

Technology for Aging and Disability Services

Aging and Disability Resource Centers and Area Agencies on Aging face a changing landscape where they are challenged to serve a rapidly growing population of seniors, while expanding their reach to include new communities such as Indigenous peoples and Veterans. iCarol technology boosts your visibility as an effective and trustworthy source of information and assistance.

Document contacts with clients and caregivers

- Customize forms to collect the information you need
- Attach intake documentation, screenings or assessments
- Use Profiles to track interactions and document progress



Maintain a database of community services

Curate lists of:

- Meal delivery services and food pantries
- Government organizations
- Aging and Disability resources
- And more...

Guide clients to the right services

- Refer people to services over the phone, by email, SMS/text, live chat, or through a public search embedded into your website
- Track referrals made
- Follow up to gauge client success accessing services, track outcomes, and measure customer satisfaction



Support a No Wrong Door approach and coordinate care

Coordinate services and communicate with partner agencies to be a leader in the continuum of care.

- Pre-qualify eligibility for services
- Securely send intake forms and other client information through email or API

Share inventories of community services

- Allow partners to submit and update their resource database listing to save time and ensure accuracy
- Feature your resource database on other websites including:
 - Libraries
 - Hospitals
 - Senior Centers and care facilities
 - Veterans services
 - Other community service agencies



What can I do with iCarol?

- Engage with clients and caregivers on a variety of communication channels
- Document contacts and update case records
- Send resource information through email or SMS/Text
- Categorize resources with built-in AIRS Taxonomy
- Coordinate care between multiple agencies
- Securely send intake forms and other information