COMMUNITY ACTION NETWORK (CAN)

THE SYSTEM FEATURES USERS WANT

CAN stakeholders shared the six things they want to see in their next data system

1. Intuitive Data Entry

The data system should have interfaces that are easy to use, support de-duplication, flag errors, and improve the overall user experience.

2. Accurate Reporting

Reports generated by the system should be trustworthy and reliable, with access to all relevant fields and data.

3. Customizable Systems

The data system should allow for agency-level customization with tailored options for specific agencies or groups of agencies.

4. Strong Governance and Security

The data system must ensure security and privacy with privacy certifications, multi-factor authentication, and role-based access controls

5. Seamless Integration

Integration with other systems through APIs or bulk data transfer can improve accuracy, facilitate efficient workflow, and reduce the chance of double entry.

6. Adequate Training and Support

Data system users should have access to role-specific training materials, on-call support, and a formal training process to ensure everyone can effectively use the system.

System Recommendations: CAP60

The data system most likely to meet the needs of Iowa's Community Action Network is CAP60, which provides the overall highest rating on the six features, boasts a competitive price point, includes extensive free training opportunities, and has translated its client intake forms to over 100 languages. The closest ranked program has hidden fees and a less intuitive interface. We rate this as 4/4 stars. Use the QR code below to read more about the evaluation findings.

"Change is always hard, but you know, we're here for families first. And so if there's a better, more efficient way to get reliable information, then I think that we need to move forward, whatever that looks like."
-Focus Group Participant

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