How many times have you wished there was something you could do to help the people you know in a time of need? Have you ever needed to get help for yourself or someone else, but didn’t know where to look?

Existing online resources have been cumbersome and unreliable. Our goal is for HelpFinder to be an easily navigable and reputable source of all free and reduced cost services in local communities.

That’s why we created HelpFinder. We want to easily connect people to Churches, Nonprofits, faith-based organizations, social-services and others who can help them when it’s most needed.

 **Getting your Church’s programs listed:**

If you haven’t already, click [here](https://search.helpfinder.org/find_a_program) to see if your program is listed.

**If your program is listed**: You’re on the right track. Check the address, phone number, hours of operation, and other basic information to see if it’s up-to-date. Here you can edit and claim your listing. **We highly recommend claiming your listing**, as it will keep information accurate and relevant.
**When you do claim a listing, you agree to:**

1. Contact clients back within 24 hours
2. Have reasonable wait times
3. Have caring service for everyone
4. Be friendly & cooperative with anyone who offers to help
5. Offer a quality program that matches the description on HelpFinder

If these criteria are not met, we reserve the right to remove your program to ensure program quality and safety.

**If your program is not listed:** Here’s where the “suggest a program feature” comes in.
“[Suggest a Program](https://search.helpfinder.org/find_a_program)” to begin the process. Here, you’re able to double-check that your program hasn’t already been listed. The basic program information such as: description, hours of operation, address and other information will be required. Once input, this will send a message to our friends at Aunt Bertha who will start the process of creating a program.

**Getting your Church involved:**

This is a good time to sign up for a free account and begin using HelpFinder to refer people to your offered program, or others.

This allows you to track referrals you’ve made or ones made to you, favorite listings, and see analytics on your searches.

Behind the scenes access to write reviews and rate programs will be given to churches and strategic partners by request by requesting access through [this](https://communityimpactcenter.wufoo.com/forms/z1b8cgu012e90s1/) form. This can be especially helpful for your Church, since it allows you to see the referrals made to your programs and behind-the-scenes ratings of your programs, ultimately allowing you to ensure that you’re doing the best job you can.

**Quality Standards:**

Some listings have a special banner on them, one of those banners being “**Highly-Rated**”. We automatically apply the “**Highly-Rated**” banner to programs that meet these expectations:

1. The listing has been claimed
2. The program has an 80% rating or above
3. Is “**Up-to-Date”**

When your program receives the “**Highly-Rated**” banner, it will automatically take priority in search listings above the rest.

Another banner we have is “**Up-to-Date**”.
Programs will receive this banner when they have **met the standard criteria**, and have **claimed their program**.
*Note*: This banner disappears if the program hasn’t had any referrals, ratings, or updates to the listing in 6 months.

HelpFinder’s vision is for people to be able to easily find the free and reduced-cost resources that they need. We have a hierarchy to promote programs in such a way that the highest-quality programs are always at the front. Here’s what it looks like:

1. **Highly-Rated**
2. **Up-to-Date**
3. **Others**

This ensures that our goal of helping others is met, while meeting it in a loving, high-quality way.

**Support:**

If you have any questions, please check out support site at:
<https://unitethechurch.zendesk.com/hc/en-us> and we will be more than happy to help you along in your efforts.

For technical questions:
support@auntbertha.com

For anything not found in the above:
[helpfinder@unitethechurch.org](file:///C%3A%5CUsers%5CRebecca%5CDownloads%5Chelpfinder%40unitethechurch.org)

Thank you for changing the communities around you.