

## Provider Portal

Helplines, contact centers, and other human service organizations are now being asked to provide referrals directly to CBOs and to report on outcomes. Provider Portal takes your partnerships with CBOs to the next level by inviting them to directly access and update authorized ReferralQ information.

### Private and Secure

You have complete control over who can use the Provider Portal and what they can see and do. Provider Portal uses the same high security and encryption standards as your iCarol system.



- Create unique user accounts for providers
- Allow providers to see only the information that applies to their organization
- Configure a number of advanced security settings for providers
- Change or revoke user access at any time

### Real-time Capacity Tracking

When providers update their programs' service capacity, it is immediately reflected in the ReferralQ. Capacity is also automatically reduced when a new referral is made to the provider, ensuring an accurate, real-time reflection of the CBO's bandwidth to provide services.



### Share Referral Information

Provider Portal removes the need for emailing, faxing, or calling your partner to relay information about the people you're referring to them. Instead, you have the option to grant them secure, direct access to all the necessary referral or intake information right within the Provider Portal.

### Update Help Seeker Status

CBOs can use the Provider Portal to update a referred help seeker's status as they move through the process of obtaining services.

- Create a customized list of statuses
- Updates made by CBO or your own staff
- Track how long help seekers spend in each stage
- Report on help seeker outcomes

### Provide Closed-Loop Referrals

When CBOs directly share the help seeker's status and outcomes in the Provider Portal, it effectively closes the loop in the referral process, and provides you with valuable outcome information. This secure Provider Portal enables efficient information gathering and empowers you to work closer with your CBOs and participate in CIE and No Wrong Door initiatives.



### Provider Portal is Used By

- Homeless Shelters
- Crisis Stabilization Units
- Housing Navigators
- Mobile Crisis Teams
- Financial Assistance Programs
- Child Care Referral Agencies
- Holiday Gift/Meal Assistance Programs
- Tax Preparation Sites
- And more!