

## Software for 2-1-1 Services

2-1-1 is an invaluable resource for information and referrals to health and human services, and connections to aid in the wake of disaster. The Coronavirus pandemic has again proven just how critical 2-1-1 services are. iCarol empowers your service to be a leader for trustworthy I&R in your community.

### Curate a Database of Community Services

Maintain a comprehensive inventory of:

- Meal delivery services and food pantries
- Government organizations
- Aging and Disability resources
- Community-Based Organizations (CBOs)
- And more...



### Automate Updates to Service Information

Ensure data accuracy, save time and maintain AIRS Accreditation by automating update requests.

- Email update requests directly from within iCarol
- Provide a secure portal for CBOs to submit updates
- Review, edit, apply, and track directly in iCarol

### Meet People Where They Are

As voice calling declines, particularly among younger generations, you need to provide services on multiple channels.

iCarol offers:

- 2-way SMS/Texting
- Live Chat
- Referral sharing by phone, email, SMS, or Live Chat
- Self-service search of your resource database embedded into your website
- Intake, assessments and applications on your website



### Document Interactions and Collect Data

- Customize forms to collect the information you need
- Track Met/Unmet needs
- Follow up to gauge success, track outcomes, and measure customer satisfaction

### Collaborate with Partners

Take your partnerships with CBOs to the next level by inviting them to have direct, secure access to share referrals and program capacity.



### Harness Your Data

Take advantage of the variety of ways to export and exchange data in and outside of iCarol.

#### iCarol to iCarol:

- Allow partners to view and refer from your database
- Coordinate with partners to share resource editing responsibilities
- Enable editing restrictions, controlling what your partners can edit

#### iCarol to non-iCarol technology:

- Manually export, on demand or schedule automated exports to an S/FTP site
- Robust API for near-real time access to data
- Share resource data in iCarol's standard CSV, AIRS XML 3.0, or Open Referral (HSDS v1.0) formats

#### What can I do with iCarol?

- Provide comprehensive I&R on a variety of communication channels
- Categorize resources with custom or built-in 2-1-1 Taxonomy tools
- Transmit data to 2-1-1 Counts
- Send outbound referrals from 898-211
- Provide rapid disaster response
- Track needs, service gaps, and outcomes
- Generate revenue from your data
- Meet AIRS standards for accreditation