A Network of People, Information and Tools

Communication ➔ Capacity Building ➔ Readiness

Shared Platform

Client and Resource Management

Client Management ➔ Resource Management

A Community’s Introduction
What Is CAN?
You may have already heard about the Coordinated Assistance Network (CAN) at conferences, community meetings or your Red Cross Chapter. Chances are that it is already being used in your community by members of Voluntary Organizations Active in Disaster [VOAD] and long-term recovery groups.

CAN is a Network of people, information and tools designed to facilitate year-round collaboration across agencies supporting client and resource management for large-scale disaster recovery events.

Galvanized by the tragic events of September 11th, 2001, the nation's leading non-profit disaster relief organizations came together to develop a shared system of practices and tools to best serve the needs of all clients and their communities. This guide was created especially for agencies, organizations and communities to understand the benefits of joining the Network.

How it Works
This shared platform brings community-based organizations together around client and resource data to more effectively support to the unique recovery needs of communities impacted by disaster. Unlike stand-alone desktop software, or a Web-based system to support a single agency’s recovery efforts, this shared model of intra-agency collaboration brings together active client and resource data from the very beginning of an event to dynamically support client recovery.
The client in-take process itself uses Web-based forms to collect baseline data that were created through user feedback by hundreds of agencies. This process also resulted in the creation of the Disaster Client Data Standard to enable agencies to export and maintain client records for reporting and interfacing with other internal tools.

**People**

Right now, users from more than 1,300 agencies log in to a secure, Web-based platform to manage client and resource data. The tools enable case managers to provide assistance quickly—reducing paperwork so survivors are not burdened by repeatedly retelling their stories. This inter-agency platform also provides better tracking of services provided to reduce duplication of benefits.

There are also currently more than 80,000 resource profiles accessible to all users as a steady-state community directory. Users are encouraged to reach out to outside agencies to collect information on agencies and services available in the community.

These tools are backed by a community of CAN users who provide ongoing feedback to refine and improve the tools. These people come from organizations large and small representing a robust cross section of users.

**The CAN Liaison and Specialist Network**

CAN Liaisons and Specialists are leaders across the nation who have agreed to spearhead CAN initiatives in their community, state or region. They represent CAN in the state and communities and act as a liaison between local participants and the national CAN program.
Information

The Network enables collaboration on a shared platform with data standards and pre-built client in-take forms developed with guidance from hundreds of case managers from across the sector.

For client data, a Participating Agency use CAN as their daily tool and system of record to support the recovery phase of a large-scale disaster. For these larger events, a Supported Disaster is activated on the Network and client data transfers from the American Red Cross are initiated.

Identifying the active community partners is vital to swiftly moving resources and meeting the immediate needs when a disaster strikes. CAN’s Resource Directory tracks a wide array of recovery resources making it a practical way to integrate with local partners, including 211s and Information and Referrals (I&R) programs.

For Resource Agencies, this data is populated in advance of an event; creating a steady state directory of known resources to bring to the first planning meeting. This directory would also include the combined resources in the community which other users have created.

Integrating this data with the client management process is a powerful way for case managers to consider more options when fulfilling unmet client needs. Users can harness the power of the collective data to see the larger community snapshot created by the community.
Tools
The combination of client data and community resources create a foundation to support community recovery programs. These tools were created on behalf of the disaster sector with contributions from a wide range of organizations and communities, including the Partner Agencies listed on the back cover.

- Community Calendar
- Resource Directory
- User Forums
- Client Registry*
- Export Wizard*
- Regional Recovery Information
- Document Library
- Planning Documents
- Online Training System

(*Client tracking tools support large-scale non-recurring events only)

To complement client and resource management, there are features such as user discussion forums, regional recovery information for preparedness and a Community Calendar for event management.

We understand that volunteers and staff possess a wide range of skills and levels of comfort with technology. These tools and resources are specifically designed to be as easy to use as a web-based email or your favorite online store.
They were designed to encourage collaboration across agencies and complement a community’s existing programs and procedures for responding to all sizes of events.

**This Is Your Network**

Embracing tools and practices of the Network facilitates community leadership and emphasizes local collaboration. Agency participation in CAN leverages leadership locally acting as a true partner—contributing to projects and initiatives through the sharing of resource and regional recovery information, event organizing and interagency collaboration. The platform and all related support are maintained for you:

- Web-based training with live instructors provided at no cost to explain how to access these tools and resources
- Export tools to share data and report out across your community
- Technical Support for your staff and caseworkers
- Guidance on business process and practice across the sector
- No software to install—accessed by web browser
- No set up fees or any associated costs for initial deployment
- Data management problems (security, bandwidth, back up and data exchange standards) are solved
Join the Network
When you decide to participate in the Network, staff are here to work with you and your community or agency. The three-step process is simple and can be completed online.

1. Provide your agency information
2. Complete your contact information
3. Provide reference information

To start the process, go to http://www.CAN.org/access

Once the agency registration is complete, instructions for setting up user accounts to access the tools will be distributed.

Sign up for a live CAN Orientation Session
If you and others in your community and are ready to participate in the Network, but want to learn more about participating in CAN first, there is an orientation session that anyone from your organization can attend at any time:

- High-level demonstration of tools
- Collaborative models for disaster recovery on the national, state, regional and local level
- An understanding of tools and resources for a community to implement collaborative disaster recovery
- The disaster deployment process and Agency Participation

To register, go to http://www.CAN.org/training
CAN is a program of these agencies: