

Procedure for obtaining CAN access

Access to CAN is reserved for non-governmental organizations directly involved in Hurricane Katrina case management during long-term recovery. Government agencies seeking client information should contact their FEMA Regional Office.

For agencies that qualify, the agreements should be reviewed signed by individuals authorized to make legal, binding agreements on behalf of the organization.

To obtain access, each agency must:

1. Review and sign the Agency Participation Agreement
2. Assign an Agency Point of Contact to act as a liaison between the agency and CAN
3. Ensure that a Caseworker Confidentiality Agreement is signed by each caseworker who will have direct access to CAN.
4. Obtain a CAN client release from each client before entering that client's data into CAN.

All signed paperwork should be faxed to one of the following numbers: (888) 857-0148, (866) 810-4526, (866) 275-6617. Agency Participation Agreements will be counter-signed and a copy will be returned to the Agency Point of Contact.

For more information, answers to questions, or assistance, send email to support@can.org.

Agency Participation Agreement

Agencies participating in CAN must first sign a Participation Agreement. This Agreement must signed by an agency representative who has the authority to make decisions and commitments for the organization. The Participation Agreement is attached.

In order to provide the best level of service and coordination, the Participation Agreement should be signed by a regional, or if possible, a national representative. This will help avoid multiple requests from within an organization, and reduce the time required to grant individual case workers access to the system.

By signing the CAN Agreement the Agency agrees to share the following information:

1. Client demographic information
2. Specific client case information
3. Services provided to the client by the agency

Additionally, the agency agrees to ensure that each client executes a release, granting permission for confidential information to be shared among CAN participants.

Agency Directory Information

Agencies using CAN for Case Management must maintain an updated list of the services provided so that case workers can select and track specific services with a client's case. Agency information is loaded into CAN so that both caseworkers and the general public can see what services are available in their area, make the appropriate referrals, and access available services.

Agency Point of Contact

In conjunction with signing the Participation Agreement, the agency must appoint a primary point of contact. This individual, typically a casework supervisor, will be responsible for maintaining communications with the CAN program and ensuring that proper procedures are put in place (see confidentiality agreements below). In-depth technology expertise is *not* a requirement for this role.

If the agreement is being signed at a national or regional level, the agency should include an overview of the break down of their region and who the contacts may be in each area (i.e. Salvation Army territories).

Caseworker Confidentiality Agreement

Caseworkers who will have direct access to the CAN system must complete and sign a Caseworker Confidentiality Agreement. *CAN will not provide access to client data to anyone who has not signed and submitted a Casework Confidentiality Agreement.*

The Caseworker Confidentiality Agreement is included in this packet of materials. It may also be printed when registering for a userid.

Please note the following:

- ▶ Each caseworker must have a private, working email address to which login information can be sent. Multiple user ids will not be issued to a single email address. It is the Agency Point of Contact's responsibility to ensure that these email accounts are active and accessed on a regular basis.
- ▶ Signed Agreements must be approved and signed by the Agency Point of Contact or an appropriate designee. The Agency Point of Contact should then fax the Agreement to one of the following numbers: (888) 857-0148, (866) 810-4526, (866) 275-6617. Copies should be kept for the caseworker and for the caseworker's permanent record.
- ▶ Caseworkers should visit www.can.org, select an incident from the Partner Login, click [Login/Registry](#), and follow the on screen instructions for obtaining a userid. A userid and password will be sent via email. Please note that the user account will not have access to client data until the Caseworker Confidentiality Agreement has been received and processed – typically about one business day.
- ▶ A reminder of the Agreement will be shown and must be "accepted" each time the user signs on to the system.

Client Release

Clients must sign agreements to be kept in their casework file at the local agency level. This form may be incorporated into other agreements or used as a stand-alone document. An agency may also start using this document before log-in data has been received

Participating agencies must collect a CAN release from each client before that client's data may be entered into the CAN system. This release can be a stand-alone document, like the one in this packet, or the CAN language may be appended to the agency's existing release.