

CARES

Services Process



1. INQUIRY FORM

Thank you for choosing ICOY CARES! Please fill out our inquiry form to give us more information. Once you've completed the form you'll get a follow up email with the option to sign up for an inquiry meeting with us to start your contracting process!

2. YOU'VE GOT (E)MAIL

If you choose to set up a meeting with us, you will get a calendar confirmation. If you're not ready for a meeting quite yet once you've submitted your inquiry, a member of our team will follow-up with you a week after submitting to offer additional support.



3. CONNECTING FACE TO FACE

Once an inquiry meeting is set, you will meet with the CARES team for 30 minutes via Zoom to go over the answers from the inquiry form, and get more information on your organization, your team/audience for the requested services, and to discuss budget.

4. CREATING CONTRACTS

After the inquiry meeting, we will send a proposal of services and cost. Once we've ensured your satisfaction with our offerings a contract will be drawn up and sent through DocuSign. Contracts begin from the time of the proposal being accepted through the end of the invoicing process.



5. DELIVERING SERVICES

Your contract will detail what's included in your services, such as meetings between ICOY and clients. Behind the scenes we will be working on creating incredible content for your organization with your team and communities' input along the way. Services and follow-up resources and evaluations will be delivered at the contracted times.

6. SENDING INVOICE

Upon the completion of services, invoices from ICOY are sent within a week of delivery. Clients have 30 days from the invoice being sent to complete their payment.

