



iCarol

Cloud-based contact and client management software for non-profit helplines, crisis centers, and 211 services.

<https://www.icarol.com>

Overview

iCarol is a web-based, cloud software solution designed specifically for non-profit organizations and community programs such as helplines, mental health services, crisis and suicide prevention centers, 2-1-1 services, and victim support services.

Product Overview & Key Benefits Built by former crisis hotline volunteers, iCarol aims to streamline administrative tasks to allow staff and volunteers to focus on service delivery. It is an all-in-one system that integrates contact documentation, client management, resource and referral, and volunteer/staff scheduling into a single platform. The software is highly customizable, allowing organizations to tailor contact forms and data fields to meet specific contract, funder, or accreditation requirements (like those for 988 and 211 centers).

Main Features & Capabilities

Multi-Channel Contact Management: Document interactions from phone calls (via telephony integration), Live Chat, and SMS/Texting in one database.

Resource & Referral Database: Create and maintain a robust, customizable database of community service providers, supporting 211HSIS Taxonomy integration and public-facing directories.

Client Management: Create client profiles, track interaction history, manage follow-up workflows, and conduct risk assessments.

Volunteer & Staff Management: Features include shift scheduling, substitution requests, and tracking of training and credentials.

Reporting & Statistics: Provides dozens of ready-to-go charts and graphs for metrics like call/chat/text volume, demographics, and volunteer hours, with options to export raw data for further analysis.

Closed-Loop Referrals: Allows for direct referrals to partner agencies, waitlist management, capacity tracking, and secure data sharing for coordinated care.

Target Users and Use Cases iCarol is primarily used by non-profit human services organizations, including:

988 Suicide & Crisis Lifeline Centers
2-1-1 Information and Referral Services
Crisis and Suicide Prevention Hotlines
Victim Services (Rape Crisis, Domestic Violence)
Older Adult and Senior Support Agencies
Mental Health and Addiction Services

Key Features

- 988 & 211 Network Integration
- Multi-Channel Contact Documentation (Chat, Text, Phone)
- Customizable Resource & Referral Database
- Volunteer and Staff Scheduling/Management
- Real-time Statistics and Outcome Reporting
- Client Management and Follow-up Workflows
- Closed-Loop Referral Tracking
- Configurable Contact Forms and Risk Assessments

Pricing

Model: subscription

Subscription-based with custom quote pricing. The base subscription includes unlimited users, but optional add-on features (like Live Chat/SMS portals) incur additional costs and setup fees.

Pricing is not publicly disclosed.

Target Company Size: small, medium, enterprise

Integrations

EHR Systems (via secure data transfer), Telephony Systems (for screen-pop), 211 Counts, EMHware, Devless, 211HSIS Taxonomy

Compliance & Certifications

HIPAA, GDPR, PIPEDA

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