**Initial Questions to launch Discussion**

Q. Is there a step by step process to build a resource map?

1. None of the teams have put together step by step process, but after some discussion, a process was identified

Q. What kind of medium should we use?

1. It really depends on the needs of the community / population you are trying to support

Q. How do I navigate this challenge, in order to best support my team?

                A. We’ve identified some of the “big bucket” items that need to be addressed.  Hopefully the notes below will help with how to move forward.

**Step By Step Process (identified through discussion)**

1. Identify target population (if more than one, which one will you focus on first?)
2. Engage that population to identify gaps based on the needs of that population (i.e. needs of youth will be very different than the needs of the service providers)
   1. Do we need to improve:
   2. Knowledge of services that exist?
   3. Knowledge / clarity of referral process?
   4. Knowledge / awareness of the credentials of the people who offer the service?
   5. Awareness of service locations?
   6. Awareness of time / days that services are available?
   7. How to contact the service
3. Many teams start with paper version; prepare / populate a spreadsheet with the information that the LAT wants to collect / share
   1. Prepare a template or use / modify templates that other LATs are using (See DropBox, folder 10)
   2. Template can be added-to by members of the team; no single person is responsible to collect information or fill it in.
4. Questions to address:
   1. Does the Service Inventory share public information only?  Or, will the SI also share private resources?

**During the process of gathering information, LATs also review / compare existing platforms.**

* Key questions to ask when reviewing an existing website / online collection of resources:
  1. “Does this meet the needs of our target population well enough?”  (Sometimes information might be available, but the site is far from being user-friendly, and is therefore underutilized.)
  2. “Are we duplicating something that already exists?”
  3. “How do we meet the needs of our target population without duplicating effort?” (Strike the balance)
  4. Can we build on an existing platform?
  5. What might be sustainable after the Collaborative formerly ends?

**Examples of service inventories:**

* Paper version, laminated and used by physicians in offices
* Binder prepared for MOA’s use in Dr. office
* Created online resource from scratch
* Adapted existing online resource & augmented with additional resources (be careful, as existing sites may not be what youth/families need)
* Posted PDF of list on website (not as friendly to use)
* Interactive map
* App being developed to link to online directory

**Lessons learned:**

* Teams discovered they didn’t collect enough information in order to truly meet the need of their target audience, beyond just communicating the existence of a resource.
* Team that added to an existing resource without critical analysis of whether it met the needs of their audience, found that the service inventory was quick to develop, but it wasn’t creating the access they were hoping for.  Clients had trouble navigating the system.  The tool/ service inventory that was out there, wasn’t meeting the needs of the community. “Part of what happens, is that the way the system is set up is not sufficiently friendly.”
* Separate maps / inventories needed for youth vs. general public vs. service providers

**Techniques to try:**

* North Shore has spent time gathering & identifying many, many resources
  + Question:  Is there enough online information in one spot, in order to make referrals to specific programs?
  + PDSA: A youth working group is going to test an online tool and will run through a couple of scenarios to find out whether the online tool has sufficient information, or whether there are gaps to be filled.  Stay tuned for the learnings!
* Kootenay Boundary (now called West Kootenay) developed a youth friendly site with input from youth, families with lived experience and service providers

**Post development:** Some teams are now trying to use service inventory to provide wrap-around care – testing whether driving people to the site increases access