



Service Match by Impact Labs

Streamline how you find, make, and follow up on human services referrals to your clients.

With Impact Labs Service Match, you can quickly refer clients to the services they need. By recommending service providers based on data already in your system, Service Match helps you spend less time researching services, and more time supporting clients to meet their goals.

Spend your time on what matters most — your clients.

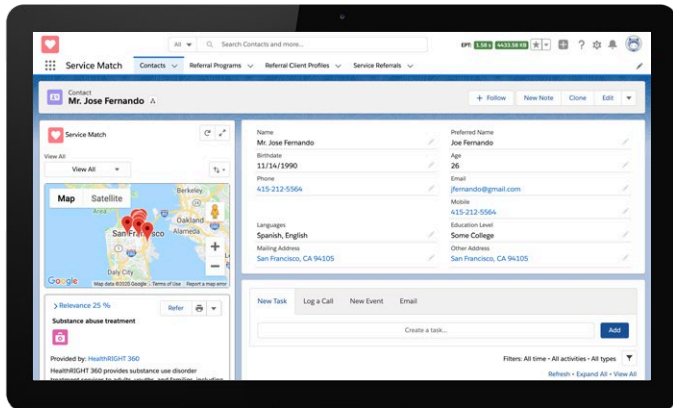


Open Source and Co-Created with Community Experts

Through [Salesforce.org Impact Labs](https://www.salesforce.com/impactlabs), nonprofits, schools, universities, governments, and technical experts came together to co-create Service Match. This deep, cross-sector collaboration produced an innovative, open source solution that streamlines how case managers find, make, and follow up on service referrals to clients who are struggling to get their basic needs met.



Get Clients the Services They Need



Case Manager Search Results

Matching Algorithm

A matching algorithm automatically displays the most relevant services based on client data already in your system, eliminating the need for time-intensive online searches, phone calls, and emails.

Single System

Provides a single system to view client history, review potential service providers, send referrals and reminders to clients by text and email, and track referral outcomes. No more toggling between multiple systems, spreadsheets, and paper files.

Automated Follow-Up

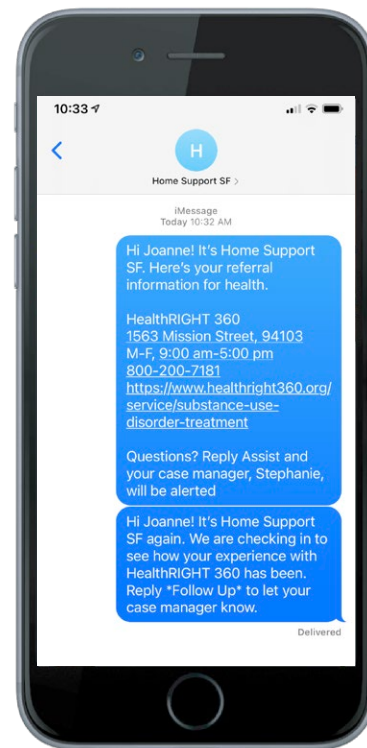
Automated texts and emails remind clients to take action on referrals and give feedback on providers, enabling you to follow up on every referral every time.

Client Feedback

Service providers are rated on a scale of 1 to 5 based on client feedback, which makes it easier to refer clients to services you know will be helpful.

Centralized Directory

Maintain a list of preferred service providers in your system or retrieve from a service-aggregator like [One Degree](#). Either way, you'll have a centralized directory of human services providers that any case manager can access.



Automated Follow-Up Text

Get in Touch Visit us at www.salesforce.org/impactlabs to learn more.



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