food pantry	food	307
housing	housing	226
rent	housing	114
davis behavioral health		106
help pay for housing	housing	103
open doors		100
emergency food	food	98
davis county health department		91
childcare	care	88
help find housing	housing	86
mental health	health	85
davis school district		79
transportation	transit	78
lakeview hospital		68

ⓘ Site Activity | 2025-07-01 to 2025-12-31

SUBDOMAIN	SEARCH	INTERACTION	CONNECTION	REFERRAL
davislinks	7,209	4,725	365	24
davislinksproviders	5,329	6,454	177	12

Takeaway: Opportunity to engage with programs that offer housing-related and food related assistance.

Search Activity

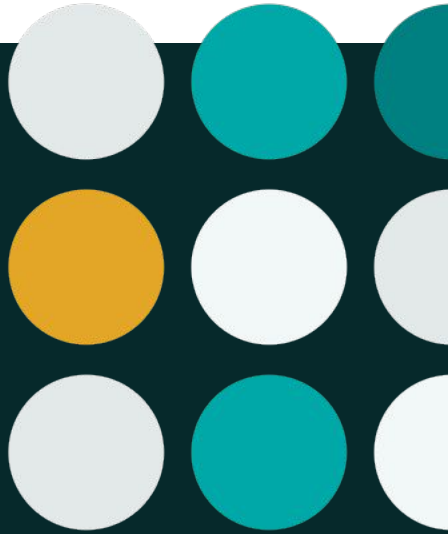
ⓘ Top 10 Cities | 2025-07-01 to 2025-12-31

CITY	SEARCHES
Clearfield, UT	4,266
Layton, UT	1,979
Farmington, UT	1,142
Bountiful, UT	1,052
Kaysville, UT	660
Syracuse, UT	475
Ogden, UT	461
North Salt Lake, UT	291
Salt Lake City, UT	278
Centerville, UT	145

ⓘ Top 10 Zip Codes | 2025-07-01 to 2025-12-31

ZIP CODE	CITY	SEARCHES
84015	Clearfield, UT	4,251
84041	Layton, UT	1,697
84025	Farmington, UT	1,142
84010	Bountiful, UT	1,047
84037	Kaysville, UT	660
84075	Syracuse, UT	475
84054	North Salt Lake, UT	291
84040	Layton, UT	282
84404	Ogden, UT	163
84014	Centerville, UT	145

→ Summary



Progress Report Recommendations

Focus Area	Recommendations
Professional Navigation	• Complete user workflow scoping to understand how different County departments within the county address resident social care needs and how Findhelp can support those workflows.
Community Engagement	• Continue to analyze search activity to gain deeper insights into patient needs and identify high-demand areas for service improvement and development. • Encourage CBOs to attend monthly Findhelp-led trainings or weekly Findhelp-led office hours to take advantage of their Findhelp tools or get additional support in their onboarding process.
Training & Change Mgmt	• Engage providers to co-build favorites folders of preferred/top programs
Seeker Engagement	• **Highlight seeker success stories using social media, newsletters, etc.** • Prioritize housing resources in engagement efforts, featuring programs, adding to favorites folders, and external marketing campaigns.

→ Findhelp Updates

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.

Register for the 2026 Connect Summit

We're bringing together leaders across social care, healthcare, government, nonprofits, and beyond. Last year, more than 1,270 attendees exchanged ideas, strategies, and best practices.

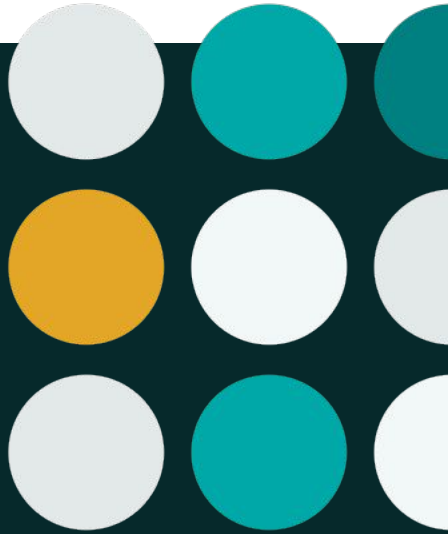
Date: May 13 & 14

Time: 10am – 4pm Central

Location: Virtual

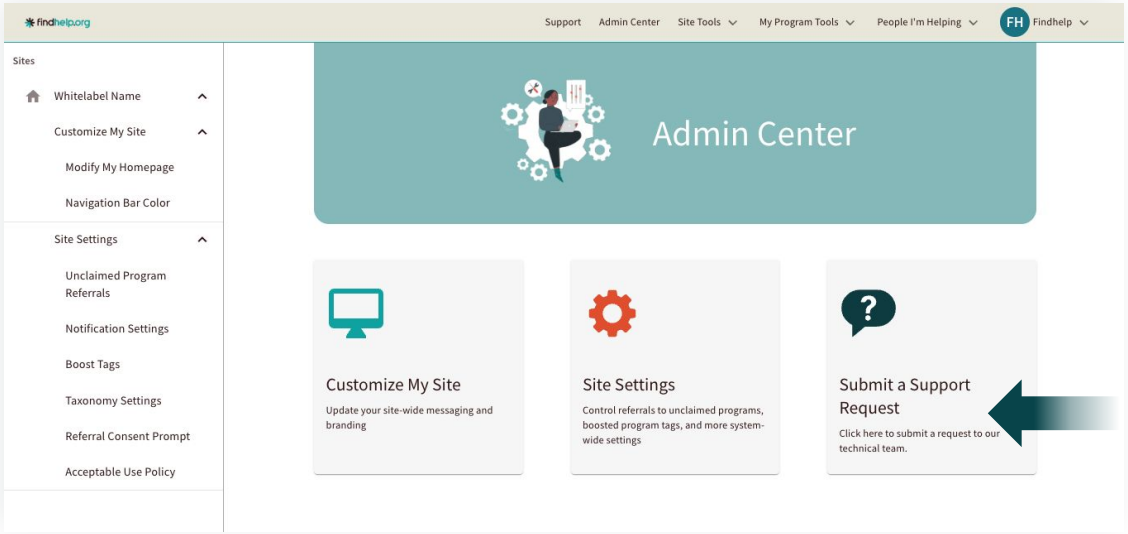
Register for free →

→ Appendix & 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.**



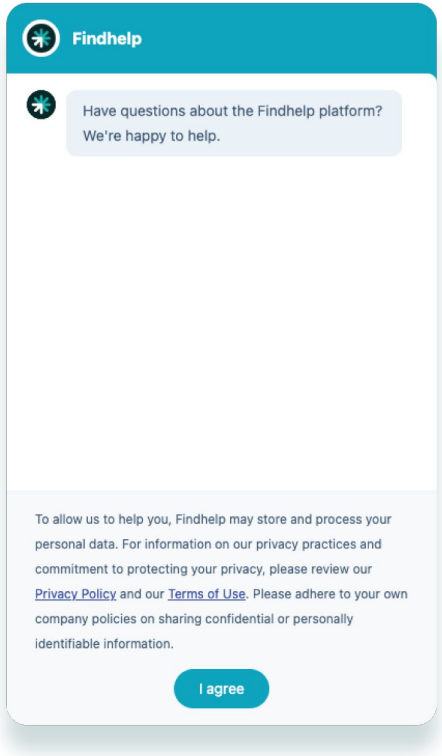
Available now!

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.

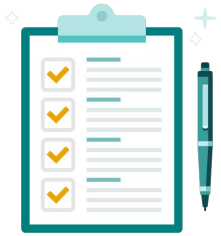
Available now!



Platform Fundamental Skills Training Series

Offered Monthly

Sign up today!



Searching for Programs

Utilizing the Program Card

Sending Referrals

Closing the Loop

Team Collaboration Tools

Utilizing Assessments

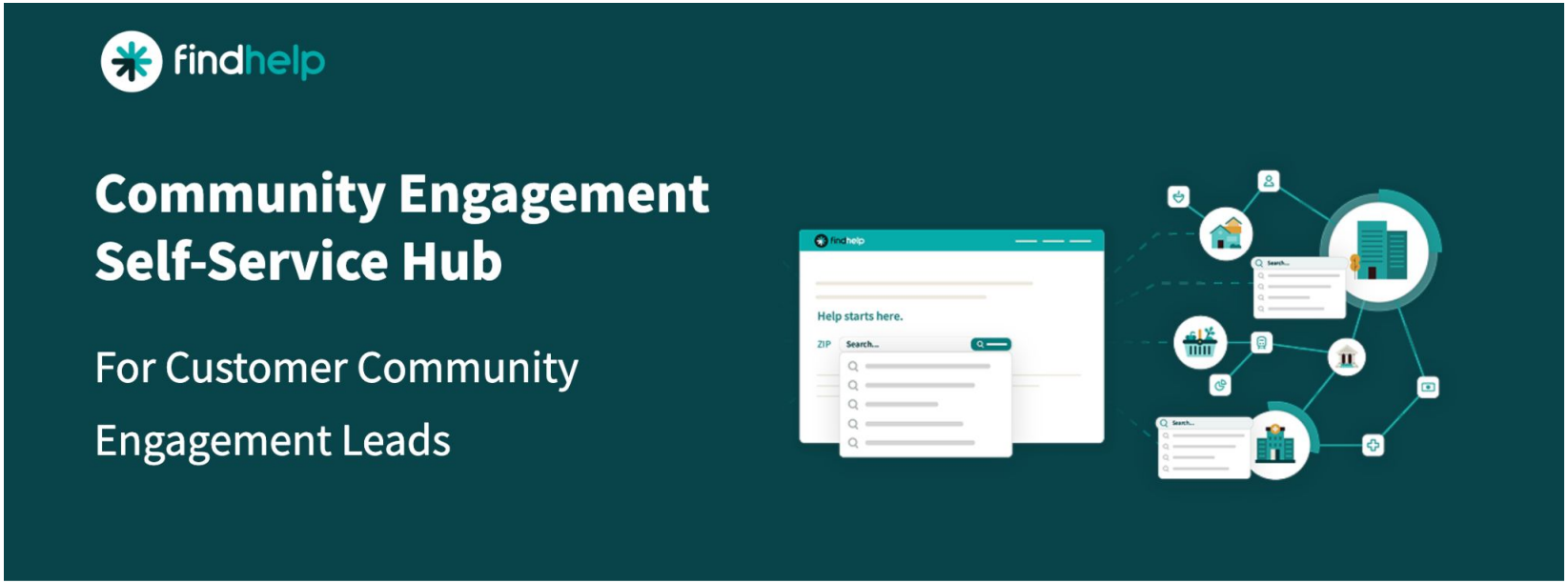
Featured Tool Training Series

Offered Monthly

Sign up today!

Community Engagement Self-Service Hub

This site houses all of the support resources for Customer Community Engagement Leads.



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.

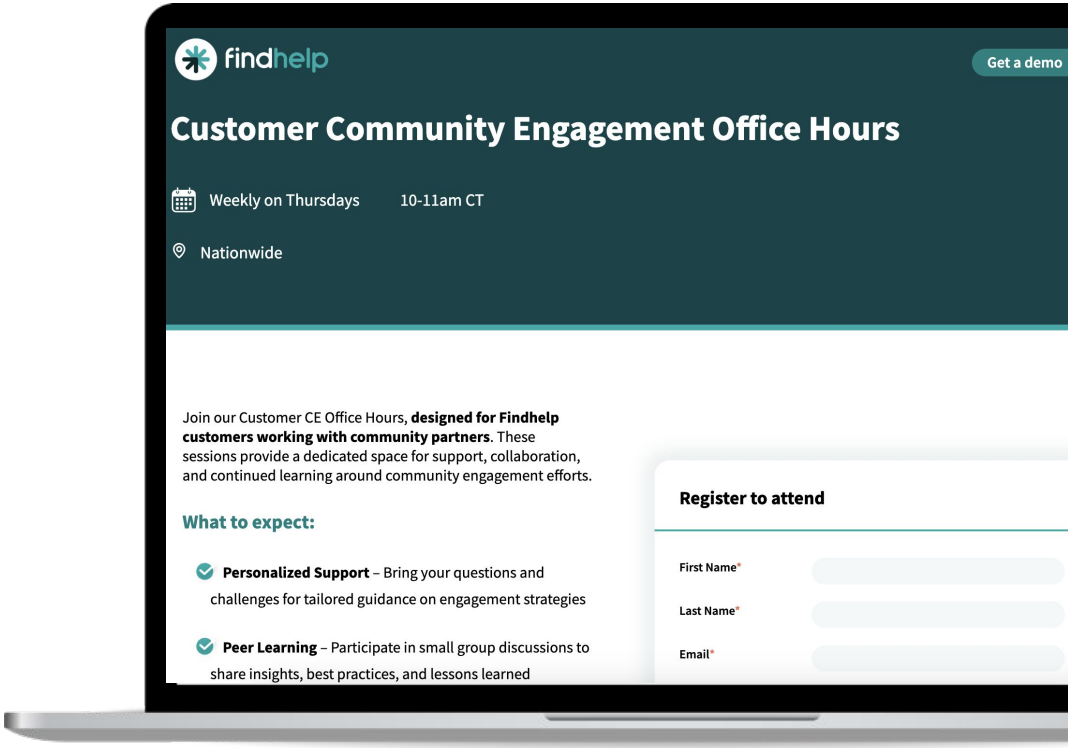
Register today

Customer Community Engagement Office Hours

Thursdays, 10-11am Central

Register here!

- **Personalized Support** – Get help with your specific questions, challenges, and engagement strategies
- **Peer Learning** – Connect in small groups to share experiences, best practices, and real-world insights
- **Ongoing Learning** – Stay current on new strategies, tools, and trends in community engagement



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Thank You!