

iCarol.com Helpline Software: Advances and New Features
How a iCarol can really help your crisis or help line

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Many crisis and help lines use a combination of paper, spreadsheets, binders and perhaps software that a volunteer wrote to run their agencies. With thousands of calls per year, hundreds of shifts per month, and dozens of volunteers, these methods can be time consuming, prone to error, and difficult to maintain over the long term. And building reports for your board, staff, funders and accreditors can be neither simple nor enjoyable.

iCarol is software built specifically to help agencies like yours run well. In fact it's used by many Contact USA member agencies already, as well as lots of other help lines across the US, Canada and the UK. Its built and supported by technology experts who also have worked on a crisis line for years.

This presentation will show you how people are using iCarol today to do shift scheduling, call reports, volunteer management, information & referral and statistics - most of the major administrative tasks of a helpline. It can also help you organize follow-up and Reassurance (outbound) calls you make to clients.

The session will be divided into three parts:

1. A brief overview of iCarol, for those who may not have seen it
2. Showcasing innovative ways iCarol enables partnerships between centers
3. Introducing recent new major upgrades that improve service to callers and reduce operating costs

Not only is it affordable and easy to use, but help lines rave about the positive impact its had on their callers, volunteers and staff.

Please join our session to learn more about iCarol and how it could help your agency. You can also learn more at www.iCarol.com.

Neil McKechnie is a current volunteer at his local crisis line. He is also the co-founder and Director of Services for iCarol.com. Neil is active on technology and advocacy committees at several national crisis and help line associations. He has a Bachelor's degree in Electrical Engineering and Computer Science, a Masters of Business Administration, and is a Microsoft Certified Professional.