



## **Samaritan Community Care Provider FAQ**

### Enrolling Participants

#### **How many participants should we enroll?**

We recommend you consider your current staff capacity when deciding how many participants to enroll. While using Samaritan technology only takes a few minutes each time you meet with someone, we're all about relationships. We hope our technology ultimately encourages deeper conversation about goals, needs, and available resources. We've also seen that over 50% of participants engage more frequently with their case manager once they're enrolled on the Samaritan platform.

#### **Who is allowed to participate? Does someone have to be experiencing homelessness?**

Our doors are open! We know that just because you're in a home doesn't mean you don't need a little help and encouragement. Samaritan should be a strategic tool that your team uses to help move the needle on health and housing outcomes for your clients, whether they are living on the street, in permanent supportive housing, or anywhere in between.

#### **What is shared on a participant's profile?**

A participant can share whatever they'd like on their profile – it all depends on their comfort level! Many choose to share how or why they are experiencing homelessness, along with long term goal's they're working toward. They can share as much or as little as they want. If someone isn't comfortable using their real name or sharing their picture, they're welcome to use a street name and hide their picture from the public.

#### **Why am I capturing a participant's Social Determinants of Health? What are SDOH?**

According to [healthypeople.gov](http://healthypeople.gov), SDOH are conditions in the places we live, learn, work, and play that affect a wide range of health and quality-of-life outcomes. Things like access to adequate housing, health care, transportation, and social support. We capture this information when someone first enrolls in Samaritan, and then regularly throughout their enrollment. This is so that we have a more holistic view of someone's progress

toward stability, and to better understand the areas where our sector as a whole needs to do better to support our community.

## Receiving and Spending Funds

### **How does someone give?**

Samaritan donors can give through two ways. 1) Samaritans can make gifts through the app, either through a general donation to a participant or by giving to meet a participant's specific need. These donations go to a specific participant's account. 2) Samaritans can give online through [yourcity].samaritan.city/give to make a donation to your Action Fund, which funds bonuses to participants when they complete action steps they set out for themselves.

### **Does a samaritan donor have to be in proximity to someone to give?**

Nope, samaritans can give from anywhere through the app!

### **How much of the donation goes to the participant?**

100%! We ask donors to cover the processing fees. For example, if I were to make a \$5 donation, I would be charged \$5.45. \$5 goes to the participant, and \$0.45 goes to the processing company.

### **How does someone spend their funds?**

The case manager can submit a quick Purchase Request form through the Samaritan Partner app, where you'll quickly describe what item to purchase and what information we need to complete the purchase. Our fulfillment team will complete the purchase within 24 hours, unless we need to reach out for more information. If an item needs to be purchased immediately, your organization is welcome to make the purchase, and we will instead reimburse your organization.

### **What can be purchased with beacon funds?**

That's really up to your organization. At Samaritan, we recognize that every person's situation is unique, so we don't put limits on how the funds are used. Does someone need to pay their phone bill for next month? Maybe someone wants to celebrate a birthday with an UberEats gift card? Or perhaps someone really needs flexibility with a Visa gift card? It really depends on what that person needs in that moment, and what guidelines your organization wants to follow. Our fulfillment team will honor any purchase request you submit to us.

### **Can we create local merchant partnerships?**

Of course! Samaritan is structured so that local merchants aren't required, but they are easily supported with our technology. In Seattle, we have 9 local merchants, including a locally-managed grocery store, a couple

cafes, some outdoor shops, and a hair salon, who use the Samaritan Partner app to charge a participant's account on the spot. At the beginning of each month, we reimburse these merchants for purchases made the previous month.

### **Are donations tax deductible?**

Yes! Any donations given through the Samaritan app or online at [yourcity].samaritan.city/give are tax deductible through our 501c3 fiscal sponsor, Survive the Streets.

### **How do we share with our community?**

When you join Samaritan, we will provide shareable content, templates, and designs for you to use when sharing with your supporters & local media, and even for creating digital ads, if that's part of your development strategy!

### **How do you ensure everyone enrolled receives support?**

Participants can receive support through two methods. 1) Participants can receive donations from supporting samaritans that give through the Samaritan app. We have designed the app to highlight individuals who haven't received as much as others so that everyone has the chance to receive support. 2) Participants can receive bonuses from an Action Fund when they complete goal action steps they set out with their case manager. This ensures everyone has the opportunity to receive funds to address their needs.

## Managing Time

### **How much time will this take?**

The initial enrollment and profile creation will generally take about 15 minutes. During your regular meetings with participants, you can use Samaritan to update a participant's goals & needs, redeem their funds, and capture their Social Determinants of Health data. Once you're familiar with the technology, this shouldn't take more than 5 minutes!

### **We're meeting with people virtually right now. Can this work in a remote environment?**

Yep! You can enroll participants virtually, without needing to give a physical smart wallet (beacon).

### **What kind of paperwork do we need to fill out each month?**

There's no paperwork involved! We'll provide monthly reports to you that show the last month's activity, all captured through the app.

### **Will this be more work for our accountant?**

Nope, all donations are processed by our fiscal sponsor, Survive the Streets, and are held by us until your participants are ready to spend them. If you'd prefer donations go to you, just let us know.

**How do I report back to my funder?**

We provide monthly reports that you can share with your funder, and can customize this depending on the KPIs you need to track.

**What does this cost?**

Reach out to us at [hey@samaritan.city](mailto:hey@samaritan.city) to talk through your organization's specific needs and to receive a custom quote.

**How do you measure success?**

Our primary metric is a Social Determinants of Health score, which captures your participants' progress toward life-changing outcomes across 8 different determinants, including access to housing, food, relationships, transportation, and more. We can also measure KPIs related to community investment and participant engagement, depending on what you need.

**What if we have questions once we start using Samaritan?**

We have a dedicated customer support team that will be with you every step of the way!