IN CASE OF EMERGENCY, RUN SOFTWARE

A software solution to help private and public sector organizations manage people and resources to prepare for and expedite safe responses to disasters is now available from Softscape, a Wayland, MA, provider of Web-based human capital management and case management solutions.

Called CaseOne for Emergency Management, the Web-based solution for emergency readiness and disaster planning incorporates functionality from Softscape’s skill management, recruiting, e-learning, succession planning and case management modules to help organizations manage the people and emergency resources needed to respond to a natural disaster or terror incident. CaseOne can handle up to 500,000 concurrent users.

The CaseOne solution gives managers and employees in government or private sector organizations workflow functionality to manage emergency resources by tracking and checking certifications of healthcare, medical, biological treatment, and fire and rescue resources. Certifications required for each position can be linked to individual employees or resources by supporting online courses, skills assessments and other learning tools that help employees achieve emergency certifications. For example, HR managers can ensure that a certain number of employees per floor have been briefed about fire exits, bioterror signs and protection, or protocols for emergencies.

Other features include a skill-matching tool to find answers to problems or locate coworkers with specific skills or knowledge, from CPR to fluency in a foreign language; a tool that enables employees to track incidents and create action plans based on the nature and type of incident; and a virtual community function that enables employees to access and communicate through internal whiteboard sessions, chat rooms, newsgroups and other mediums.

The software also assists in managing terror incidents. Cross-functional workflow allows users to track and manage emergency resources and prevent key tasks and information from falling through the cracks by moving them from one department and person to the next. Authorized individuals enter information into the system, which is then stored in CaseOne’s data repository, eliminating the need for various organizations to duplicate data entry and facilitating sharing of information with other state and federal agencies.

Homeland Security functionality enables power plants or law enforcement agencies to ensure that certain staff have been briefed about terror detection protocols, profiles of suspects or emergency procedures.

For more information, contact Softscape, Inc., www.softscape.com, 800-881-2546.

TOUGH DECISIONS MADE LESS TOUCH

Every day, local EM officials must make decisions related to providing emergency services to citizens. More than ever, these local leaders face the constant pressure of doing more with less, and many local government executives are hard-pressed to justify any increase in expenditures unless they can be attributed directly to improved or expanded service delivery in the community. It is critical that EM organizations have a tool to evaluate operational effectiveness for elected officials at the local level of government and the citizens and communities served.

To assess the level and quality of emergency management, All Hands Consulting, a Columbia, MD, consortium of EM and business continuity firms, has released Version 3.0 of its Capability Assessment for Readiness (CAR) software program. The update is the
result of the consulting firm’s 20-year history in developing EM program blueprints and conducting program reviews for state and local EM agencies.

The program is based on the Municipal CAR developed by All Hands for the Florida Division of Emergency Management through a grant to the City of West Palm Beach, Fla. It defines a best practices baseline for community EM and includes the EM Functions defined by FEMA and the National Fire Protection Association 1600 Standard on EM.

The CAR software establishes the baseline program elements at a municipal level, and enables a jurisdiction to complete the self-assessment, assign EM program activities to local agencies, and develop a multi-year strategic workplan and budget from the assessment results.

The program also enables a local government to set improvement goals and measure progress, allowing assessment results to be tracked so that emergency managers can focus resources on the areas requiring the most improvement. It also helps a local government answer three questions. Is the EM program comprehensive for the needs of the jurisdiction? Are the goals, objectives and mission of the system being achieved? Is the jurisdiction able to utilize resources through a strategic planning process?

The entire CAR program is available for $495. A demo can be loaded from the company’s website. For more information, contact All Hands Consulting, www.allhandsconsulting.com, 410-730-5677.

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You can also fax them to the managing editor at 781-899-4900. Or you can email them to jem@pnpc.org. News and product announcements for our fall issue should be received by Sept. 8, 2003.

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