

Mapping Community Resources

Community resource mapping is the process of identifying and documenting local assets, such as social service agencies, schools, faith organizations, and civic associations that can serve as potential resources or partners in alternative problem-solving justice initiatives.

Tips for Resource Mapping

- Usually, you do not need to start from scratch. See who has compiled lists already— talk to people, do web searches, look at organizations and social service agencies—and then build on and update what’s already there. In addition, many communities have begun to utilize web-based referral platforms to send and track local referrals to community resources.
- Brainstorm about the kinds of resources your clients need and tailor a list of “key community assets” to those needs.
- Use the attached spreadsheet to create a repository of partners to draw upon to link clients and others with community-based services. Review often to ensure the information is up to date and relevant to the people you serve.
- Make sure that you are culturally sensitive and culturally responsive as you assemble your lists, and include resources that address the needs of the cultural groups your program may serve. Consult with local community groups to find out how they feel they could be better served, including planning for language accessibility, location, and cultural competence of providers.
- Be mindful of costs associated with obtaining high-quality treatment and seek ways to mitigate cost barriers for clients, including using providers that accept state insurance.

This practitioner tool accompanies the customizable spreadsheet that community justice initiatives can use to systematically document existing local resources and to facilitate seamless connections for participants with relevant services and resources.

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- The eligibility of resources can change. Be sure to verify eligibility prior to referring participants to community-based services.
- It is a best practice to meet with the programs you plan on referring clients to regularly so you can continually assess their quality and agree on shared protocols for communicating that prioritize client confidentiality. It is sufficient for clinicians and service providers to report on “show-ups” alone, without revealing any details that could compromise a client’s relationship, trust, and rapport with their provider.
- It is good practice to enter into a linkage agreement or memorandum of understanding with the programs you use most frequently. Institutional relationships need to be developed to avoid interruptions when inevitable changes in personnel occur. But be careful not to prioritize referrals to these institutions over the individual needs of a client.
- Honor the dignity and agency of clients by providing them with meaningful choices in selecting their service provider whenever options are available. Solicit feedback from clients on their experiences with service providers to assess the quality of the services received.



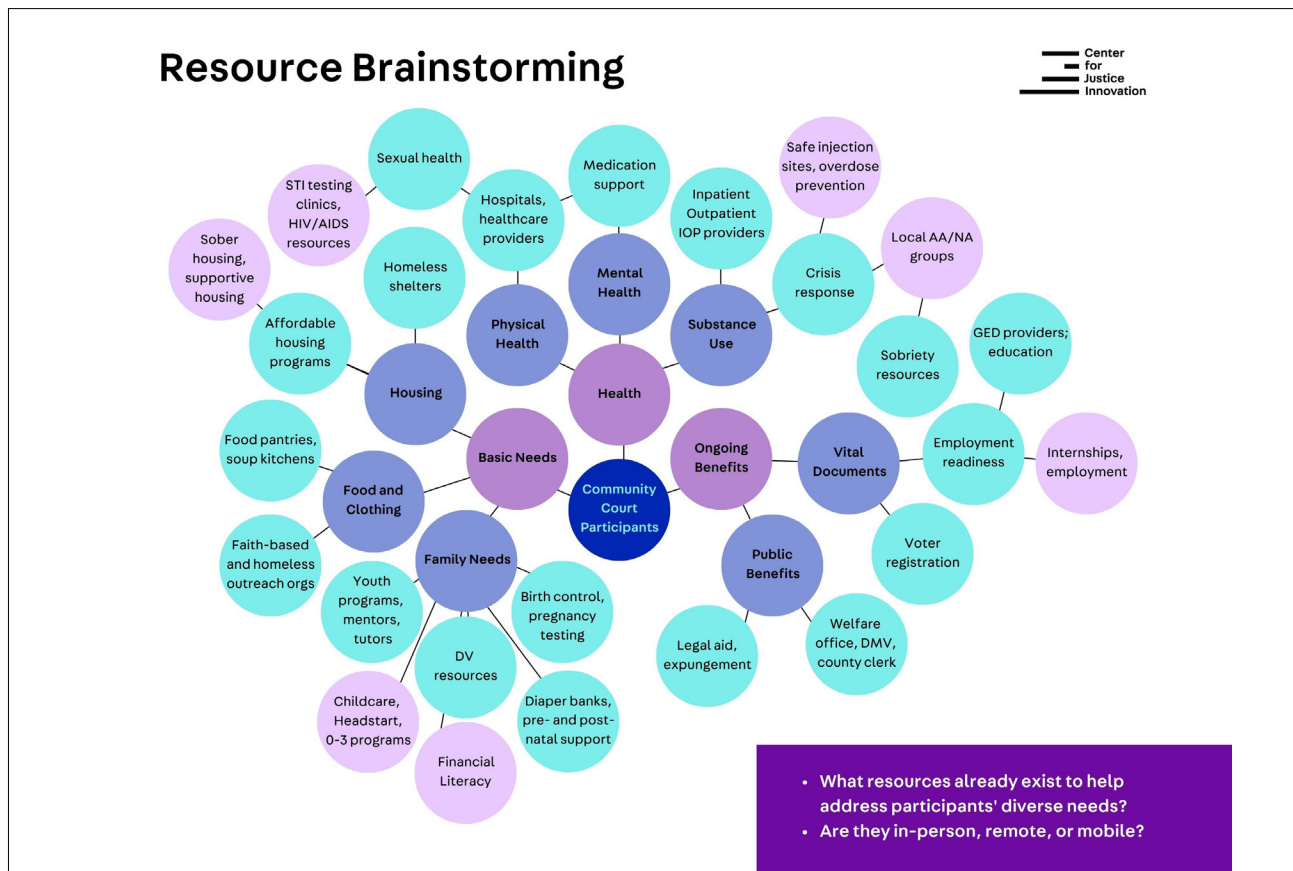
Focus on Individuals

Once you have systematically identified local resources, you can use this knowledge to inform how you will assist individuals that come into your program. Below is an example of how, starting with an individual and their specific needs, you could detail relevant support services, and the agencies with whom you can provide participants a warm hand-off.

After brainstorming which resources your court participants could benefit from, and

after making a systematic review of available resources and partnerships, organize your findings in a spreadsheet like this one. Assembling this information with your key contacts will help preserve and share institutional knowledge. It will also help you see where gaps or opportunities for collaboration exist.

This [spreadsheet](#) can be downloaded and customized to suit your local needs, and should be periodically revised to reflect up to date information for your case management staff.



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