

Introduction to the CAS 2.0 Resource Directory

Resource Directory

The Resource Directory is a database of community organizations shared by all Red Cross divisions through CAS 2.0 that may offer resources to assist clients in meeting their disaster caused needs. It is meant for American Red Cross (ARC) DAT responders and caseworkers to provide appropriate and beneficial referral information to clients.

Referrals to external agencies often address needs such as:

- Homeless Assistance - Shelters
- Long-term shelter
- Additional food
- Household items (furniture and appliances)
- Pet needs
- Replacement of identification and critical documents
- Resource or Access Centers
- Legal Aid

Resource Directory Structure

The Resource Directory features a 3-level hierarchical structure. Each resource entry has three levels: an **Agency**, which may have one or more **Programs** under it, and one or more **Services** under each program. Figure 1 below describes the Agency- USA ElderCare, its two programs- Suburban Office and Downtown Office, and the individual services each program provides, such as Transportation and Meals at the Suburban Office and transportation at the Downtown Office. This structure is used for each resource entry.

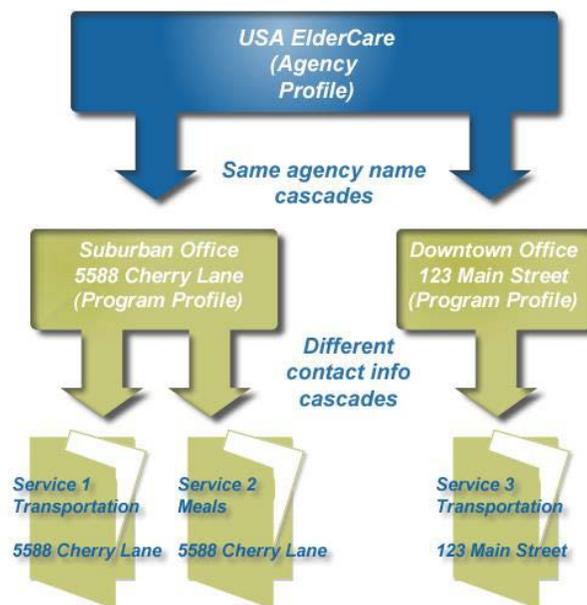


Figure 1: 3-Tier Agency Hierarchy Structure

It is also important to note that some information included at the agency level, such as physical address, cascades from a higher level to the level below. An agency's physical address cascades down to the program(s) associated with it, and a program's physical address cascades down to the service(s) associated with it. The cascading happens automatically when a new record is created; however, the cascaded values can be edited or removed before saving it. One can also choose which values cascade down to which associated records when an existing record is edited.

What Work Do I Perform?

Those who manage a chapter's resources are responsible for creating and maintaining that chapter's records in the Resource Directory which entails adding and editing agency, program and service records.

You also have the option of listing the services for which you most commonly issue referrals at your chapter's FastTrack Referrals tool; doing so streamlines the process of issuing referrals for those services. You cannot add items to that tool yourself, but you can request that a system administrator add them; the process for making such requests is being developed.

How Do I Access the Resource Directory?

To determine what agencies are listed in the resource directory, **it is best to conduct an agency search first.**

| Step | Action |
|---|---|
| 1. Search for the desired service record | <ul style="list-style-type: none"> ➤ (if not at the My Tools screen) Click My Tools. ➤ Click Search Resources in the Resource Management section. <ul style="list-style-type: none"> • <i>The system displays the Service Search screen.</i> |
| <div style="border: 1px solid black; padding: 10px;"> <div style="text-align: center; font-weight: bold; color: #4F81BD;">Service Search</div> <div style="display: flex; flex-direction: column; gap: 10px;"> <div style="display: flex; justify-content: space-between;"> Keyword <input type="text"/> i </div> <div style="display: flex; justify-content: space-between;"> Age Group <input type="text" value="*"/> </div> <div style="display: flex; justify-content: space-between;"> Target Population <input type="text" value="*"/> </div> <div style="display: flex; justify-content: space-between;"> Distance From Zip Code <input type="text"/> i ZIP Code Lookup </div> <div style="display: flex; justify-content: space-between;"> Location <input type="text" value="*"/> </div> <div style="display: flex; justify-content: space-between;"> Restrict To Zip Code <input type="text"/> </div> <div style="display: flex; justify-content: space-between;"> Area Served <input type="text"/> </div> <div style="display: flex; justify-content: space-between;"> Taxonomy Category <input type="text" value="*"/> </div> <div style="display: flex; justify-content: space-between;"> Taxonomy Name <input type="text"/> </div> <div style="display: flex; justify-content: space-between;"> Taxonomy Code <input type="text"/> </div> <div style="margin-top: 10px; text-align: center;"> <input type="button" value="Search"/> </div> </div> </div> | |

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| <p>1. Search for the desired service record (cont.)</p> | <ul style="list-style-type: none"> ➤ Enter the desired search criteria. <ul style="list-style-type: none"> • Add agency name, program name or associated word in the Keyword field. • Add a zip code in the Distance From Zip Code field. This will retrieve resource records based on the approximate distance (mileage) from the zip code entered. <p><i>Note: The search criteria you enter are cumulative, so the system will display only search results that meet them all.</i></p> <ul style="list-style-type: none"> ➤ Click Search. <ul style="list-style-type: none"> • <i>If you want to begin a new search, click the Advanced search link at the top of the Service Search Results screen.</i> |
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| <p>2. View the service record</p> | <ul style="list-style-type: none"> ➤ Click the name of the service to open the full service record (<i>this can be printed</i>). ➤ (Optional) Click the Map link at the service listing to open a separate window or tab with the service location mapped. ➤ (Optional) Click the Details link at the service listing to see the associated program and agency, and the number of referrals that have been created for that service. |
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Related Quick Reference Guides

Please see:

- Adding Referrals to the Resource Directory
- Editing Referrals in the Resource Directory
- Exporting Resource Records using the Resource Helper Tool