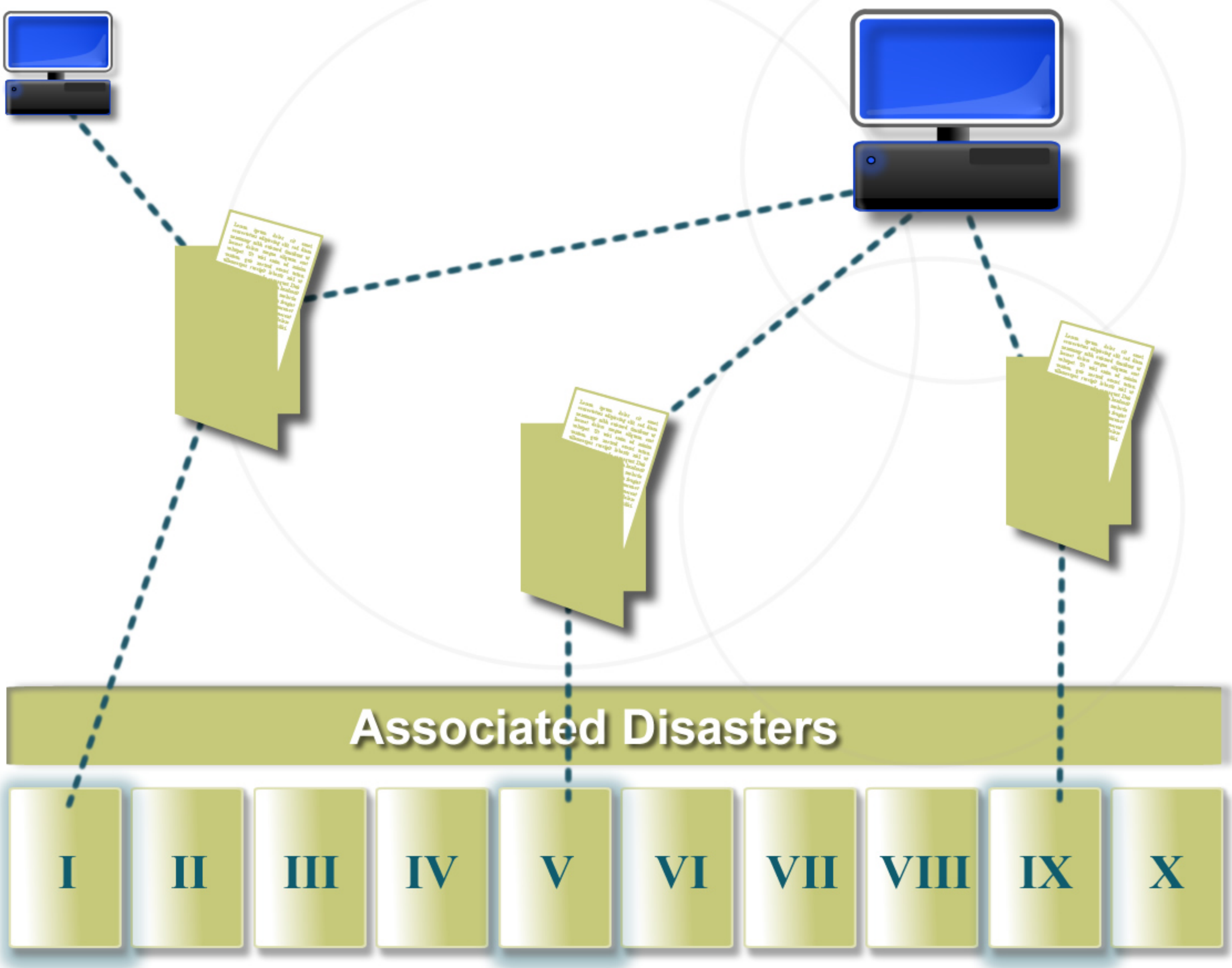
COORDINATED ASSISTANCE NETWORK

Using Client Registry

Managing Clients on Regional Portals



Section 1
Access and Concepts

1.1 Security Guidelines

Accessing Client Records

- CAN and the data contained in client records are to be used solely for the purpose of disaster recovery case management.
- Users may not view or alter records for any client they are not providing case management or other related services.
- Unauthorized use will result in the immediate suspension of that user's access.

ⓘ CAN is a tool for collaboration, it is not intended to serve as an agency's system of record.

Security

Agencies and case managers are responsible for maintaining the security of the system and the data in client records.

The following security measures should be practiced by all users:

- Secure your user name and password.
- Do not store user name and password (auto complete) in your Web browser.
- Password-protect the screensaver to prevent unauthorized access to your computer.
- Logout and close all screens when tasks are complete or if you are leaving the area where you have sight of your computer.
- Do not share data displayed on a screen, printed, or exported out of the system with non-users of CAN without prior consent of the client.
- Follow your agency's policies for accessing and securing client data and files.

1.2 User Accounts and Access

The Client Registry is a Web-based application for accessing client records to perform updates, recording the case management process and creating new client records. Access to Client Registry is restricted to active users.

Login to CAN

1. Go to www.CAN.org and navigate to **MyTools** [upper right]
2. Enter Username and Password and select **Login**
3. The **User Agreement** will display; acknowledge the **Terms of Service** to proceed to **MyTools**.
4. Use the **Jump to** dropdown box to navigate to the appropriate Regional Portal.

ⓘ Never save passwords in the Web browser when prompted to do so.

Remember Me (Retrieve a Lost Username or Password)

Whenever a user unsuccessfully logs in, the Remember Me form is displayed on the lower half of the screen. If you have forgotten your Username or Password, the Remember Me form resends this information to the email address in your User Profile.

1. Enter the current email address in your User Profile; select the **Remember Me** button. A status notification will be displayed.
2. Check the email account that was entered in the Remember Me form and follow the instructions.

ⓘ When logging in, incorrect username and password messages will be displayed if the account information does not match the User Profile. If the Remember Me function does not work, contact support@CAN.org. Please provide a detailed description of what you are doing and include the last time you successfully accessed CAN.

ⓘ Accounts must be accessed every 30 days or they will be deactivated for security purposes.

Register Me (New users)

New users must create a user account before accessing client or resource data. Please refer to “Join the Network” section of the www.CAN.org Web site for more details on that process.

1.3 Updating Your User Profile

User information, including email address and phone number, must be kept current to assist other participants contact you regarding your clients should the need arise.

Update Profile Information

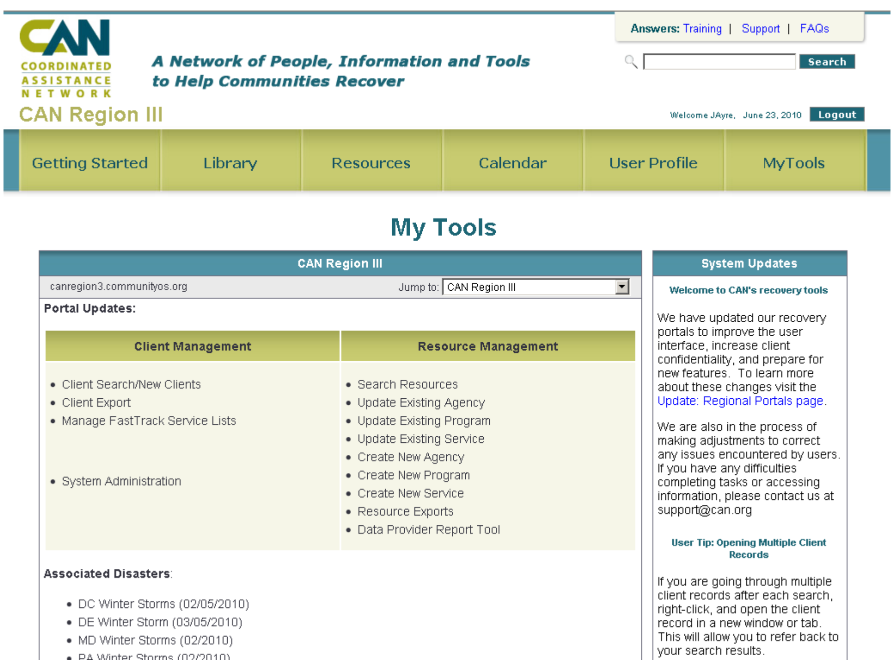
1. After logging in, select **User Profile** on the top horizontal menu on most pages.
2. When form loads, please update and correct all data fields with current information. Required fields are marked with an asterisk.
3. Select **Update** (bottom of page) to save updates. A confirmation message will display with successful changes marked in green.
   - Missing required fields or form errors will be highlighted in red. Follow the onscreen instructions to make any needed corrections.
   - If you completed all required information, you will see a confirmation of your updates highlighted in green (top of page.)

Users should notify support@CAN.org when they leave or change agencies.

Section 2
Understanding MyTools and Regional Portals

Think of MyTools as your “desktop” when using CAN. It keeps track of the Regional Portals you have access to and lists the Associated Disasters.

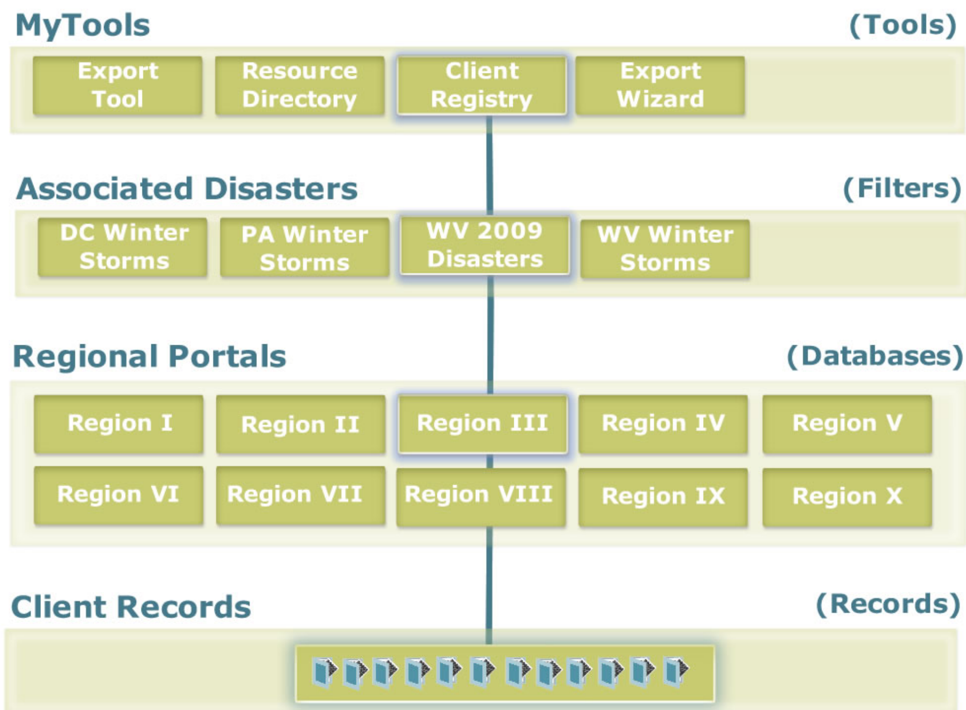
- **Client Management**
  Quick access to existing client records, links to establishing new client records, client export features and lets you manage your FastTrack Service Lists.
- **Resource Management**
  Search existing resources, update existing agencies or programs or create new agencies or programs. Quickly run Resource Exports.
- **Associated Disasters**
  Associated Disasters work in connection with the Regional Portals to filter client data—providing another security layer to client records. This section is located at the bottom of the page.
- **System Updates**
  Important information on changes to the tools or access to the Network.



2.1 How Regional Portals Work

Client and resource data is stored in one of 10 Regional Portals (databases) that are aligned with the FEMA Regions. Typically, case managers have access to one Regional Portal, while other users might have access to more than one Regional Portals.

The Associated Disasters provides a filter for the data in the Regional Portals—grouping specific records by event to simplify searches and report building.



By storing client and resource data in Regional Portals, it makes it easier to search for clients and run reports as records outside of the region are not included. This approach of limiting client access to specific geographic areas also brings increased security to client data, while still facilitating collaboration within defined regions.

MyTools allows users to navigate to a specific Regional Portal and then select the appropriate tool, such as Client Registry, to complete their work.

Standardized Formset

The Client Registry collects more than 300 data points that comprise the client record. Each of these form fields is part of the Standardized Formset that was developed through input from users at hundreds of agencies—simplifying the client intake process organizing the case management work and providing unified reporting data for agencies responding to multiple disasters.

While CAN is not a system of record, this unified data structure benefits an agency's internal reporting capacity. Knowing that every event will collect the same data points, allows for standardized reporting and simplifies reports for multiple disasters.

You will learn more about the formset itself in Section 3: Client Info and Tabs.

What Does it Mean to Me?

The main concept to think about is *access* rather than *process*. Regional Portals simply store client and resource data in a network of 10 portals—reducing the extraneous data returned during client searches and data exports. By only showing the data in your region it increases the speed of your searches and exports as well as enhances client confidentiality.

Associated Disasters are flexible enough to be affiliated with one or more Regional Portal. In the event that Associated Disasters impacts multiple regions, it will be associated with each of those Regional Portals.

How is Access Granted?

Users are granted default access to Regional Portals based on the state listed in their registration profile. If you need access to other regional portals, email support@can.org from your registered email account outlining those regions you need added. All requests are verified with the agency's POC.

2.2 "The Network" Concept

CAN is a Network of people, information and tools to help communities recover. This "Network" includes the Web-based tools and databases as well as:

- Communities collaborating on client records to better server the client's needs;
- Communities organizing local agencies in the Resource Directory in advance of events; and
- Agencies and organizations planning events and meetings with the Community Calendar.

So, when you see "the Network," it also refers to the capacity of these resources working together—including you and your community. This unique collaborative approach also includes:

- Client data standards so that the client data will be easier to import into your system of record
- Resource data standards for community integration with 211s and other local data providers
- A Standardized Formset on the Client Registry to simplify training and reporting

2.3 The Disaster Client Data Standard (DCDS)

The Client Data Exchange Project is a directed effort by CAN to standardize the data structure of client information within the American Red Cross and partner agencies during disasters. The DCDS is a product of the partnership of many disaster relief organizations, software vendors and HUD's National Homeless Management Information Systems Technical Assistance Project working through the Coordinated Assistance Network (CAN) Client Data Exchange Project and funded in part by the Hurricane Recovery Program (HRP).

The goal of the DCDS is to provide a freely licensed, software independent format for exchanging basic profile data of pre and post-disaster clients. The timely sharing of standardized disaster client information will result in enhanced case management and delivery of services. The DCDS only describes client data. Disaster resource information is standardized within the National Response Framework, the National Information Exchange Model, and the OASIS Emergency Management Technical Committee. The recognition and inclusion through reference of these Standards allows the industry experts in each field to develop the appropriate standard while allowing the entire community to benefit from their potentially life saving work.

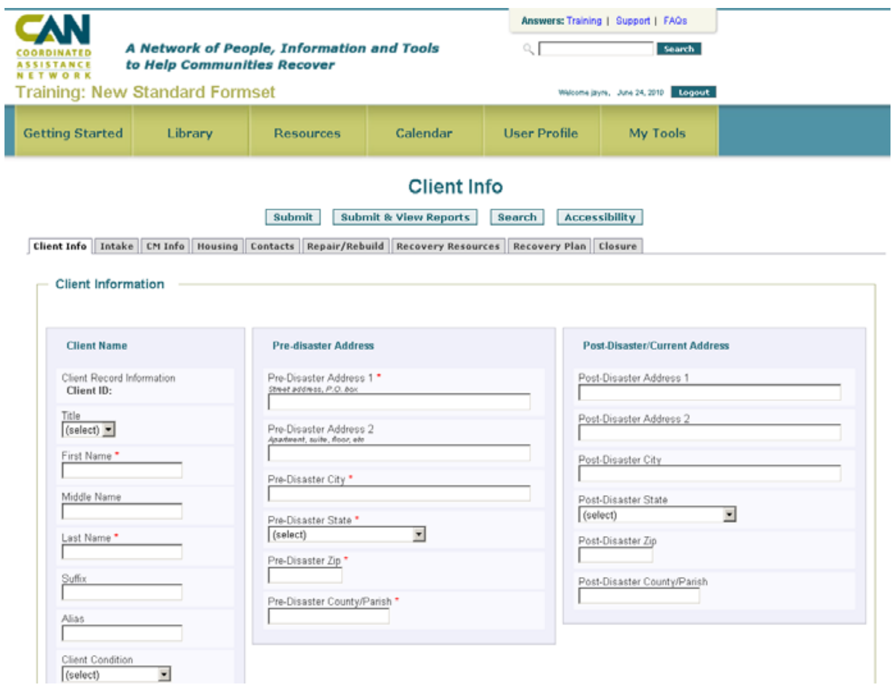
For more information, please visit the Client Data Standard Web site.

- http://www.clientdatastandard.org

Section 3
The Client Info Tabs

3.1 Client Record

The Client Info page includes nine tabs of information designed to organize the client record into meaningful groups of form fields. Each tab represents a distinct part of the client management process—grouping related information to support and document the case management process based on feedback and input from hundreds of CAN users.



The tabbed structure of the user interface allows for seamless navigation between the nine sections of the client record. Case managers navigate the tabs

Client Info

This tab contains the identifying information for the client such as pre- and post-disaster addresses, identification such as age and gender and the best contact information. A valid pre-disaster address is required to establish a client record.

Intake

The Intake Information tab has two sub-sections: **Individual** and **Case.** The **Individual** area contains specific demographic, language and employment data; while the **Case** area focuses on the household demographics, disaster impact, vulnerability risks and disaster-related needs.

CM Info

The **Case Management (CM)** Information tab captures the case status, manager assignment, related dates and client proxy information.

Housing

Use this tab to record pre- and post-disaster housing information.

Contacts

The **Contacts** tab is used for case management notes. It is up to the user, following agency and program guidelines, to determine the information to be shared using the **Case Notes**. The **Contacts** tab was designed to capture:

- Describe Progress and Outcomes
- Explain an entry in other portions of the client record (*e.g.* Why a service provided does not fulfill a need)
- Explain a special need
- Explain an action taken on the client's behalf
- Identify the agency associated with a generic service documented in referrals or services provided

Specific health and or disability information regarding a client should not be written in the **Case Notes**. This data is best kept in the agency's records and referred to in a client's **Case Notes.**

ⓘ Users should only share objective information required to assist a client to access services. Do not share information that may prejudice others against the client or violate the privacy of a client.

Repair/Rebuild

Use this screen to document repair and rebuilding projects including damage assessment data and repair status.

Recovery Resources

Includes all of the primary types of financial resources from insurance, FEMA, SBA or long term recovery groups (LTRG)

Recovery Plan

This tab displays a client's Recovery Plan, recovery needs and recovery goals.

Closure

When the case management process is completed, this tab will enable you to close the case and change the status accordingly.

3.2 Practice/Sandbox Site

The Practice/Sandbox site duplicates the features of the live site, but uses fictitious client data. New users are encouraged to use the Practice/Sandbox Site to create "dummy" records to safely experiment with all of the features of the Client Registry.

To access the Practice / Sandbox Site:

1. Select **Practice/Sandbox Site** on the **User Resources** menu; select the Click **Here to Visit the Sandbox Site** at the bottom of the next page.
2. Login with either one of these **Usernames**: Practice1, Practice2, or Practice3 and the **password**: mypass, then select Login.
3. Select **I Agree** to acknowledge the **User Agreement.**
4. Select **MyTools** (top right hand corner of the screen).
5. Navigate to **Training: New Standard Formset** or the appropriate **Client Registry Practice Site** for your agency's activities using the **Jump To** drop down box.
6. To access the **Resource Database Practice / Sandbox Site** from **MyTools**, select one of the options listed in **Resource Management.**

ⓘ Do not use the Username and Password you normally to access Client Registry or The Resource Directory.

ⓘ Do not use actual client data when practicing on the Sandbox site. It is not a secure environment and all records can be seen and edited by other users.

While the full functionality of both the Client Registry and the Resource Directory are available on the Sandbox / Practice Site, all of the client and resource data is test data. There is no "real" client or resource data on the Sandbox / Practice Site.

Section 4
Using MyTools To Manage Clients

MyTools was designed to manage the Regional Portals and Associated Disasters needed to more effectively manage client and resource data. MyTools dynamically displays access to client and resource records.

This Section will show you how to:

- Create a new client record
- Search for an existing client record
- Update existing client records

4.1 Creating a New Client Record

Creating a new client record is simple process that can be started in a matter of minutes.

1. From **MyTools** navigate to the desired Regional Portal using the **Jump to** dropdown menu.
2. Select **ClientSearch/New Client.**
3. Select **Create New Client Record** on top left.

ⓘ Before creating a new client record, search and confirm that no existing record is associated with this client.

4.1.1 Entering Required Fields

To establish a new client record some basic pieces of data must be entered for a client. Required fields are identified by an asterisk on the form. Required fields include:

- First Name
- Last Name
- Pre-Disaster Address
- Pre-Disaster City
- Pre-Disaster State
- Pre-Disaster Zip Code
- Gender
- Date of Birth
- Associated Disasters
- CAN Release Signature Date

ⓘ If any of these fields are missing data, you will receive a warning at the top of the page and the fields will be highlighted in red. All required fields must be completed to submit and save records or edits.

4.1.2 Validated Fields

When working on client records, certain form fields must be entered in a specific format such as phone numbers [xxx-xxx-xxx] and email addresses [name@domain.com]. If any of these validated fields are not formatted correctly, a warning message will appear on the page prompting changes before saving a record.

Client Information Page

- Pre-Disaster Address
- Best Contact Phone
- Social Security number
- FEMA number
- Email
- Current Address
- Current Address 2
- Date of Birth
- Date of Intake/Date Case Opened
- Date Case was Closed
- CAN Release Signature Date
- Date Case Sent to UNT/LTRC
- Value of Services Provided

Additional Needs Page

- Date of Assessment
- Supervisor's Phone Number
- Verified Household Income

ⓘ Many of the above fields are not required; however, if information is added to a form filed, it must be entered correctly.

Correcting Format Errors

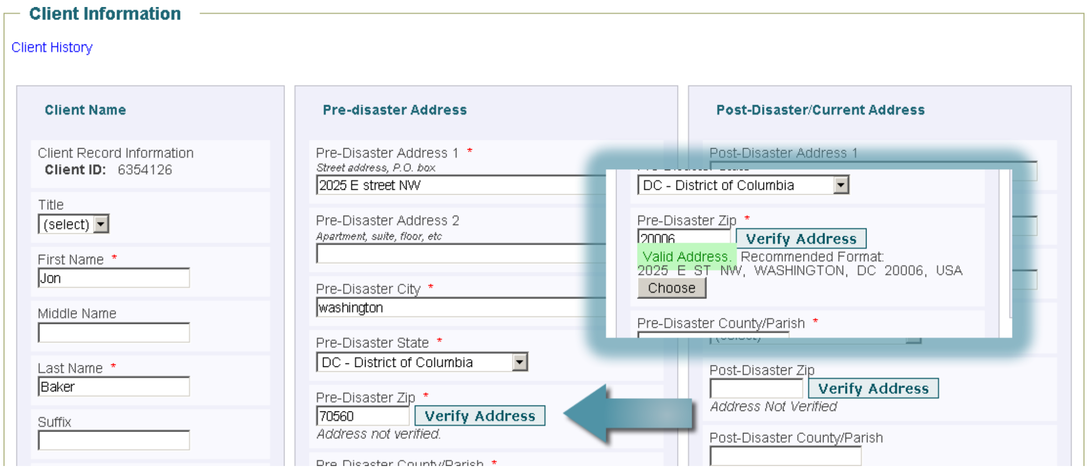
If a client record is submitted with an incorrectly formatted value, an asterisk will appear next the portion of the record and the field will be highlighted in red. Additional text describing the required correction will also be displayed.

4.2 Address Validation

Whether it is reducing duplicate client records, improving accuracy of exports or even improving results when searching for records based on address, ensuring that valid physical addressed are entered uniformly provides many benefits. But, getting valid, uniform client addresses (especially zip codes and county names) sometimes isn't practical or even possible.

To help case managers during the in-take process, a simple address validation feature has been added to the Client Registry. This feature is as practical as is it easy to use.

The **Verify Address** button is displayed next to the zip code field for an address. Once selected, the system will display the recommended format for that street address and only updates the address when the **Choose** button is selected.



As shown above, the suggested valid address is displayed so that changes can be reviewed before the address is updated.

4.3 Saving Client Records

Saving Client Records

To save any information entered in a client record, you must select the **Submit** or **Submit and View Reports**. Any client record will not be saved or updated without selecting either of those buttons.

Standardized Formset (Required Fields)

Each of the 10 Regional Portals (excluding any active legacy portals) features the same required fields to create or update a client record.

When saving client records, make sure:

- Disaster relief programs using CAN may have policies requiring the documentation of client and case management information with certain fields and tools. Contact the appropriate program/agency to determine the information, which must be entered into CAN.
- Each field in Standard Formset has a specific format and is used in the Client Registry on every Regional Portal so that reports could be generated across all Regional Portals.
- The information should be accurate to the best knowledge of the individual entering data into CAN.

Submit

Submit saves the client record after all required and validated fields are completed correctly. If the client record is successfully submitted, a confirmation notice should appear at the top of the page in green.

Submit and View Reports Record

Submit and View Reports saves the data entered after all the required and validated fields are completed correctly. If the edits/updates are successfully submitted, the Client Reports page loads.

4.4 Limited Client Tracking or Full Client Management?

The Client Registry is a powerful tool designed to facilitate collaborative casework management across agencies and communities. However, there are no requirements for how much of that tool you want to use (aside from minimum required fields for establishing a client record).

For instance, an agency might only need basic client tracking initially until the full needs of the impact on individuals are better understood. Intensive case management might require establishing Head of Household relationships, or documenting resources for recovery attached client notes. The Client Registry is flexible enough to support whatever level of service your clients require.

4.5 Search for Existing Client Record

Searching for Active Client Records

The Client Registry is searched from a link on MyTools.

1. From **MyTools**, select **Client Search/New Clients.**
2. Select search type, either “match any” or “match all” and enter the search criteria in at least on form field.

ⓘ If you select “match any,” the search results will display records containing either search criteria; while “match all” (default) will limit the results to records containing both search criteria.

Search “All” example:
First name field: select “begins with,” enter “Jane”
Last Name field: select “begins with,” enter “Smith”

- All clients with the first name "Jane" and last name "Smith" will appear in your search results.

- Also, other variations of names starting with Jane or Smith will also appear. Examples may also include variations like Jane Smithson, Janet Smithfield.
- To widen a search, use other logic criteria **[begins with; ends with; contains]**

3. Select **Search**. The Client and Case Management Search Results page loads.

Expanding a Search of the Client Registry

If search results do not include the desired records, expand the search by broadening the search criteria.

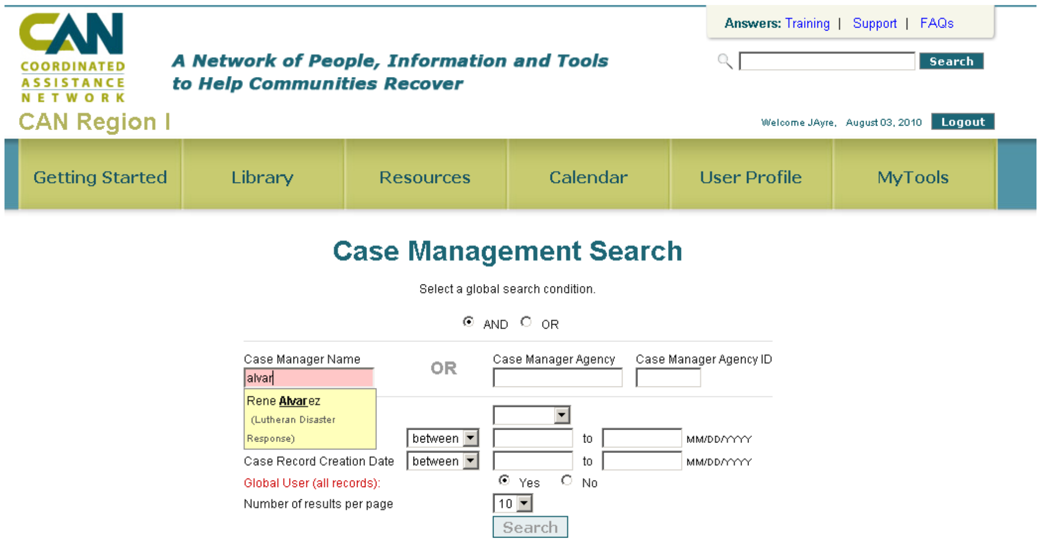
- Use the search criteria **begins with** for the First Name and use a first initial instead.
- Enter last name and alternate information that may assist in identifying the client's record.
  The most reliable fields to include in a search are:
  - Client ID
  - First and Last Names
  - Pre or Post Disaster Zip Code:
  - Pre or Post Disaster State (2 Letter Abbr.)

4.6 Case Manager Search: Locate Managed Cases

Once a case is assigned to a Case Manager, it is possible to search for the assigned client records by case manager name.

Case Manager Name Search

1. Scroll to the bottom of the Search Page and select **Case Management Search.** A new search page will load.
2. Begin to type the case manager's last name in the Case Manager Name field. The Auto Fill feature will suggest possible matches. A Case Manager Name suggestion must be selected before **Search** will be active.



3. Select additional search criteria for the search as necessary.

It is possible to limit the search by **case status** (open, closed, duplicate.)

It is also possible to limit the search to records which were entered into the system during a certain date (format date DD/MM/YYYY) or by a follow-up date range.

4. Select **Continue**; the **Case Manager Confirmation** page will load.

ⓘ **Note:** You may choose to display 10, 25 or 100 matching records at a time on the results screen. Use the numbers directly below the search results to navigate to additional records.

ⓘ To search by Case Manager Name the case manager must have an active account.

4.7 Using Client Registry Search Results

Search Results

Search results information will list all records matching the search criteria.

- Client ID
- Last Name
- First Name
- Pre-disaster address
- Case Manager
- Reports (Includes access to reports on referrals, services, and the HIPPA access report)

- Household Structure (Access to the household tool used to identify heads of household's and relationships to other clients with records in CAN)

ⓘ These records may be sorted in ascending or descending order by selecting the row header name.

Identifying Client Records

From the search results page you are able to identify client records using their Name, Pre-Disaster address, and Client ID number. To verify a client's record:

- Do not give out information contained in the search results or client records.
- Do not show the client your computer screen.
- Ask the client to provide identification and/or pre-disaster information.

No Records Found

When searching based on client information and receive a message, "No Records Found," return to the Search page by selecting New Search.

If you are unable to locate a client record, select New Client Record to create a new record.

Duplicate Records

A client may have duplicate records in the system. To learn how to manage duplicate client records, see the Client Registry: Merge Tool Fundamentals helper guide.

Section 5
Managing The Case Managers

The philosophy behind case management in CAN is community collaboration for client recovery. This shared platform enables clients to receive services from multiple programs and agencies without retelling their story, filing the same paperwork and visiting multiple offices.

For most Red Cross Level-3 or higher disasters, client records from the Client Assistance System (CAS) are imported directly without a pre-assigned case manger. For these client records communities would have to work collaboratively to determine how best to assign those clients to case managers.

This section describes how to:

- Assign a client to a case manager
- Reassign a case manager
- Request a case transfer
- Initiate a case transfer

5.1 Assign a Client to a Case Manager

The Case Management section [select "CM Info" tab from the top of a client record] allows a user to assign, reassign and remove a case manager from a client's record when:

- There is no current case manager assigned
- The case is assigned to another case manager within the same agency.

Assigning a Case Manager to a Client

A new client record, or a client without a case manager, may be assigned a case manager immediately. A case manager must be an active registered user.

1. Select **Case Manager: Assign to.** The case manager search window opens.
2. Enter the last name of the case manager and select **Search**. List of case managers with matching last name loads.
3. Select the desired case manager's name. Window closes and case manager's name is entered.

4. Select **Submit Contact Record** (bottom of page) to go to the **Assign Case Manager** page. The case manager assignment page loads.

Note: If the case manager search results do not include the desired case manager, you may attempt a search again by reentering a case manager's name and selecting **Search Again**.

Households and Assigning Case Managers

Most agencies assign the Head of Household a case manager, not every member of the household. This minimizes the "over-counting" of managed cases by agencies. Before assigning a client to a case manager it is important to review agency and program guidance for assigning case managers.

5.2 Reassigning and Removing Case Managers

Reassigning Case Managers

If a client has a case manager assigned from within the same agency, it is an internal transfer and the client may be immediately reassigned to an alternate case manager.

1. Select **Case Manager: Reassign to.** The case manager search window opens.
2. Enter the last name of the case manager and select **Search**. List of case managers with matching last name loads.
3. Select the desired case manager's name. Window closes and case manager's name is entered.
4. Confirm the case manager assignment by selecting the case manager's full name from the list and select **Assign Case Manager**.

Note: If the case manager search results do not include the desired case manager, you may attempt a search again by reentering a case manager's name and selecting **Search Again**.

Removing a Case Manager and Agency from a Client

If a client is no longer being served by your agency, the case manager assignment may be removed.

1. Select **Case Manger** [Remove case manager assignment]
2. Submit the record. The case manager assignment has been removed.

5.3 Requesting Case Transfer from Another Agency and Case Manager

Sometimes clients are best served by transferring the management of the client records to another agency. The Case Management Information section of the client record includes the Case Transfer tool. This tool transfers a client and the case manager assignment between case managers of two different agencies.

Responsibilities of the User

- It is the responsibility of each case manager to seek guidance from their agency on the policies which determine how and under what conditions a client is to be transferred between agencies and programs.
- The Case Transfer tool does not replace direct communication between case managers. Before requesting a case transfer, it is important to contact the case manager assigned to the client. Contact information is included in the Case Manager Information section.
- If the case manager's contact information is not listed in the Case Manager Information section, contact the agency by finding their information in the resource directory.

Case Transfer Process

Using the Case Transfer tool, you may initiate a request of the current case manager assigned to the client to transfer the case to yourself. By selecting the transfer option, an email is sent to the current case manager who must respond within 10 days to either approve or deny the request. You are also copied on this request. If the current case manager responds to the email by approving or denying the request, you will be sent an email notification of his/her decision.

ⓘ If the request is approved, you will automatically be assigned as the case manager.

ⓘ If the current case manager does not respond within 10 days, the case manager will be removed from the client's record. At this point, a case manager could return to the client record and re-assign the case manager as desired.

5.4 Initiating Case Transfer Requests

Before initiating a case transfer request, contact the current case manager by phone or email.

1. Under the **Case Management Information** section of the client record, select the check box next to the statement stating:

   "After you have contacted **Current Case Manager**, click here to request that this case be transferred from **Current Case Manager** to **Your Name**."

2. Submit the contact record. An email with your request and contact information will be sent to you and the current case manager.

Canceling Case Transfer Requests

If, for any reason, you need to cancel a case transfer request, return to that client's record and cancel it.

1. Under the **Case Management Information** section of the client record, select the check box next to the statement:

   On MM/DD/YYYY a request was made by **Your Name** to **Current Case Manager** for case reassignment. Check the box to **CANCEL** this request.

2. Select **Submit**. An email will be sent to the current case manager notifying him/her that you have canceled the request.

5.5 Responding to a Case Transfer Request

Approving and Denying Case Transfers

Once an email requesting a case transfer is received, login to approve or deny the request.

1. Using the Client ID number provided in the email, look up the client record using the **Client Registry OLSA Search** tool.

2. Go to the **Case Management Information** section, find the check box and either approve or deny the case transfer.
3. Upon approval or denial of the case transfer, an email is sent to the requesting case manager notifying them of your decision.

As a courtesy to other participants, please respond to transfer requests promptly. If you do not respond to the request within 10 days, you will be removed as the case manager assigned to the client and the case manager who made the request will be able to assign him/herself as the case manager.

5.6 Setting a Follow-Up Date

The follow-up date function sends a reminder email that action is required for a client. On the follow-up date, a link appears on the top of the **Search** page with the words: “Please Note: There are records due for follow up today.”

The link will only appear on the follow-up date only.

When you select the follow-up date text link, you will be taken to a search result page with the clients requiring a follow-up action.

Set a Follow-Up Date

1. Go to the **Case Management Information** section of the client record and locate the field, **Follow-up Date**.
2. Enter a follow-up date using the format MM/DD/YYYY
3. Select either **Submit Client Record** button.

5.7 Additional Case Management Information

The Case Management Information section of the client record fields are important to reference when determining what program and agency policies may apply when handling the case management process and the sharing of information between agencies.

CAN Release Signature Date

The **CAN release signature date** is the date on-which your agency collected a release from the client. Though a client may have provided a release to the agency which first entered the client’s information into the system, it is recommended to update this release if the client is new to your agency. The field should have only one date.

Date Case Sent to UNT/LTRC and Value of Services Provided When Presented UNT/LTRC

When a client case is sent to an Unmet Needs Table or Long Term Recovery Committee, you may indicate in the **Date Case Sent to UNT/LTRC field**, the date the referral was made. Once the committee meets and sets a package of assistance for the client, the total value of that package may be entered in the **Value of Services** field.

It is important to enter the services as they are provided to the client using the **Services Provided tool** under the **Contact Notes and Statistics** section.

Section 6
Working with Archived records

6.1 Archiving and Retrieving Archived Records

Client records may be kept in the system for as long as case management is still ongoing. After support for Associated Disasters end, inactive client records are transferred into the Archive Database. Archived client records may always be re-imported into Client Registry.

This should only be used where there is a certainty that the client record is not in the Global User database as this large archive database consumes a great deal of system resources to run even simple searches.

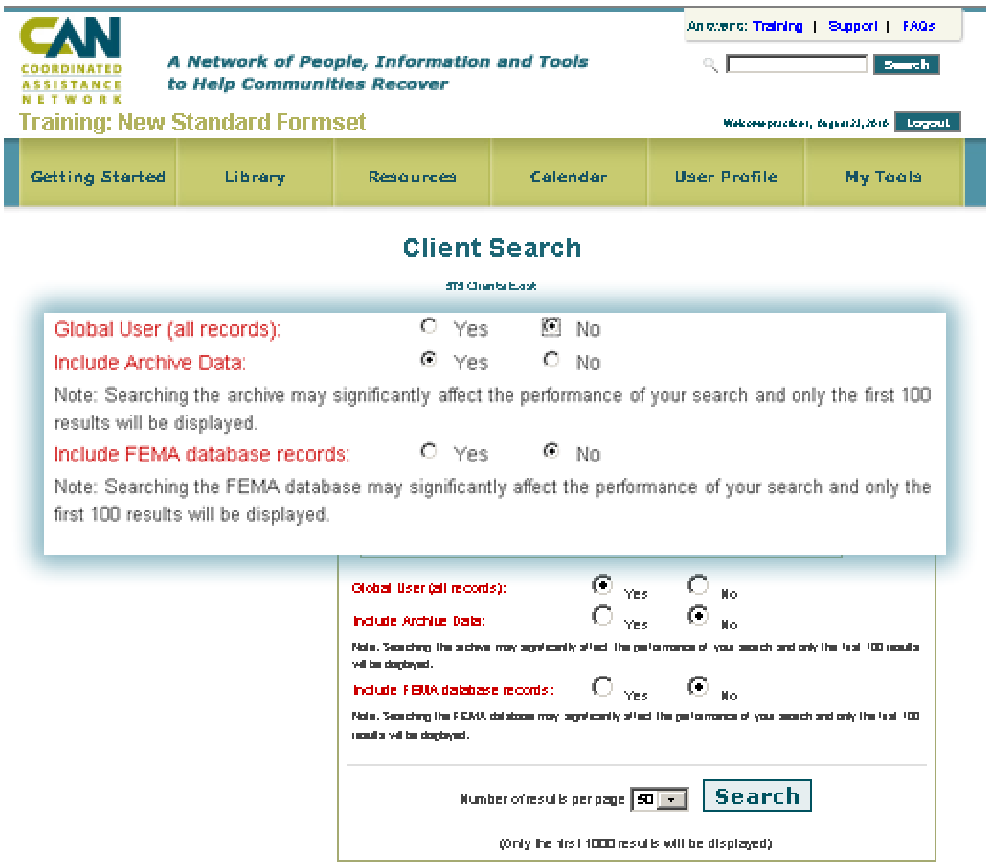
This process involves three steps.

1. Search for client record in Global User database.
2. If missing, search for client record in the Archive database.
3. Once located, import archived records into the Global User database.

6.2 Searching for Archived Records

When a search for previous clients' records returns no results in the active database (Global User), there is an **Include Archive Data** check box to search for records in the Archive Database.

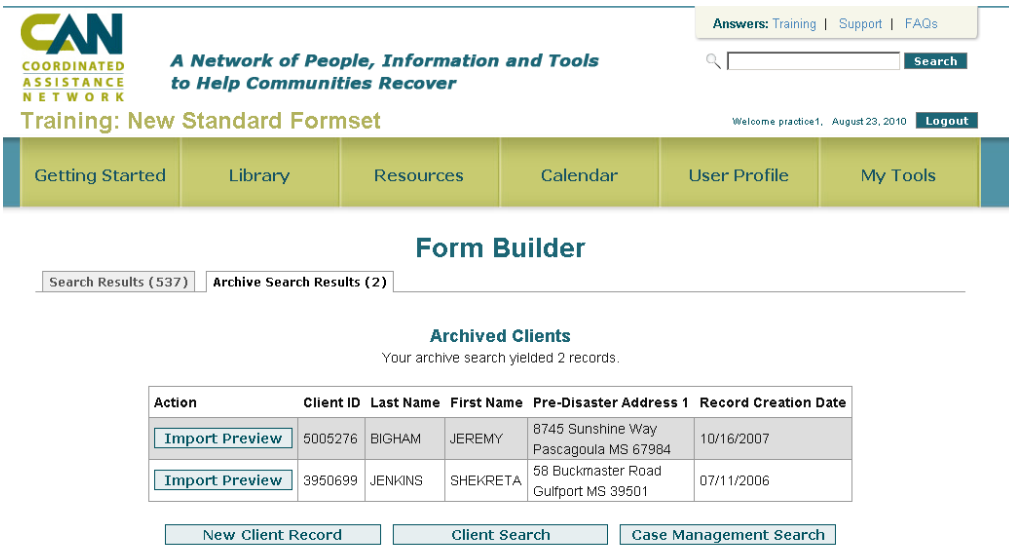
1. Enter specific search criteria.
2. Select the 'Yes' radio button to **Include Archive Data**; select the 'No' radio button for **Global Users (all records).** Select **Search.**



6.3 Importing Archived records

Once archived records are identified there is an easy way to import client records into the Global User database.

1. From the **Archived Search Results** screen; select **Import Preview.**



2. Review the selected record and confirm it is the client record that is needed to be imported; select **Import.**
3. After the import process is complete, a message will display with a link to the imported record.

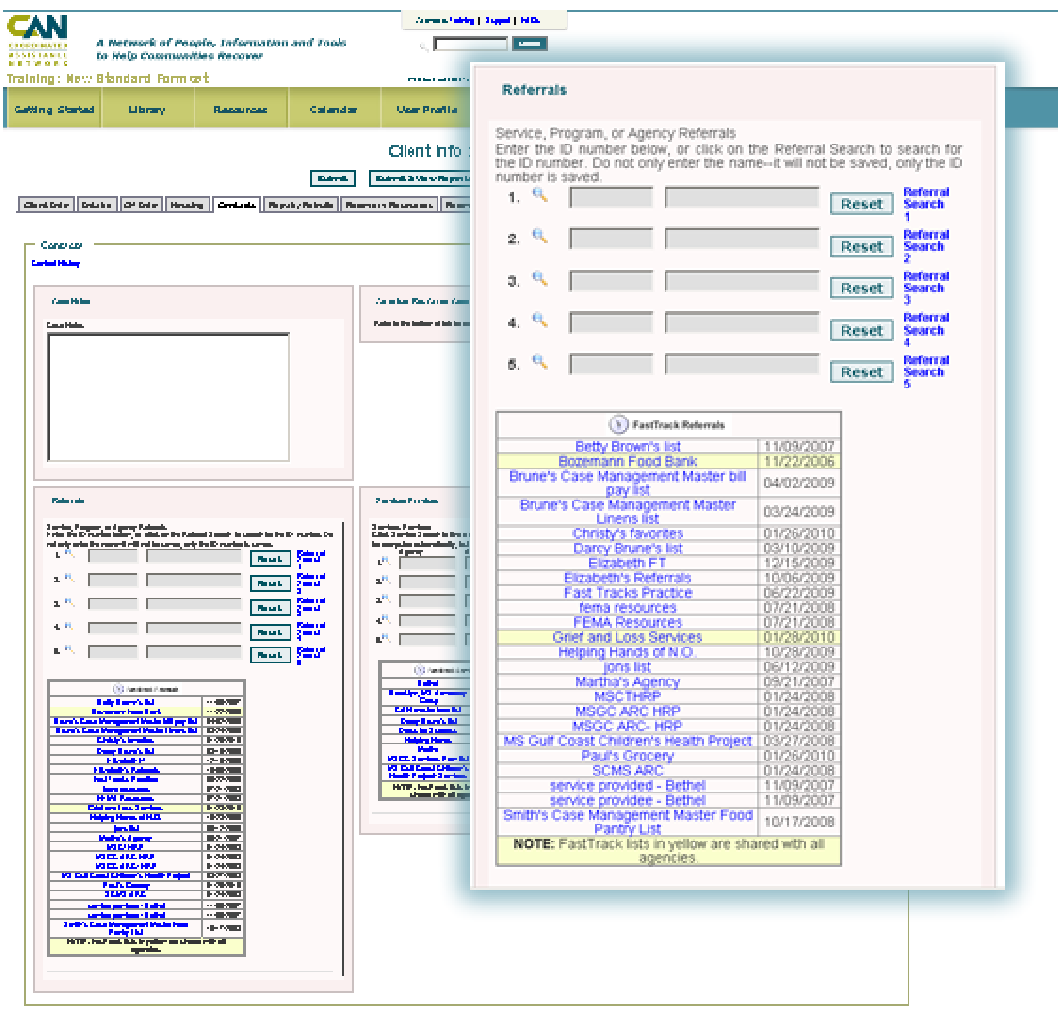
ⓘ All associated client records (household members identified using the household tool) will also be imported back into the Client Registry along with the client's record.

ⓘ Be sure to set client and all household members' case status to 'Open.'

Section 7
Recording Referrals, Services Provided, and Contact Notes

7.1 Recording Referrals for Services

Referrals may be documented in the **Referrals, Services, and Contacts** tab of a client's record. A referral is a request for a service. Referrals must be documented using Agency or Service Profiles listed in the Resource Database.



Entering Referrals

Enter up to five referrals to an agency or service for each contact record.

1. To enter a referral to an agency or service from a client's record, go to the **Contact** tab and select **Referral Search** next to the **Referral** fields.
2. Select the search method you would like to use and enter your criteria.
3. From the list of results, select the matching agency or service profile to which you have made the referral by clicking on the **Select.** The search results will close and the name of the agency or service will appear in the fields along with the **CAN agency ID** or **service ID** number.
4. To save the referrals entered in the client record, you must submit the record by selecting either of the **Submit** buttons (bottom of page).

Referrals and the Resource Directory

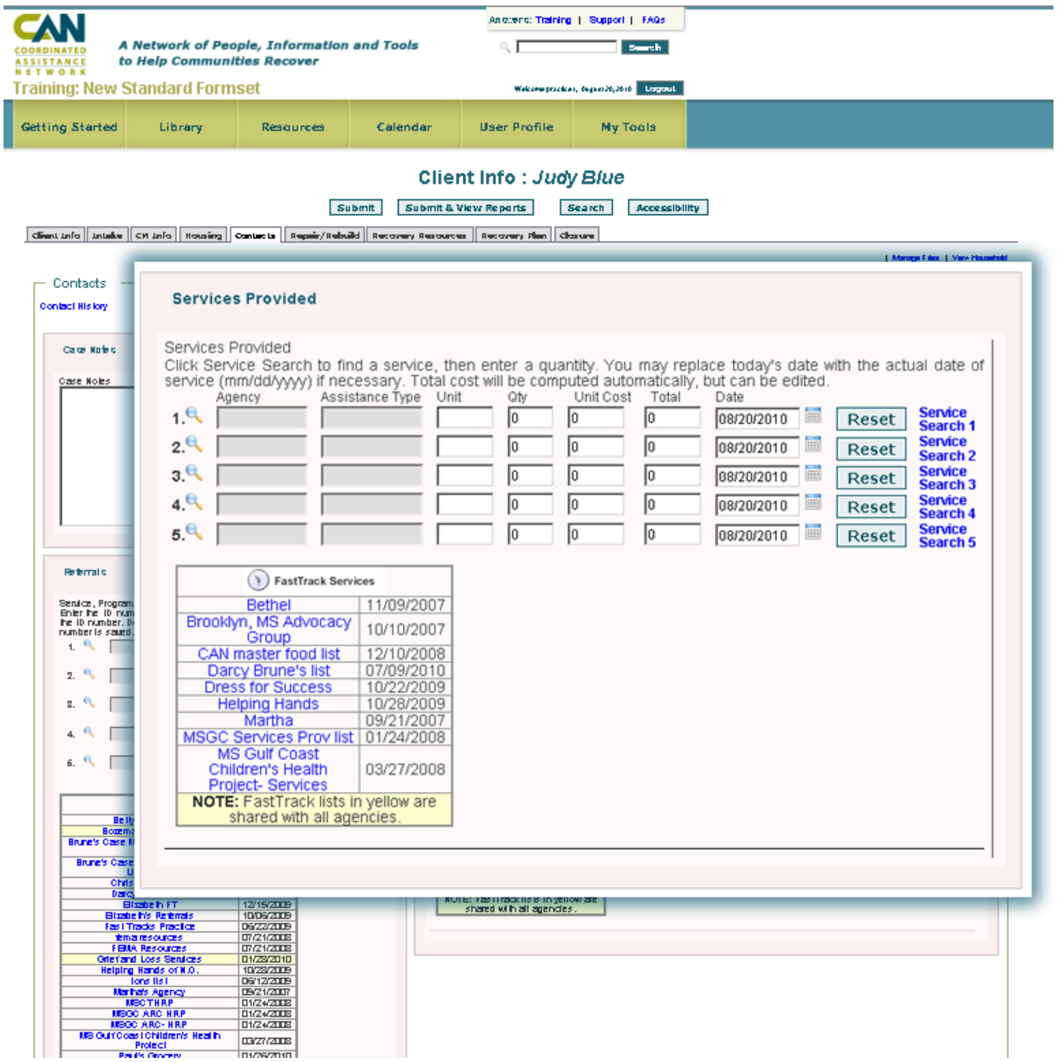
If a specific Agency or Service Profile does not exist in the database, you may either add them into the Resource Database or use the CAN Generic Service profiles to document your case work. Please see *The Resource Directory: Maintaining Community Resources* manual for detailed instructions on how to use this important tool.

View a History of Referrals Recorded in the Client Record

To view the history log of all referrals made for the client, select **Contact History** (Header, Referrals, Services, and Case Notes).

7.2 Recording Services Provided

Recording Services Provided to a client is key to successful collaborative case management. Services Provided are actual goods, services or funds a client has received from an agency. Services Provided to a client may be recorded under the **Contacts** tab.



Services Provided must be documented with a Service Profile listed in the Resource Directory. If a specific Service Profile does not exist in the database, a Generic Service Profiles may be used to document case work.

Entering Services Provided

You can enter up to five services provided for each contact record.

1. To enter a service provided by an agency or service, select **Referral Search** next to the **Referral** fields.

2. Select the search method and enter your criteria.
3. From the list of results select the matching profile for the service provided to the client. The search results will close and the name of the agency and service will appear in the fields.
4. Additional information recorded in the agency's service profile may also be included in the entry: **Unit**, **Unit Cost** and **Quantity**.
5. If the **Unit** is blank enter either **Each** or **Hour** for the unit of service.
6. Enter the **Quantity** of the service the client received.
7. If the **Unit Cost** is blank or needs to be changed, enter the value of the unit.

ⓘ The total value is automatically calculated based on the entries in the **Unit**, **Quantity**, and **Unit Cost** fields.

8. Enter the date the service was provided to the client in the **Date** field.
9. Submit the record by selecting either of the **Submit** buttons (bottom of page).

View a History of Services Provided Recorded in the Client Record

To view the history log of all services provided to the client, click the History Icon (Header, Contact Statistics)

7.3 Searching the Resource Database for Agency and Services Profiles

It is important to locate the appropriate Agency or Service Profile when documenting referrals and services to enable Participating Agencies to report any assistance provided in client's disaster recovery.

Searching the Resource Database

The Resource Database may be searched using multiple criteria. It is used to document both referrals and Services Provided. The Referral Search and Service Search link brings up the same search tool for the Resource Database.

Keyword Search

1. Enter a key word or phrase to use in your search. A search based on key word or phrase will look for matching text in the Service Name, Program Name,

2. You should limit your search using any of the additional search options. The most useful are
    - **Location:** Select State
    - **Sort by Distance From Zip Code:** Enter zip code most convenient to client location, your agency, referral or service agency.
    - **Restrict By My Agency Affiliation:** Selection limits search to services provided by your own agency.
    - **Service ID number:** a useful option when using **CAN Generic Service Profiles**
3. Select **Search** under the **Service Search** section

Section 8
The Resource Directory and Fulfilling Needs

For complete documentation of the Resource Directory, please refer to **The Resource Directory: Maintaining Community Resources.** This section applies only to case management in Client Registry.

8.1 Resource Database Search Results

The search results for services include information about the service, agency, and any other information which has been entered by any individual or organization regarding available services in a community. The quality of the information will vary widely based on the users and community input into the database.

The Search Results Page

The search results page includes five columns of information.

- **Service Name:** The name of the service provided by the agency. The service name is linked to a complete profile provided by an agency, user, or information provider.
- **Description:** A short description of the service.
- **Location:** The location where the service is provided or for the agency.
- **Program:** Duplicate of the agency information provided under the Agency.
- **Agency:** Name of the agency providing the service. The agency name is linked to a complete profile provided by an agency, user or information provider. Please see 5.5 *Agency and Service Profiles*.

8.2 Agency and Service Profiles

Available Information

To view a complete description of a service or agency provided by users or the community, click the service or agency name link in blue. The profile may contain:

- **General Information:** Includes description of service, state, geographic area served, and intake procedures.
- **Intake Information:** including target population, intended participants, gender, and eligibility requirements.

- **Fees or Charges:** Any fees or charges for access or receiving the service.
- **Availability:** Hours and/or period of operation.
- **Contact Information:** Physical address, main phone, link to Map.
- **Affiliations:** May include links to professional organizations, parent organizations, or other non-government organizations.

Printer Friendly Version

Both the search results page and all records in the Resource Directory may be printed out using the Printer Friendly Version link at the top left of a page. The link will load a print-friendly version of the agency or service profile.

Instead of printing to a physical printer, records may also be printed to an Acrobat PDF (if that program is installed on the computer you are using). The PDFs may be more easily shared via email or saved for future reference.

8.3 Resource Database Data Providers

In some communities CAN has a relationship with data providers such as Information and Referral services (I&R) and 2-1-1s. These organizations feed information based on the data collected on services available in the community.

Recognizing a Profile Provided by a Data Provider

Agency and Service Profiles provided by a data provider are labeled with the organizations logo at the top of the profile page

Provide Feedback on Profiles

If you would like to comment or submit a correction, use the link next to the logo for the data provider on the agency or service profile.

1. Select **Corrections or Compliments** and the **Data Provider Feedback** form will load.
2. Verify your name and contact information below the agency/service information.
3. Enter your comment and select **Send** (bottom of page).

8.4 Creating FastTrack Lists

FastTrack tool is provided to make the referral and Services Provided sections quicker and easier to fill out. FastTrack lists should be populated with services and referrals that you and your agency use frequently.

The tool is shared by all users who are in the same agency with the same Agency ID number. Any change to the lists or the contents will affect all users from within the same agency.

Access the FastTrack tool

The **FastTrack** tool can be accessed two ways:

1. Open a client record and select **FastTrack** header for the Referrals or Services Provided.
2. To avoid opening a client record, go to **MyTools**, click **Manage FastTrack Service Lists**.

Creating a New FastTrack List

Once you have accessed the FastTrack tool, lists can be made for either referrals or services provided.

1. Select **FastTrack** header for Referrals or Services Provided to load tool.
2. Enter a title for the FastTrack list. Use a title which categorizes the group of services in the list.
3. Select the corresponding radio button to create the FastTrack list under Referrals or Services provided
4. Select **Create and add items** to start adding Service Profiles to the list.
5. Select **Add** to search and add a service to the list. The options to add a service loads.
6. Select **Search** to open the Resource Database search tool.
7. Search the database to locate the service to add to the list. Select **Select** under the service name to enter the agency information into the service number and name.
8. Select **Add Item** to add the service to the list.

Additional services may be added at this point, or close the window to return to MyTools or a client record.

Modify a FastTrack list

Edit and delete a Fastrack list, and add or delete items from a list.

1. Open the FastTrack tool from the Agency, Program & Services Resource link or a client record.
2. Under the heading, **Edit Existing Referral list** or **Edit Existing Service Provided list** (left side of page), select the list to edit by clicking its name. The edit tool will load.
3. To edit the list name, click the **Edit Title/Sharing** button. Enter a new name and click the **Update** button.
   To delete the list, click the **Delete** button (center top of page). Click the **Confirm** button to delete the list.

   Note: To update the list with additional services, click the **Add** button and follow the instructions, *Creating a New FastTrack list* above.

8.5 Using FastTrack Lists

FastTrack lists are used to provide an easy to use reference tool to complete the documentation of common referrals and services provided.

To Enter a Referral or Service Provided

1. Select the title of a **FastTrack list** for either a referral or services provided under Contact Notes and Statistics. A new **FastTrack list** window will open.
2. Select **Select** to populate the Referral or Services Provided fields.
3. Close the **FastTrack list** window.
4. When entering services provided, complete all blank fields.

Section 9
Using the Household Tool

9.1 Household Tool

The Household Tool allows a user to associate client records together, identify the Head of Household and to delineate the relationship amongst the members. The tool is also used to document the composition of the family so that agencies may assess needs based on household composition.

View a Client's Household Structure

A client's household structure/tool can be accessed from several points within the Client Registry:

1. **Search results page:** When searching for a client, the search results page contains a link to the Household Structure for the client.
2. **Client Record main page:** The main page of the client record contains a link (top right of page) to the **View Household** link.
3. **Client Record Report page:** A text link (right column of page) to the **View Household** link

Understanding the Household Structure

The client's (primary client) household structure is displayed in a table and includes the following information:

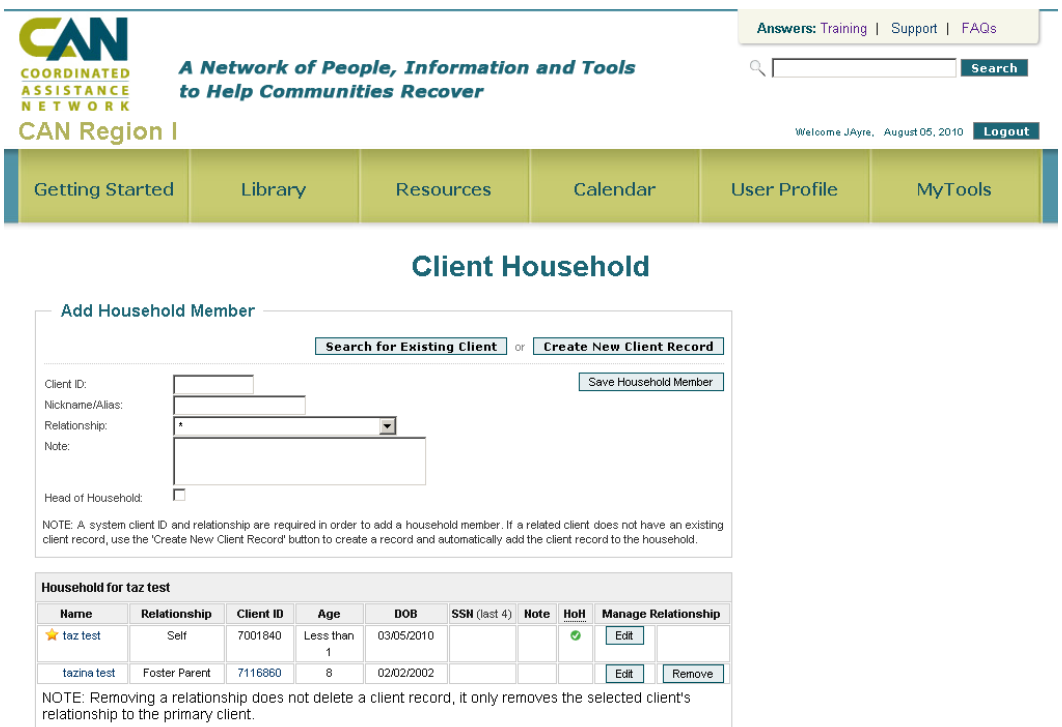
- **Name:** pulled from the client record Relationship: to the primary client, set in the household tool. (A Star icon designates HoH).
- **Relationship:** relationship to HoH.
- **Client ID:** pulled from the client record.
- **Age:** Calculated based on the DOB field in the associated client record.
- **DOB:** Pulled from the DOB field in the associated client record.
- **SSN (last 4):** Pulled from the SSN field in the associated client record.
- **Note:** A description of the relationship; added in the household tool.

- **HoH check mark icon:** Indicates who the head of household is. This may or may not be the (primary) client.
- **Manage Relationship: Edit** or **Remove option** is present. (HoH does not display **Remove** option).

Each client has their own household structure listed. Individuals who are dependents will appear in other household structures listed below their own. A household structure with only self and not marked as a head of household will not appear in reports as an individual household.

9.2 Household Tool: Head of Household

The Head of Household structure establishes important relationships to other client records. A star icon displays next to HoH next to the "primary" client's name (see below).



Indicate the Head of Household

The Head of Household is an important designation. Most agencies and programs require referrals, service, and other case management processes to be documented under the Head of Household only.

1. Search for the client's record.

2. Select **Household Structure** icon. The Household Tool for the primary client opens in a new window.
3. In the row corresponding to the (primary) client's name, select **Edit** under **Manage Relationship.** A new window will open.
4. Check the box for **Head of Household** and select **Save.**

At this point, the client should now be shown as the head of household with a check mark under the **HoH** column.

If another member of the household is designated as the head of household that designation must be removed before another household member can be designated as the head of household.

Removing Head of Household Designation

1. Select **Edit** under **Mange Relationships.**
2. Un-check the box for **Head of Household** and select **Save.** The window closes and the Head of Household check is removed under the **HOH** column.

You may indicate that another household member is the Head of Household.

Changes to the Head of Household designation will impact referrals, services provided, and other case management information. It is important to maintain the same Head of Household once has been recorded to avoid duplication of services to a household.

9.3 Household Tool: Adding Household Members

Add a Household Member To An Existing Client Record

Once the HoH is established with the tool, the relationship of dependants should then be defined using the **Add Household Member** tool.

1. Select **Search for Existing Client.** A new window will open with the Client Search form. Use all known search criteria to locate the dependant's client record.
2. If the client record appears in the Search Results, select "Add to Household".
3. The dependant's Client ID will appear in the Client ID field.
4. Enter the following information:
   Nickname/Alias: (Optional)
   Relationship: Choose from the drop down menu. (Required)

5. Click the **Save Household Member** button.

The Household information will be updated with the additional client record.

Managing Household Relationships

Once the household relationships are defined, members may be removed or relationships redefined.

To remove a client record from a Household structure, simply select **Remove.** The Household structure will be updated on the screen minus the record that was removed. There is no confirmation message.

1. To change Household relationships for dependants, select **Edit**; a pop-up window is displayed.
2. Use the dropdown menu to select the appropriate relationship and select **Save.**

9.4 Adding a Household Member by Creating a New Client

If the associated dependents do not have a record in the Client Registry, creating a new client record using the Household tool saves time by transferring pre-disaster address information from the primary record to the new household member's client record.

Please refer to agency and program policies to determine which fields must be completed in a household member's client record.

Note: New client records should only be made when a thorough search of the client database has found no existing record.

1. Under the **Add Member** heading, select **Create New Client Record** button. A new client record opens in a new window.
2. Enter the name of the client along with any other information required by your agency or program.
3. Select **Submit Contact Record.** The window will close and the household member client ID will be filled into the Client ID field in the household tool.
4. Enter the following information:
   Nickname/Alias: (optional)
   Relationship: Choose from the drop down menu (required)

5. Select **Save Household Member.**

Section 10
Managing Attached Files

Using the **Manage Files** tool, documents are attached to a client's record to be downloaded anytime the record is accessed.

Documents you may consider uploading to a client's record:

- Recovery plan
- Legal documents
- A copy of the client's driver's license
- Documents that prove eligibility such as a utility bill
- Death Certificate if applicable
- Verified home damage pictures
- Appropriate parts of the case file in the event of a case transfer
- Receipts from services provided to the client

Documents you should NOT upload to a client's record:

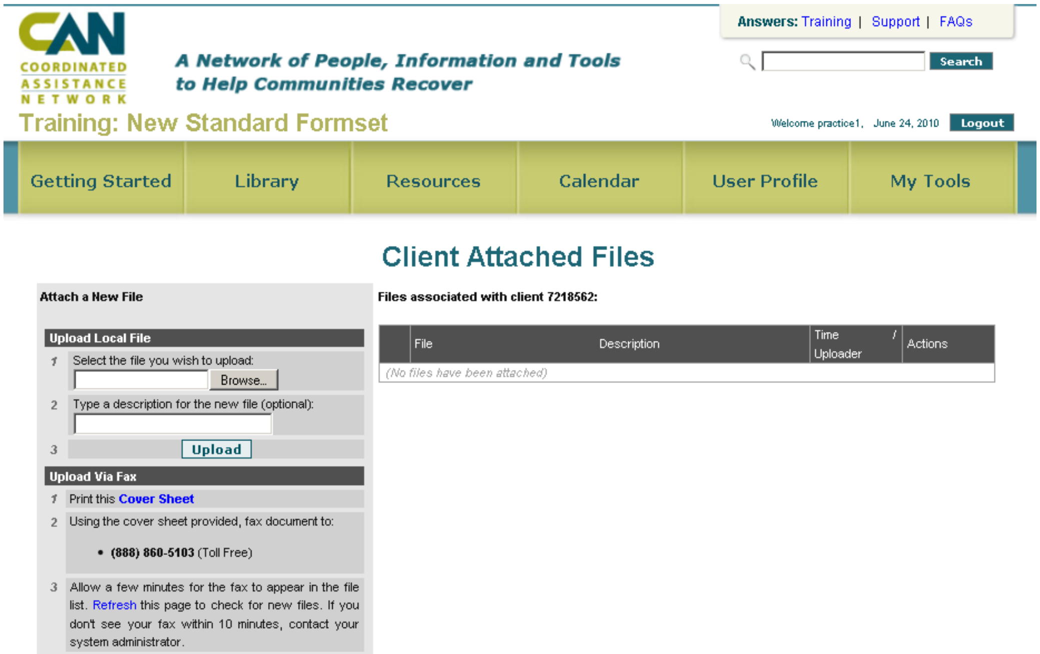
- Medical Records
- Documents with personal health information or social security number
- Drivers license with Social Security Numbers
- Any generic material

10.1 Managed Attached Files Tool: Uploading Files

Upload Documents From Your Web Browser

The Managed Attached Files tool allows you to add files saved on your computer as you are working on a client record.

1. Select **Manage Files** at the top right of every tab on the **Client Info** page. (A new browser window or tab will open.)
2. Find **Upload Local File**, select **Browse** to locate the file on your computer.
3. Select the file; then use the **Open** button.
4. Enter a short description of the file in the **Description** field.
5. Select **Upload.** The file transfer will begin and the screen will reload when the file is uploaded.



Upload Documents via Fax

The **Fax to File** feature allows users to upload paper documents not saved to a computer—without the use of a scanner. Simply fax the documents to the number provided and wait for the files to be approved.

1. Select **Cover Sheet** under the heading, **Upload via Fax.**
   A new window opens with the unique coversheet for the client.
2. Print the cover sheet.
3. Send the documents under the unique coversheet to the fax number provided on the screen.
4. Close the **Managed Attached Files** pop-up window.

It will take about 10 minutes to process the documents you have sent. To verify that a transmission has been received and uploaded, return to the client's Managed Attach Files page or select **Refresh.**

ⓘ If a transmission is not uploaded into the system, do not attempt to resend the documents. Contact support@can.org for assistance.

ⓘ The coversheet must be on the top of any transmission sent to be uploaded in the system. Do not put your agencies coversheet on top.

ⓘ Only one client's files can be sent at a time.

Uploading files via fax requires a special coversheet which is "read" by a computer and then attached to the appropriate client's record. The Fax to File coversheet must not be altered in any way including stray marks.

Section 11
Tracking Access to Client Data

11.1 Securing Client Data

Participating Agencies are able to collaborate on client data within communities. CAN's shared platform helps ensure timely delivery of services, without duplicating effort. This approach brings with it many benefits for the client and increased responsibility for Participating Agencies.

Confidentiality of client data is vital in maintaining trust and confidence on a shared platform. Several methods are employed to maintain the privacy of these records.

- Transparent audit trails log the time and changes to all client records
- Regional Portals restrict client access from other geographic regions
- Secure encryption for all transactions
- Security protocols that routinely close inactive user accounts

11.2 Viewing Client History

It is easy to see every time a client record was opened or edited. At the top of every tab on every client record there is a **Case History** link. The Case History page displays every edit to the client record by user.