

CIRCE

Cloud-based, HIPAA-compliant case and care management solution for human services and non-profits, built on the Salesforce platform.

<https://circe.technology>

Overview

CIRCE (Cloud-Based Integrated Reporting and Charting Environment) is a transformative, comprehensive, and user-friendly solution designed for human services management, primarily targeting non-profits, community-based organizations, and government agencies. It is a Salesforce Independent Software Vendor (ISV) Partner, with the application built entirely on the customizable and robust Salesforce platform.

Product Overview & Key Benefits CIRCE empowers organizations to efficiently track case management needs, streamline workflows, and maximize productivity while ensuring compliance with funders and regulatory requirements. It is positioned as an affordable and comprehensive solution, developed by service providers for service providers.

Main Features and Capabilities

Case & Care Management: Easy-to-use system for managing client cases, attendance, member engagement, goal setting, progress tracking, and billing.

Mobile Crisis Response: A mobile-first platform custom-built for fast-paced, community-based work, supporting field assessments, de-escalation, referrals, and resource connections. Features include Field Data Capture and Mobile Input Forms.

Contact Center Solutions: Comprehensive operations management for crisis hotlines (like the 988 Crisis Lifeline), featuring Multiple Call Queues, Comprehensive Caller Profiles, and Assignment Management.

Reporting & Analytics: Customizable, dynamic dashboards provide real-time insights for leadership and mobile teams, offering detailed, unduplicated client service reports.

Compliance & Security: 100% HIPAA compliance is prioritized, with security features including data encryption.

Automation: Includes automated service referrals, follow-up tracking, and case note documentation for greater efficiency.

Target Users and Use Cases CIRCE is utilized by non-profits, health services, and government agencies for use cases such as: general Case Management, Mobile Crisis Response & Intervention,

988 Crisis Lifeline Management, and Systems Migrations from legacy platforms to Salesforce.

Key Features

- Case Management
- Care Management
- Mobile Crisis Response
- Real-Time Reporting & Analytics
- Automated Referrals & Documentation
- Client Intake & Goal Tracking
- Contact Center Management
- Attendance & Member Engagement

Pricing

Model: subscription

\$240 USD/user/year for the CIRCE: Care, Case Management app. The company offers customized solutions and services beyond the base app.

Starting at: USD \$240

Target Company Size: small, medium, enterprise

Integrations

Salesforce, Microsoft Teams, Zoom

Compliance & Certifications

HIPAA