

How to Launch LinkU from the CRISP DC Portal

Purpose:

This guide walks users through how to access **LinkU**, DC Health's instance of findhelp, by launching the **LinkU** application within the **CRISP DC Portal**. It explains the steps to access LinkU to complete social needs screening assessments, search for resources, and make closed-loop referrals.

Before you get started, confirm access:

If your organization has not yet been onboarded to LinkU, contact the CRISP DC Project Manager, Abby Lutz at abby.lutz@crisphealth.org to request access through the DC Health Information Exchange (DC HIE).

Step 1: Search for a Patient

- Log into the **CRISP DC Portal**, using **Google Chrome** (preferred browser)
- Use the **Patient Search** tool to locate the individual

Q Patient Search

First Name *

gilbert

Last Name *

grape

Date of Birth *

01/01/1984

Gender

SSN

Reset

Search

Search Results

First Name	Last Name	Date of Birth	Gender
Gilbert	Grape	01/01/1984	Male
GILBERT	GRAPE	01/01/1984	Male
GILBERT	GRAPE - DO NOT USE	01/01/1984	Male

Step 2: Select the LinkU Tile

- Click on the patient's name, and select LinkU from the drop-down of applications.

The screenshot shows the 'Patient Search' form on the left and 'Search Results' on the right. The search criteria are: First Name 'Gilbert', Last Name 'grape', Date of Birth '01/01/1984', and Gender is a dropdown menu. The 'Search' button is highlighted. The 'Search Results' table lists several entries for 'Gilbert'. A dropdown menu is open for the first entry, showing a 'Select App' dialog with options: 'Clinical Information Test', 'Screening', 'Consent Tool', and 'LinkU'. The 'LinkU' option is highlighted with a red box.

Step 3: Conduct Screenings and Referrals

- You will automatically be logged into **LinkU** with the selected patient's information preloaded.

The screenshot shows the LinkU interface. The top navigation bar includes 'HOME', 'Reports & Applications', and a search bar. The 'Reports & Applications' sidebar lists various tools, with 'LinkU' highlighted. The main content area displays the 'Standard Needs Assessment' form. The form includes a 'Welcome to LinkU Staff' message, a 'Let's get started!' section with a ZIP code input field (80019) and a 'Search' button, and a 'Make the Connection' logo. The bottom of the form contains a message about crisis support.

- Within **LinkU**:
 - Conduct a **Social Needs Screening**

The screenshot shows the 'Standard Needs Assessment' form on the findhelp website. The form is titled 'Standard Needs Assessment' and includes a 'Select Language' dropdown menu. Below the title, there is a 'General Information' section. The first question is 'Are you completing this form on behalf of another person?' with radio buttons for 'Yes' and 'No'. Below this, there are input fields for 'First Name', 'Last Name', 'Preferred Name', and 'Gender'. A note states: 'The following questions should reflect the information for the person being assessed'.

- **Search for Community Resources** relevant to the patient

The screenshot shows the findhelp website's search results for housing programs in Washington, DC. The page has a purple header with a search bar and navigation icons for various services like Food, Housing, Goods, Transit, Health, Money, Care, Education, Work, and Legal. Below the header, there are filters for 'Personal Filters', 'Program Filters', and 'Income Eligibility'. The main content area displays a map of Washington, DC, with several red location pins. To the right of the map, there are two program listings:

- Information and Referral** by Georgia Avenue Family Support Collaborative. Reviewed on: 03/28/2025. Description: 'Our Information and Referral program links families and individuals to agencies that assist with a variety of needs. This service is designed to help at risk populations avoid crises and...'. Main Services: 'help find housing, help find childcare, navigating the system, help find work, one-on-one support'. Serving: 'anyone in need, all ages'. Next Steps: 'Call 202-722-1815. Serves your local area. Open Now: 8:00 AM - 5:00 PM EDT'.
- Permanent Supportive Housing On-Site** by U.S. VETS - United States Veterans Initiative. Reviewed on: 03/28/2025. Description: 'Permanent Supportive Housing On-Site program provides housing on U.S.VETS campuses to veterans who are economically self-sufficient. Supports and amenities may include rental assistance, sobriety...'. Main Services: 'help pay for housing, help find housing, long-term housing, navigating the system'. Other Services: 'independent living, addiction & recovery, individual counseling, financial education, support network, one-on-one support, peer support, support groups, help find work'. Next Steps: 'Call 877-548-7838. 1.97 miles (Serves your state). 111 K Street Northeast, Washington, DC 20002'.

- **Make Closed-Loop Referrals** directly through the platform. A closed-loop referral is a coordinated process where a provider sends a referral for a service to a specific organization, the receiving organization delivers the service, and then the organization providing the service confirms that the service was delivered.

☐ **Information and Referral**
by Georgia Avenue Family Support Collaborative
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Next Steps:
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MORE INFO ▾ SAVE SHARE NOTES SUGGEST REFER

Eligibility Must be a DC resident

Who is this for? ☐ For myself or my family ☒ I'm referring someone else

Your Name * Abby Lutz

Tell us about the person you're helping:

Someone you've Connected before:

Use contact info on file * Start typing their name x

Or

Connecting someone new:

Their Name * First Name Last Name

Their Email Address

Their Phone Number

Their Language English ▾

To learn more about the LinkU platform, please visit crispdc.org/hrsn. For general questions about LinkU or the CRISP DC Portal, please reach out to dcoutreach@crisphealth.org