cim | community issues management

community issues management

“Aligning community resources with people and place”

www.cim-network.org

cim

overview

Mission

To improve community decision making using facilitation technologies that engage people in ways that promote understanding, strategic collaborations and the wise use of resources.

Purpose

To better align resources with organizations, people and place by utilizing the place-based knowledge of regional organizations to inform policy makers and stakeholders about local issues, assets and resources available to address their needs.

What is CIM?

Community Issues Management (CIM) is a web-based system designed for local and regional organizations to frame, manage and take action on complex issues. CIM can be employed as a tool for use within organizations and as a tool for community engagement to foster participation in transparent, data-informed and collaborative decision making. The foundation of this system is a process for framing issues through a wealth of Geographic Information System (GIS) data, and mapping and reporting tools custom built for organizations to better understand how issues impact people and place. Unique to CIM is a streamlined process to integrate and overlay local mapping data with state and national mapping data that resides in CIM's Data Warehouse. Data can be organized around specific issues that CIM organizations or other user groups have identified.

The Need for CIM

Organizations increasingly rely on data and geographic information technologies from web-based data warehouses to examine the place-based impacts of public policies. However, these organizations often lack the time, expertise or technological infrastructure to make the best use of data resources for decision-making. Community Issues Management (CIM) overcomes these constraints by providing tools for framing issues; facilitating community dialogue; supporting decision-making procedures; and enabling data integration. CIM provides more depth to the understanding of the issues and opens new ways of viewing the questions groups are seeking to address. CIM allows decision makers to deliberate how best to align resources with organizations, people and place.

At its core, CIM is built on a public good foundation to provide open access to public data for all communities across the United States. *Public Access Users* can make maps, reports and search issue-specific content in the CIM library and explore how communities across the U.S. are using CIM to address pressing concerns. Organizations may join the CIM Collaborative as *CIM Partner Organizations.* Partner Organizations build on the public good foundation by using CIM's robust Collaborative Management System capabilities to address complex issue in their regions. Informed community decision-making is realized through the use of CIM's unique tools and facilitation support. CIM provides a technology platform that helps tell sophisticated stories about key issues such as gaps and overlap in service provision, health inequities, childhood obesity, and workforce retention. Stories developed with CIM's tools enable policy makers to better align resources with needs.

Institutional Resource

CIM is housed at the University of Missouri in the Center for Applied Research and Environmental Systems

Our Center

The Center for Applied Research and Environmental Systems (CARES) at the University of Missouri has a long history of integrating Internet accessibility with emerging technologies to assist decision makers, researchers, organizations and underserved, under-resourced communities. Our centers' institutional setting enables rapid response to stakeholder needs. We are uniquely positioned to address the rural-urban differential with respect to using, accessing, and adopting information and communications technologies for decision support. Our understanding of the rural context with respect to resource limitations, data management issues, statistical challenges due to small numbers in rural settings, and mapping applications sets CARES apart from other information technology-based centers.

Our center's decision support framework requires ongoing monitoring and updating of existing datasets as well as identifying and incorporating additional datasets. These datasets, which include socio-economic, demographic, health, jurisdictional, political, environmental, and infrastructure data, serve as a distinctive foundation for addressing a myriad of public policy issues.

Organizations have varying resources and competencies for acquiring data and making it available to the public. Rather than focusing on the limitations of data availability across communities, states and regions, our center uses a "patchwork quilt" data acquisition approach by integrating data from Federal, state and local agencies, and non-profit organizations. Since data is continuously being created, updated, and made available to the public in a "chaotic" fashion, our center acquires data on an ongoing basis, and focuses on how the information can be utilized for decision support at the community, regional and national levels. CARES capabilities enable data users to: (1) geographically visualize community, regional, and national-level data via the Internet; (2) integrate new spatial data and overlay these data to conduct location-specific analyses; and (3) generate maps, dynamic reports, and "what if" scenarios that utilize the integrated nature of these information systems.

Hardware, Software and Web Servers: CARES utilizes a variety of hardware and software. We have 14 full time staff trained to support various aspects of our internet technologies as well as access to extensive campus resources in information technology support. Our in-house hardware resources include Windows-based computers and servers supporting data development and management utilizing the University's gigabit speed TigerNet network. The center has over 21 terabytes (21,425 gigabytes) of combined disk storage, a 2.4TB capacity tape archive and backup system, and the capability to print E-size documents. Software includes Microsoft SQL Server 2005/2008, ArcGIS 9.3.1, ArcIMS 9.3.1, ArcGIS Server 9.3.1 as well as several other economic and environmental modeling packages. Operating systems include Windows 7, Windows XP Pro and Windows Server 2003/2008.

CARES Internet resources are housed in a secure and monitored facility equipped with emergency power backup, climate control, and fire suppression equipment. Our web presence is based on eleven production servers and four development servers, supporting multiple project web sites as well as providing web hosting for other campus centers. Our 30+ terabytes of web databases and storage supports public access to over 12,000 Internet map layers, generating over 250,000 map images per month.

For more information about Hardware, Software and Web Servers please go to:
http://cares.missouri.edu/about/facility.aspx.

cim
functionality

CIM Functionality and Services	Public User	CIM Partner
Issue Notebooks		
Create, edit, delete Issue Notebooks	NO	YES
Upload or hyperlink to issue-specific content	NO	YES
Set security level for access to Issue Notebooks and all related content	NO	YES
View and add comments for individual issue notebook content	NO	YES
Email Issue Notebooks and individual content within the notebook	NO	YES
Search Library, view and download content	YES	YES
Maps and Reports		
Access to over 7,000 National Source GIS data layers	YES	YES
Access to hundreds of Local Source GIS data layers for CIM Partner regions	YES	YES
Mapping and Reporting Tools	YES	YES
Print Maps and Reports in HTML or PDF format	YES	YES
Save Maps and Reports to Issue Notebook and assign security level	NO	YES
Provide description or interpretation of Map	NO	YES
Automatically convert report data to interactive map session	NO	YES
Data Integration		
Automatically upload GIS data (Shapefile format) and set security level	NO	YES
Upload tabular data & automatically convert to GIS layers; set security level	NO	YES
Add points, lines or areas manually on top of base maps in CIM	NO	YES
Download GIS data (Shapefile format)	NO	YES
Other Services and Training		
Monthly Webinars	NO	YES
Access to Online Tutorials	YES	YES
Facilitation support	NO	ADDITIONAL
Personalized training	NO	ADDITIONAL
Report customization	NO	ADDITIONAL
Consulting (Custom services, data preparation, analysis (e.g., geo-coding)	NO	ADDITIONAL

Contact Beth Kerrigan, National CIM Coordinator, for more information or to schedule a CIM demonstration. 843-830-5817. cbkerrigan5@bellsouth.net

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