RESOURCEFUL
## Frequently Asked Questions

- **What is Resourceful?**
  WeareResourceful.org is an online search and referral platform of free and reduced-cost services across NE MN & NW WI. It is powered by findhelp(formerly known as Aunt Bertha) and provides access to social services nationwide. The network lists 1,300+ programs in every ZIP Code in the U.S. This means that anyone, anywhere, can find help on our network by browsing available local, state, and national programs that serve their area. This free tool is easy to use and helps people in need as well as the organizations that serve them.
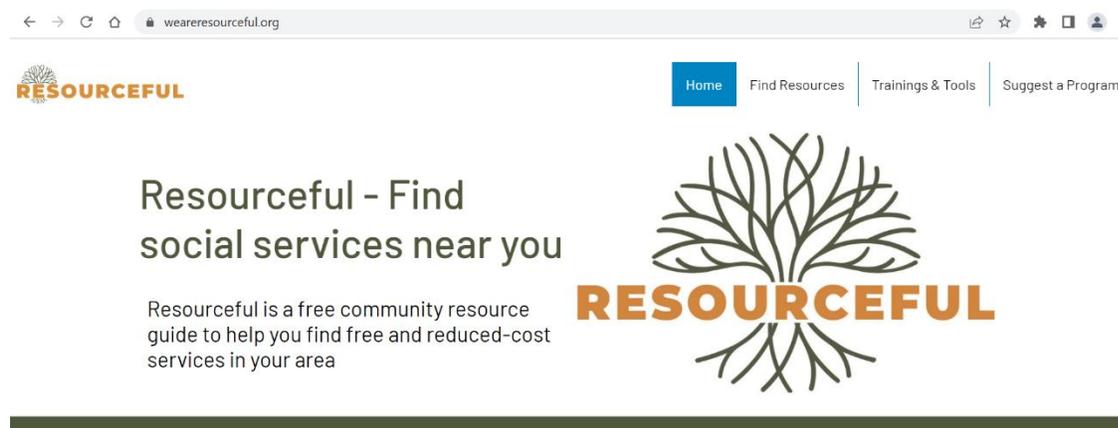

- **How can I find the most relevant programs in my community?**
  Once you have entered a zip code to start your search, you can look for programs in a couple different ways.
  - **Type** a search term
  - **Browse** categories and subcategories

  You can use filters that are specific to the person you're helping, such as age group and income eligibility to find the most relevant programs. Review the "How to Use Resourceful" video for more information
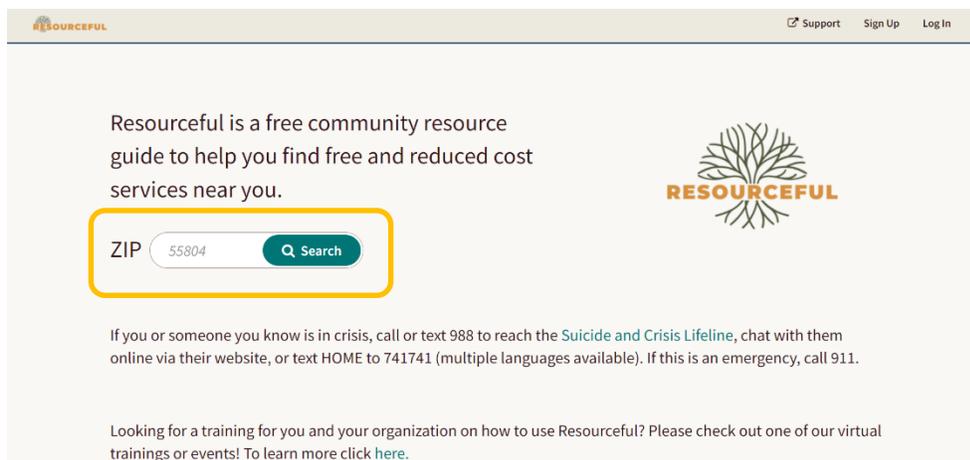
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- **What types of community programs are listed on Resourceful?**
  Programs listed on the platform meet the following criteria:

  1. A needs-based social care program

  2. A direct service providing services directly to the person in need

  3. Services offered at a free or reduced cost

- **Why can't I find the right program?**
  Check to see if you applied any filters, and if so, clear them. Check your search term to make sure it's accurate and spelled correctly. Try broadening your search (e.g. 'medical devices' instead of 'respirators'). Try searching in a nearby zip code

- **Having trouble finding a program that you know exists?**
  Suggest a program that meets the criteria. If it's not already listed, it will be added within 2 business days. You can suggest a program anytime on the bottom toolbar.

- **Information in the resource directory is missing or needs to be updated?**
  If you are aware of program information that is missing or out-of-date, you can let the Aunt Bertha/findhelp team know what needs to be changed at any time. On the program listing, click "suggest" and write a short note about what needs to be changed. The data team will review and confirm that the information has been updated within 2 business days.

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- **What is a claimed program and why does it matter?**
  A "claimed program" means that the community-based organization (CBO) has taken ownership of their listing. They keep the program information up to date and are generally engaged. Claimed programs have a checkmark badge next to the program name. When programs are claimed, they can work closer with you to help patients receive the services they need.

- **How can I connect patients to programs?**
  You can actively connect people to programs in a few different ways:
    - Share via email or text
    - Print the program's information
    - Send a referral to instantly connect the seeker and program
  View the following resources for more information: [How to be a "Helper"](#) and [Using Resourceful video](#)

- **What happens when I submit a referral?**
    - The **patient** that you are sharing the resource with will receive an email or text with the information about the program and next steps
    - The **community based organization** providing the program will also receive an email with the contact information of the patient you're referring
    - **You** will see the referral (and all updates) on your "People I'm helping" dashboard

- **What are "live referrals" vs. "logged referrals"?**

Live Referrals

☐ I agree to:
  - Send my contact info to this agency, and
  - Receive info **about this program** from the Riverside Community Partners site (like steps to contact them, or messages sent to you from the program). **Learn** how we keep your info safe.

✉ SEND

Logged Referrals

This referral will NOT be sent out to the program; this program does not accept referrals. We'll use this information to:
  - Save this program listing for you
  - Create an account if you don't have one yet

✉ SEND

- Enable an individual (a helper or a seeker) to **send basic information through the site**
- The tell-tale sign you are sending a live referral is the **required consent checkbox.**
- This confirms that the patient approves sharing their contact information with the program

- Allows a helper to log that they gave a program's information to the seeker
- It resembles a live referral but the **information DOES NOT get sent to the program**
- The tell-tale sign you are logging a referral is that there will **not be a consent checkbox**

Logging a referral allows the care team and the patient to be in the loop about referrals and their outcomes. Providers can view the case management history of the patient and create a tailored plan based on past referrals and goals. Seekers also receive a notification about the logged referral. Referrals are tracked in reports and used to understand the success of the platform.
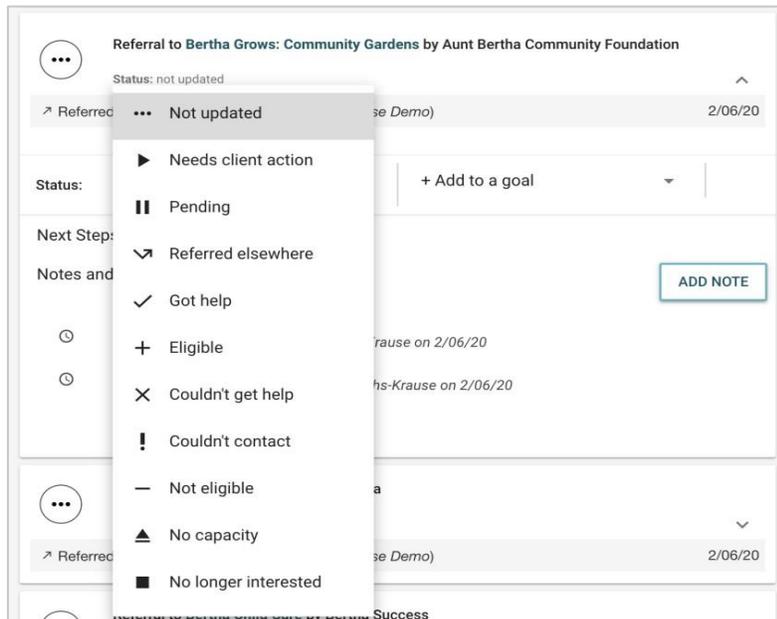
- **How can I see which programs a seeker is referred to?**
  The "People I'm Helping" menu allows you to keep track of the patients your helping. You can take any number of actions including adding goals, navigation notes, and viewing navigation history.
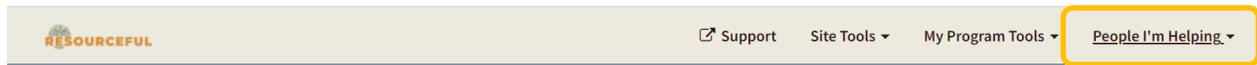
- **How can I update the status of a referral?**
  In the navigation history section you can easily update the status of a referral.

- **How can I save programs to easily access them again?**
  Favorite's folders allows you to create curated, customizable resource lists that are easy to reference and share with colleagues and seekers. Add programs to a favorite's folder by clicking "Save" on the program card.

- **How is personal information of users and patients protected?**
  Find Help/Aunt Bertha takes extraordinary measures to secure all personal information. People who use the network to connect directly with programs have control over which organizations they trust with their personal information. Find Help/Aunt Bertha is HITRUST certified, which incorporated HIPAA and NIST 800-52 security controls, validating that they are committed to meeting the most stringent regulations for protecting sensitive information to guarantee privacy for users and patients across our network.

- **How is Wilderness Health engaging with our network of community-based organizations?**
  Wilderness Health has partnered with Essentia, Generations Health, and Stratis Health to launch a single solution to connect patients and with the resources they need at Community Based Organizations. To learn more about our community engagement strategy, or to schedule a training in your community, please contact:

  Jill Doberstein, Community Outreach Program Manager
  Jill.Doberstein@EssentiaHealth.org

  Resourceful (general e-mail)
  Resourceful@EssentiaHealth.org

- **More questions?**
  - Review findhelp/Aunt Bertha
  - Visit the support page/troubleshooting
  - Visit the Trainings and Tools Page on Resourceful for additional information

RESOURCEFUL   Home | Find Resources | Trainings & Tools | Suggest a Program

Trainings and Tools

Resourceful supports community-based organizations with a free suite of tools that are designed to support your mission, such as analytics and reporting, intake management, and referral capacity.

If your organization offers free or reduced-cost services, we welcome you to join a free 1-hour training. Recorded versions are available to view below.

Upcoming Trainings: