



NorthTexasFamilies
your community resource for great connections

Quick Start Guide to How it Works

FIND



It all starts with a **zip code**...



Programs are listed by coverage area. Enter a zip code, and see all programs serving your area.



Search by **keyword**
or browse by **category**

Narrow results by
eligibility or **personal attributes**

[Check your eligibility](#)

Tell us about the people you live with to find programs you may be eligible for.

How many people live in your household? (include yourself)

Adults 18-64

Adults over 65

Kids 5 and under

Kids 6-18

How much does your household make per month?

Monthly income \$

[Check my eligibility](#)

- Age Group
- seniors (10)
 - adults (7)
 - young adults (7)
 - all ages (22)
 - teens (3)
 - children (2)

Next Steps [Description](#) [Hours & Location](#)

📍 Go to the nearest location to get services.

... and get started with
the right **information**.

PRINT



Avoid language barriers.

Translate before printing.

Details & Print



LOG IN

Sign Up

Log In

For additional features that help you work faster .

SHARE

Find the perfect program?

Share it via **email** or **text message**

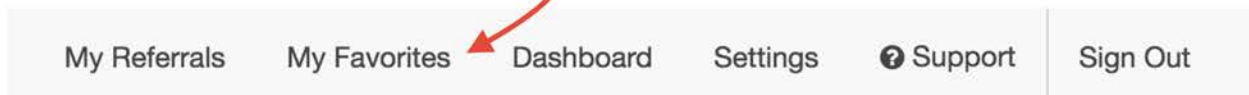


Your email address remains private when you share!

SAVE

Favorite programs you frequently use for quick access

★ Add to Favorites



CONNECT



Contact the agency directly by using the Connect button.

Connect

What happens when you connect?

1. The agency receives an email* notifying them that someone is interested in their services
2. The referral is tracked
3. If you are referring someone other than yourself, they receive an email and can log in to view the connection

Update the status of the referral and close the loop 

Referred Apr 07, 2016	Programs Referred	Status
	Utility Assistance Program by The Salvation Army Texas	<input type="button" value="✓ Got Help"/>

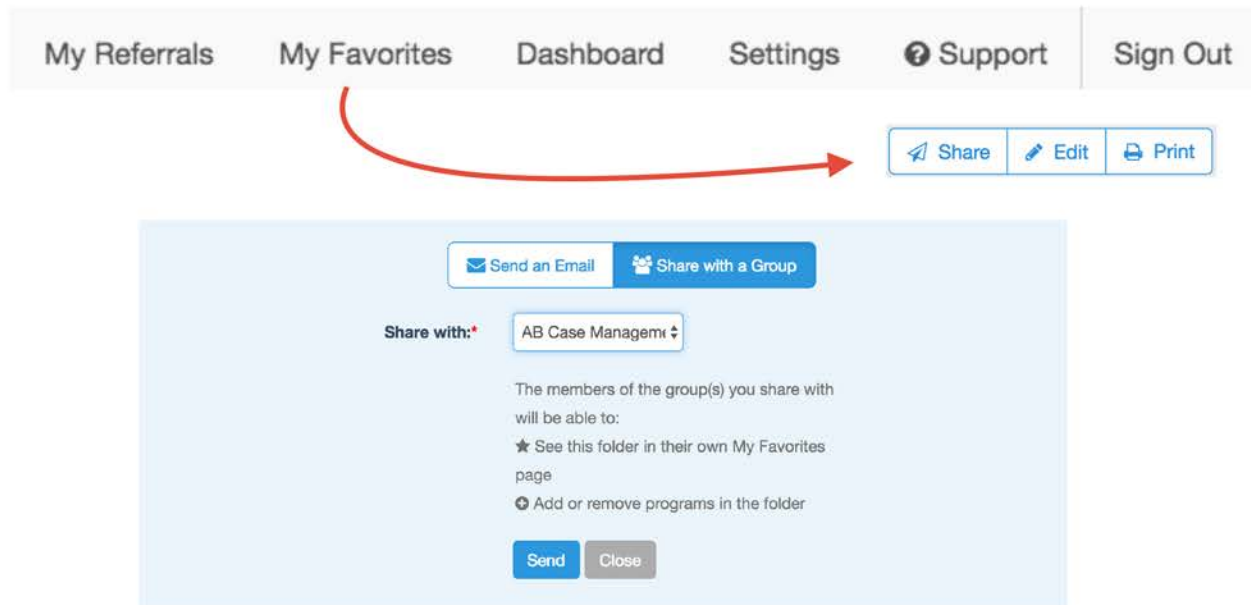
Referred Mar 31, 2016	Programs Referred	Status
	Emergency Shelter by LifeWorks	<input type="button" value="✓ Got Help"/> <input type="button" value="? Unknown"/> <input type="button" value="✓ Got Help"/> <input type="button" value="🗨 Not Yet"/> <input type="button" value="✗ Couldn't Get Help"/>

*Emails are only sent if the agency has an email on file.
The onus is still on the person seeking services to contact the agency.

TEAMWORK

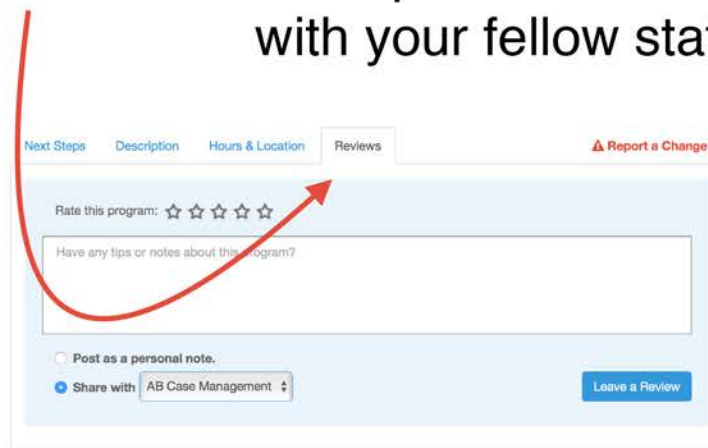


Share favorite folders with your team.



The screenshot shows a navigation bar with the following items: My Referrals, My Favorites, Dashboard, Settings, Support, and Sign Out. A red arrow points from the 'My Favorites' item to a 'Share' button in a secondary menu. This secondary menu also includes 'Send an Email' and 'Share with a Group' buttons. Below these buttons, there is a 'Share with:' dropdown menu currently set to 'AB Case Management'. A list of permissions is shown: 'The members of the group(s) you share with will be able to:' followed by three bullet points: '★ See this folder in their own My Favorites page', '⊕ Add or remove programs in the folder', and '⊕ Add or remove programs in the folder'. At the bottom of this menu are 'Send' and 'Close' buttons.

Use **Reviews** to share helpful information with your fellow staff members.



The screenshot shows a 'Reviews' tab in a program detail view. At the top right, there is a 'Report a Change' link. Below the tabs, there is a star rating section: 'Rate this program: ☆☆☆☆'. A red arrow points to the fourth star. Below the rating is a text area with the prompt 'Have any tips or notes about this program?'. At the bottom left, there are two radio buttons: 'Post as a personal note.' (unselected) and 'Share with:' (selected). The 'Share with:' dropdown is set to 'AB Case Management'. A 'Leave a Review' button is located at the bottom right.

Reviews are not shared publicly. They are only shared with people in your group.

DATA, DATA, DATA



Programs listed in Aunt Bertha must meet two criteria:

1. Provide a **direct service**
2. Services are offered at a **free or reduced cost**



How do we do it?

Our data team is our biggest investment. We're committed to providing you with as many social services programs that are available to you and your community.

What if a program is missing?

Let us know by using the Suggest a Program button at the bottom of each page.

[Suggest Program](#) | [Terms](#) | [Privacy](#)

What if information is incorrect?

We have a target to update programs every 6 months.

If something has changed let us know with the Edit or Claim button on the program card.

We have a two business day target response time for both Suggest a Program and Edit or Claim