



## Frequently Asked Questions

**1. Will the CRN help me find services for my clients?**

The first thing you should do is check 211 to find out if the service or resource you are looking for is available in your area. Use the CRN when you are unable to find what you are looking for on 211, if you or your client experiences a barrier that keeps them from accessing the needed service, or if the need is complicated or involves several people.

**2. Is there a cost to becoming a CRN member?**

No. Membership is free for any one who meets the membership criteria as outlined in the terms of use.

**3. My organization serves residents of Marion and Polk counties. Am I eligible to become a member?**

Yes. We recognize that many organizations serve a geographical area that is wider than just Marion County.

**4. Can more than one person from my organization join?**

Yes. There is no limit to the number of members who can join from any one organization. We suggest that you speak to your supervisor to determine if one person from your organization should be designated as the administrator. The organization administrator adds members and maintains the profiles of their organization's members.

**5. Can I use the CRN to promote an upcoming event?**

It depends on the type of event. For example, the CRN could be used to help develop a community wide service-oriented event geared toward connecting resources to people. A specific example would be to use the CRN to seek partners who could offer free screenings or services at an event serving the community's homeless population. However, some events might not qualify; please see the Terms of Agreement, Section (C) (3, 4).

**6. What if I don't see the appropriate category when I go to set up my profile?**

While we have tried to create a comprehensive list of categories, we recognize we may need to modify the network over time in order to best meet the needs of its members. We will always welcome feedback and suggestions! Once you have logged onto the CRN you can use the "Email Us" link that is located on the bottom of each page to send us questions, suggestions, or concerns. This link also appears on the My Profile page, near the categories. Please use this link to suggest additional categories.

**7. What if I am not receiving any requests, or I am receiving requests that are not applicable to me?**

Most likely the problem stems from your profile. Log on to the network and visit the My Profile page to confirm that you have checked the appropriate categories. Members manage their profiles and use the categories to tell the network what types of requests you want to hear about.

**8. What happens when a posted request goes unmet?**

A Marion County Children & Families Department staff member monitors requests and may get involved if a request goes unmet. The CRN Advisory Committee will meet on a regular basis to review and analyze the response to posted requests. The analytics from the network will help us to identify ongoing needs and gaps in our community. In some cases, ad-hoc action teams may be formed to take a closer look at the issue.