



New and Improved Resource Updating Process

Benefits of the iCarol Platform



- Used by hundreds of 2-1-1 systems nationwide
- Allows customization of call screens to adapt to call flow
- Built in reporting capabilities and ease of developing custom reports
- Interfaces with website for easy on-line resource updating
- User friendly auto verification emails for resource verification and updating
- Cost effective solution

Changes to Data Management Process



- Addition of Data Coordinators
- Utilization of Public Site versus Issuance of Licenses to Database Software
- Proactive System Based Update Requests
- Updates Via Initiative and Partnerships

Ways to Update Resource Data



- Annual Data Blitz
- Auto Verification Emails
- On-Line Portal to Submit Updates
- Contact a Data Coordinator With Mass Updates



Advocate, Educate, Reinforce

- **Advocate** in your community on the importance of having current and complete resource information in the 2-1-1 database;
- **Educate** community organizations on the ease with which they can update their information on-line through our new processes;
- **Reinforce** the importance of responding to 2-1-1's auto verification emails and assist 2-1-1 with follow-up calls and outreach.



Data Partners

The Eyes and Ears Of Your
Community!

Let Us Know What YOU Know!

We All Own NC 2-1-1!

Submitting Changes



There are two main ways to update information with NC 2-1-1.

- **Auto Verification Requests**
 - This involves NC 2-1-1 sending an agency an email requesting an update.
- **Submitting a Comment**
 - This involves an agency submitting an update or change through nc211.org


Receiving an Automatic Verification Request



Email will come from United Way 2-1-1 of North Carolina NoReply@iCarol.com and will contain a link:

Important Update Request from United Way's NC 2-1-1

United Way 2-1-1 of North Carolina <NoReply@iCarol.com>

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

sent: Thu 11/3/2016 3:11 PM

to: Amanda Bauman

United Way's NC 2-1-1 is a statewide information and referral network serving more than 120,000 North Carolina citizens each year by providing information about local resources available to assist with individual and family needs. To provide the best possible service, it is important that our database include current and accurate information about resources throughout the State. Your assistance in helping United Way maintain accurate and up-to-date resource records allows us to better serve NC 2-1-1 callers, who may need the important services your agency provides. Additionally, maintaining an accurate account of your agency's information should reduce unnecessary calls to your agency, saving valuable staff time and resources.

Please take a few minutes to update the information on file for Program: TEST Not a real food pantry using the following link(s):

<https://webapp.icarol.com/pub/VerifyResourcePublic2.aspx?k=af376a5e-0162-4938-a778-af07e3fd0d44>

We would appreciate you taking time to update your information by Nov 10 2016. Once you have completed the update process, the information will go to one of our Data Coordinators for review before posting live on our website and in our database. This process can take up to 7 business days.

Thank you for your support of NC 2-1-1. Please visit nc211.org for more information about our services.



First you will be asked for your contact information, and then to review the listing.

When reviewing, make any changes necessary:

Program Phone Numbers			
<u>Phone Name</u>	<u>Phone Number</u>	<u>Phone Description</u>	
Toll Free	800-555-1234		<input type="checkbox"/> Private
After Hours Line			<input type="checkbox"/> Private
Business Line			<input type="checkbox"/> Private
Fax	123-456-7890		<input type="checkbox"/> Private
TTY			<input type="checkbox"/> Private

Custom-named phones:

<u>Phone Name</u>	<u>Phone Number</u>	<u>Phone Description</u>	
Main	828-123-4567		<input type="checkbox"/> Private
			<input type="checkbox"/> Private
			<input type="checkbox"/> Private
			<input type="checkbox"/> Private
			<input type="checkbox"/> Private

Then the Data Team will be notified of the completed request and the changes submitted:

Program Phone Numbers			
Phone Name	Phone Number	Phone Description	
Toll Free	800-555-1234		<input type="checkbox"/> Private
After Hours Line			<input type="checkbox"/> Private
Business Line			<input type="checkbox"/> Private
Fax	123-456-7890		<input type="checkbox"/> Private
TTY			<input type="checkbox"/> Private

Custom-named phones:

Phone Name	Phone Number	Phone Description	
Main	828-239-1040 Original Num: 828-123-4567		<input type="checkbox"/> Private

The Data Team will make the suggested change, or contact you with questions or if more information is desired.



Questions/Comments on the Auto Verification Process?

Let's look at submitting a comment through nc211.org

Searching on the website



When searching nc211.org, “less is more”, unless the exact listing is known:

You may either type in an agency/program name, or choose a suggested service as you type, then click the button.

Search Names Search All Fields

Look for resources in or near a location:

State: ▼

County: ▼

City: ▼

Zip code:

Sort alphabetically Sort by proximity

Reviewing a listing



If you notice a need for an update, such as a new phone number:

Program: TEST Not a real food pantry

Agency: [Test for iCarol](#)

Alternate name: TFIOC; Youth; The Kitchen Test for iCarol

Description

Open Wednesday 12:30 p.m. - 4:00 p.m. Walk-in program offering food, pet food, diapers, hygiene items, and clothing. Food pantry operates by "clients choice". Individuals select, from a list of what is available in the pantry, what items they would like to have in their food box. Clothing available for babies, and children.

This is not a real listing. This is a test for the iCarol transition.

Program Phones:

828-123-4567

Main

800-555-1234

Toll free

123-456-7890

Fax

Submitting a Comment



If you notice a need for an update, submit a comment:

Do you see something wrong that needs to be corrected? If so, please enter your comment below.

Your name

Your email address

Your comments



Enter the letters and numbers from above into this box

Submit your comments



The Data Team is then notified of the submitted comment:

Comments from the public website

On Thursday, November 3, 2016 at 3:03 PM, someone on the public website named Amanda B at amanda.bauman@unitedwayabc.org submitted this comment:

Clear this comment

Please change the main phone number to 828-239-1040.

The Data Team will make the suggested change, or contact you with questions or if more information is desired.



Thank You