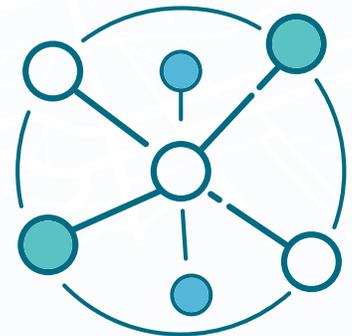


SYSTEMS MAPPING 101

WHAT IS SYSTEMS MAPPING?

SYSTEMS MAPPING: COMPREHENSIVE REAL-TIME INVENTORY OF COMMUNITY SERVICES WITH PROGRAM-LEVEL OCCUPANCY/ CAPACITY, SERVICE COMPONENTS, ELIGIBILITY, AND PRIORITIZATION CRITERIA.



Systems Mapping (SM) is an essential step in rolling out a system planning approach to developing a community-wide initiative tackling wellbeing, safety, homelessness, or other complex issues.

SM involves a series of activities that achieve a comprehensive view of a community's resources and its connection to the broader initiative being developed.



WHY YOUR COMMUNITY SHOULD COMPLETE SYSTEMS MAPPING

SM is about making sense of the local complexity of social and health services in a methodical fashion, and having access to the information communities need in real-time to make better decisions at a policy, funding, and service-design level. In other words, to meaningfully transform systems, we need to have at minimum the most basic information about the services operating in a region:

What services do they offer?

What capacity/occupancy they have?

Who are they serving?

What users say about them?

Who's funding them?

How are users accessing them?

It includes tracking this information in real time using an online platform with services in the nonprofit, government, private, faith and voluntary sectors.



KEY BENEFITS

Ensure everyone has access to a **real time inventory** of your community's assets and resources in an easy to navigate platform

Provides a better understanding of **real-time service duplication or gaps**, user trends, feedback, demand, and sources of funding locally

Lays the **foundation** for various activities undertaken with developing a community-wide systems change process like:

— **Integrated Needs Assessment** —

— **Social Impact Audit** —

— **Integrated Coordinated Access** —



HOW IT WORKS

We have developed an online systems mapping platform that we use to map your network of services. HelpSeeker can track the number of clicks and searches for a particular agency, program or service. This matters because it enables service providers and planners to see where the system is wearing thin, how often programs are at capacity, or shifts in the number of concerns that people demonstrate through their searches.

HelpSeeker's Systems Mapping is used to:

RESEARCH TO IDENTIFY

all the services in your community using available data/ information to populate the local **Systems Asset Map**



Allows access to
real time data
of user interactions with local services
to discern trends



ENGAGE ALL SERVICES

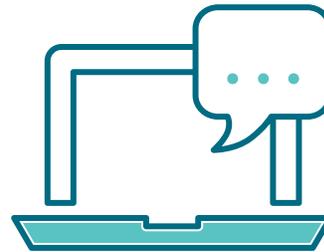
to claim their profiles and update relevant information on HelpSeeker

Awareness campaigns to support **frontline service providers** (police, schools, faith communities, health workers, social workers, etc.) on how to use the platform to access help



Launch marketing to end users

to increase awareness about local services (youth, seniors, families, etc.)



Provide technical assistance

to funders and decision-makers to inform better decision-making using real time data

Builds the foundation for future
INTEGRATED COORDINATED ACCESS
implementation to enhance integration at the service delivery levels

Creates a starting point for
SOCIAL NETWORK ANALYSIS
to discern referral patterns, coordination levels, co-funding, etc.

Deploy
ONGOING QUALITY ASSURANCE PROCESS
to keep data accurate on a quarterly basis

INTERESTED IN FINDING OUT MORE?

email us to set up a meet & greet to explore further

Jenny Cull, VP Community Engagement
jenny@helpseeker.org

