



Get Help App™



A close-up photograph of a person's hands in metal handcuffs. The hands are clasped together, and the person is wearing a blue long-sleeved shirt. The background is dark and out of focus.

## Get Help App™

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To ensure formerly incarcerated individuals can stay connected, finding jobs, assist in providing access to health care services, maintain a connection with their families, children, and access help in an emergency.

”

# Re-entry that works



**Get Help App™ Program (GHAPP) is a nationwide application created by FREE to assist formerly incarcerated individuals with daily needs and resources to reduce recidivism.**

**Get Help App™ is a 'simple' platform of support for formerly incarcerated individuals by providing mentorship, mental health counseling, medical counseling, employment opportunities, and a direct link to resources in order to provide them with the best opportunity for success and sustained re-entry back into their communities.**


# Your success is FREEdom

Over 688,000 individuals are released from American prisons each year. FREE is dedicated to the long-term success of every individual. FREE stands with you and wants you to be a productive member of your community and will help you achieve your goals.

App users successful outcome includes the following:

- **Work skills, self-sufficiency, and employment**
- **Reduce risky behaviors**
- **Increase psychological well-being and reduce stress as well as PTSD**
- **Promote future mentorship**

\*GHAPP is not designed to replace long-term therapy; the mentors are not therapists, but trained counselors mandated to listen and provide in-the-moment support for GHAPP participants in an urgent time of need.

A close-up photograph of a person's hands holding a black smartphone. A card is partially visible behind the phone. The person is wearing a white long-sleeved shirt. The image is overlaid with a white geometric shape containing a quote. The background is dark blue on the left and black on the right, with a red triangle pointing towards the quote.

**“ Get Help App™ allows the formerly incarcerated, especially those affected by substance abuse and drug addictions, to access help at the press of a button. ”**

# Get Help App™ Benefits

**GHAPP is one of the most cost effective programs constructed:**

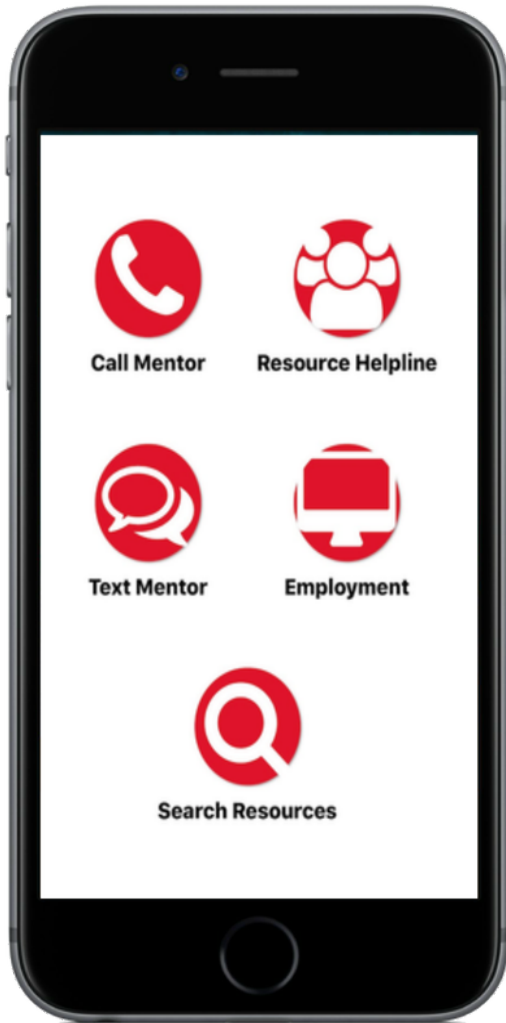
- **Total annual cost of programming for all 50 states: \$1,400,000**
- **Estimated number of individuals impacted: 340,000 to 680,000**
- **Total cost to support one formerly incarcerated individual for one year: \$2.06 to \$4.11 per person per year**

**Benefits to the General Public:**

- **39% reduction in recidivism**
- **Increase in public safety**
- **Increase in family stability**
- **Decrease in state correctional budgets**

**Our system is the star! Our operation is conducted 100% remotely, which allows us to operate nationwide, 24/7 and keep cost at an absolute minimum. We are the future of how efficiently an non-profit can run to maximize impact to its service population.**

# Get Help App™ Features



- **24/7 access to licensed counselors specializing in domestic violence, PTSD, and suicide prevention**
- **Easy access to licensed Nurse Practitioners**
- **24/7 Mentoring by an experienced trained professional\***
- **Downloadable Vouchers and funds to local restaurants and public transportation**
- **24/7 Resource referrals for food, housing/shelters, and more**
- **24/7 Text messaging**
- **Daily employment opportunities**
- **12-Step meeting locator**
- **Milestone and birthday celebrations**
- **Downloadable important documents**
- **Available through the Apple App Store and the Google Play Store**

# Data Collection

Because we operate a 24/7 hotline, so to speak, we are able to collect numerous anonymous data sets, which we free share with our partners, universities and any other institutions with the intention of helping our target population.

Here is some of the data we are able to track, while still keeping our client's anonymity:

- Most frequently asked questions
- Most frequent complaints
- Details regarding a particular resource
- What are some issues that are present as the duration in which one has been released increases
- Times or days that are most challenging
- Specific demographic information
- Variations as documented by offense
- Abundance of lack of support services



**These are a few of the features that make our system exceptional:**

**Voice** - includes a call-center queuing and routing engine with rich, encrypted multimedia audio in an internet browser to allow for advanced real-time collaboration. This cloud-based deployment models include a softphone on the agent desktop or cellular phone.

**Web Chat** - Dialpad Web fits into call agent workflows and allows agents to handle multiple chats simultaneously, escalate from a chat to a phone call or video session if the discussion necessitates a voice conversation or visual interaction. All web chat sessions are encrypted from keyboard-to-keyboard to keep patient data safe and secure.

**Recording** - All sessions are recorded, logged and stored in Audit Trail Services allowing retrieval of past web chats, phone calls or video conferences.

**Encrypted E-mail** - Secure encrypted e-mail enable an organization to safeguard messages between Customer, employees and any other external contacts. Our encrypted email uses the FREE email system for secure, encrypted communications while maintaining regulatory compliance.

**Referral Website** - Dialpad's website allows call specialists to record information about the caller, incoming or outgoing contacts, problems, needs, searches, and service referrals.

**Data Conversion** - iCarol's Resource data and call/client data from an existing system will be imported into the Resource House databases.

**Reporting Website** - iCarol's Reporting website allows authorized users to create and save reports using the data collected in the Referral database, and any data in the resource database (agencies/services/locations).

**Data Manager** - Wallows FREE to maintain a database of service providers, their services, and their locations.

**Volunteer Management** - Volunteers are recruited, trained, assigned, monitored and managed directly from our system.

**Complete Remote Operation** - Our system can be accessed and operated from virtually any place.

**Data Collection** - With direct access to a subject pool of formerly incarcerated individuals, we can grant researchers with a wide array of data with ease. We utilize AIRS/211 Taxonomy.

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App users can communicate via voice call or text message with a live mentor or call for help via our 24-hour referral resource hotline. Usage of the application is completely confidential and anonymous. ”





## **CONTACT ADDRESS**

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