

Health Related Social Needs Solution

How does it work?

CRISP DC together with the DC Department of Health is launching LinkU, DC Health's screening and referral platform powered by findhelp. CRISP DC users can seamlessly access the LinkU platform and connect patients to community resources through a Single Sign-On (SSO) solution available via the CRISP DC HIE Portal and InContext application.



The LinkU platform allows providers to:

- **Perform** a **social needs screening assessment**
- **Search** for **community resource information available in the District**
- **Send closed-loop referrals** to **community-based organizations**

Social Needs Screening Assessment

Food

Within the past 12 months, have you been worried that your food would run out before you got money to buy more.

☐ Often true

☐ Sometimes true

☐ Never true

Financial Situation

- Providers can use LinkU's standardized **Community Needs Assessment** to screen clients across key domains: Living Situation, Financial, Food, Medical, Mental Health, Transportation, Legal, Safety, and Substance Use.
- Screening data captured in LinkU will be accessible in CRISP DC, ensuring care teams have up-to-date social needs history.

Community Resource Inventory

- Providers can search within LinkU using a zip code or a specific program to **find available resources** for patients.
- Available programs: **Food, Housing, Goods, Transit, Health, Money, Care, Education, Work and Legal.**

Welcome to LinkU

Find health, food, housing, and more, anywhere.

Let's get started!

Find: (Optional)

Food pantry, rent, etc.

Available in:

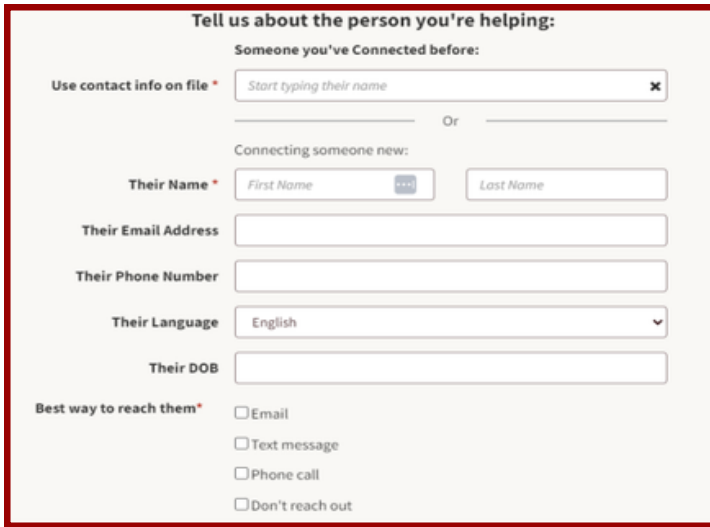
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Q Search

LinkU

Make the Connection.

Closed-Loop Referrals



The form is titled "Tell us about the person you're helping:". It has two main sections: "Someone you've Connected before:" and "Connecting someone new:". The first section has a field "Use contact info on file*" with a placeholder "Start typing their name" and a clear button (x). The second section has a "First Name" field with a dropdown arrow, a "Last Name" field, and a "Their Email Address" field. Below these are fields for "Their Phone Number", "Their Language" (a dropdown menu currently showing "English"), and "Their DOB". At the bottom, there is a section "Best way to reach them*" with four checkboxes: "Email", "Text message", "Phone call", and "Don't reach out".

- Providers can send closed-loop referrals through LinkU to **qualified community-based programs** and **update referral statuses to ensure a closed-loop process**.
- Referral data captured in LinkU will be available in CRISP DC, giving care teams access to the most up-to-date referral information.

A SEAMLESS WORKFLOW SOLUTION TO EASILY ASSESS NEEDS, SEARCH COMMUNITY-BASED RESOURCES, AND REFER PATIENTS TO AVAILABLE SERVICES.

How to get access?

If you are interested in access to the LinkU platform, please reach out to CRISP DC Project Manager, Abby Lutz at abby.lutz@crisphealth.org.