



# OnSolve Critical Communications

Connect Your Community with Health, Human and Social Services

When it comes to protecting the health, safety and well-being of your community, establishing a line of communication is the first piece of your infrastructure puzzle. If the members of your community aren't aware that certain Federal or State programs are available to them, they can't benefit from them. A reliable, user-friendly communication system helps government agencies tasked with this, keep their clientele informed and readily able to access benefits they're entitled to.

Many agencies have yet to take advantage of the modern technology that makes this not only possible, but strongly impactful. If you're a health and human services program administrator or section chief still operating with piecemeal solutions that fail to integrate with your existing business systems and cause frustration for internal teams, know this: There's a better way and it's available now.

OnSolve connects your community with your services — faster and more efficiently.

## What is OnSolve® Critical Communications?

OnSolve provides intuitive, cloud-based critical communications solutions. With OnSolve, agencies can easily deliver geo-targeted messages to individuals or groups of people via a variety of methods like phone, text, email and more. This ensures you can send the right information to the right people at the right time. Easy and effective communication improves your community engagement ensuring equal access to much needed health and social services and benefits.

Through a range of customized options, OnSolve enables direct communications with:



### Staff

Communicate, share and conference your caseloads and services.



### Agency

Cross-departmental collaboration.



### Community

Deliver updates and notify the community of available services.

OnSolve is ideal for alerts such as:

- ✓ COVID Vaccines, Boosters and Contact Tracing
- ✓ Tax Refunds
- ✓ Fraud Awareness
- ✓ Program Benefits
- ✓ Public Area Access
- ✓ Government Benefits
- ✓ Rental Assistance

## Customization: The Critical Difference

Ensuring your participants receive and comprehend your messages is no easy task. By offering customizable delivery options, you significantly improve your likelihood of reaching everyone. This helps to prevent valuable benefits and services from going unused due to lack of awareness.

- **Multiple Modalities with Geo-targeting:** Alert senders and receivers can select from a range of options for how messages should be sent, including phone, text, email and in-app notification. This improves convenience for everyone and inclusivity for members of your population who are hearing or vision impaired. Precise targeting allows senders to pinpoint groups of people based on key characteristics, including geographic location, building, floor, job role, need or capability.
- **Contact Data Management:** For easier data management and better communication, seamlessly integrate external applications and databases with OnSolve. Directly upload data or sync with your master database on a regular schedule. Configuration and data files are backed up daily, so you know your alert will always reach your target.
- **Free to End User Messaging (FTEU):** This capability lifts the potential economic bar to entry, thereby facilitating equal access for all applicants, regardless of their social economic status.
- **Multi-language Options and Translation Services:** Given the nationwide growth in diversity, it's important to offer recipients the choice to receive alerts in their preferred language. Translation ensures your messages are clear, which can help you reach more people, especially in underserved communities. OnSolve offers over 29 languages including Spanish, Chinese, French, German, Russian, Japanese and more.

## Fast. Accurate. Easy.

Whether you're notifying recipients of the availability of COVID booster vaccines or endeavoring to prevent them from succumbing to the latest fraud scheme, you need a mass notifications system that makes it easy. With OnSolve Critical Communications, you can target your alerts, so they reach the right people at the right time to make a difference.

By focusing on accuracy and relevance, you prevent recipients from becoming numb to the noise of constant and unnecessary messaging. With OnSolve Critical Communications, they receive only the alerts that pertain to them. And when they have questions or require further assistance, they can easily reach back out to you by virtue of two-way communications. This is how you keep communities connected in today's complex and fast-paced world.

## Capture Cost Savings

Not only does OnSolve help agencies improve their residents' knowledge and access to benefits and services, it can facilitate much needed financial savings across the country's most vulnerable populations. One state agency used OnSolve to reach out to government-assisted and low-income individuals to increase awareness of their eligibility for tax refunds, regardless of employment status. By sending out this explanation, the agency empowered these individuals to secure \$2.5 million back from the federal government. At a time when every dollar counts, this is a satisfying and necessary accomplishment.

## Simple Message. Big Impact.

The confluence of multiple events in modern life poses a significant challenge to agencies' efforts to coordinate outreach programs and help communities take advantage of valuable services and benefits. You know there are services and benefits that will make a major difference, but how do you help your residents utilize them? In the social services arena, the frequency of this scenario is all too familiar.

Overcoming the odds starts with communication. When you have a means of dialoging directly with your residents, you have a much better chance of helping them obtain the life-changing assistance you work so hard to provide.

Learn how OnSolve can help you meet these goals, keep everyone connected and enhance the quality of living in your community. [Request a Demo today.](#)

