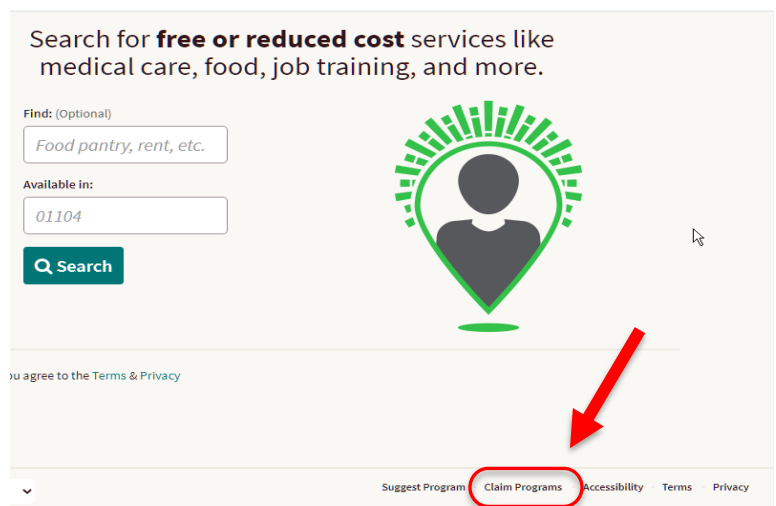# How to Claim and Suggest a Program

Claim a Program:

Claiming your program gives you ownership of your card & the ability to choose a workflow that best fits your needs. By claiming your program, you will have access to update your program's information, create intake screeners and eligibility assessments, review reporting and analytics tools, and more -- all for free.

1. Create an account or log in to 413Cares

2. Go to https://413cares.findhelp.com (scroll to bottom)

3. Click "Claim Programs" on the bottom right footer of the page

4. Search for your program or organization within your organization's main zip code

5. A list will appear of possible matches -- if any of these are your programs, you can select the "Claim" button to the right.
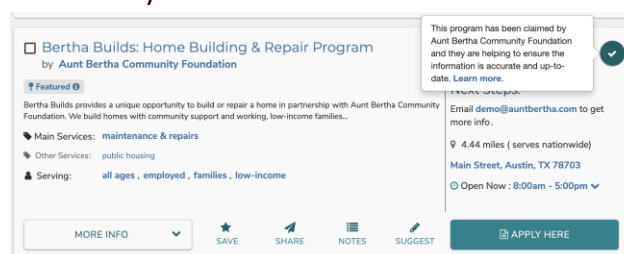
   a. If we have multiple services indexed for your organization, an additional list of program listings will appear. Check any/all other program(s) you wish to claim, then click "I Work Here!"

6. If your program does not show up as a listed organization, you can add your program by following the suggested steps listed here

7. Verify your claim through an email from Findhelp (support@findhelp.com) **Keep an eye out for that email and check spam/junk folder if you don't receive the email within 1 day!)

   a. This email will have a verification link you need to click and it will expire within a short period of time.

8. After your claim is confirmed, a teal check mark will appear in the corner of your program's listing, letting people know that you've claimed it

Suggest a Program:

If there is a program that is not already listed, please suggest it be added by following these steps:

1. Go to https://413cares.findhelp.com

2. Click "Suggest Program" on the bottom of the page

3. Search and verify that your program isn't already listed.

4. Fill out the "Tell us more about the program…" section to the best of your ability using the below questions as guidance. Findhelp will follow up with you if we have any questions or need additional information!

   a. *Program Name* - name of the program you are suggesting
   b. *Organization Name* - name of the organization providing the program
   c. *Main and Other Services* - social services offered by the program
   d. *Serving* - demographic groups that the program serves
   e. *Next Steps* - what to do next to get help/get in contact with the program
   f. *Description* - a description of the program
   g. *Eligibility* - information as to whom is eligible for the program
   h. *Languages Served* - languages in which the program can provide services
   i. *Cost* - information on program cost (i.e., free, reduced cost). **If there is a cost for your services, please make sure you thoroughly explain eligibility requirements
   j. *Website and Social Media Links* - links to the program's website and social media pages
   k. *Coverage Area* - The geographic areas where the program provides coverage
   l. *Hours & Locations* - hours and locations of the program

5. If you are suggesting a program that you provide, click the "I work at this program" box. Once the program is published, Findhelp will send you a prompt to claim your new program listing.

6. Click the "Suggest a Program" button at the bottom of your screen.

7. You will receive an automatic email from Findhelp (support@findhelp.com) for submitting the suggestion.

8. Findhelp will send a follow up email within two business days to inform you the program was listed or request additional information if they need it.

Need additional support?
Contact Amanda Bowen, Findhelp Community Engagement Manager, at abowen@findhelp.com, or 413Cares at info@publichealthwm.org.