

Complex Care Startup Toolkit

nationalcomplex.care/startup-toolkit | August 2022

Community mapping and collaboration: **Assessing community resources and identifying a target problem**

This document is part of the Complex Care Startup Toolkit, a practical collection of guides, templates, and other tools to launch and grow a new complex care program. Find the full toolkit at www.nationalcomplex.care/startup-toolkit.

Defining and identifying your target population and mapping available community resources is an essential component of complex care interventions. These assessments will enable programs to link individuals to needed services and fill care gaps left over from traditional healthcare delivery systems, especially concerning unmet health-related social needs. Identifying and building relationships with community partners is key to providing holistic, person-centered care. Collaborations between organizations are often mutually beneficial and can expand over time with stewardship, resource sharing, and aligned incentives.

Key considerations

1. What is the problem you are trying to solve and what is the population of focus?
2. What are the existing local, state, and federal supports?

Below, find resources you can use as you work through each of these key considerations.



Resources

Key consideration # 1: What is the problem you are trying to solve and what is the population of focus?

- **Mapping community supports for patients with complex health and social needs**
This how-to guide and case study help you to map community resources and implement individual engagement to uncover needs and techniques for growing partnerships between organizations.
- **Asset and partner mapping template and instructions**
This template helps you to identify the problem that needs to be addressed and internal/external resources and stakeholders that need to leverage to make an impact.
- **Stakeholder analysis worksheet**
This sample stakeholder analysis worksheet helps you to develop a program and plan an intervention.
- **Asset mapping tool**
This template helps you to complete a stakeholder analysis, a gap analysis, and asset mapping.

Key consideration # 2: What are the existing local, state, and federal supports?

- **Status of state Medicaid expansion decisions: Interactive map**
This interactive map helps you to understand the scope of Medicaid in your state.
- **SNAP state directory of resources**
This directory helps you to understand the SNAP (formerly known as “food stamp”) benefits in your state.
- **The National Immigrant Women’s Advocacy Project**
These interactive maps help you to understand the benefits available to immigrants in your state.
- **Benefits.gov**
This website helps you to find benefits available in your area and direct you to the agency to apply.
- **Findhelp New!**
This resource database helps you locate programs for housing, food, employment, and healthcare within your community.
- **Neighborhood Navigator New!**
This resource database helps you locate programs for housing, food, employment, and healthcare within your community.



- **211 New!**

This resource database provides information on a number of important health needs including healthcare resources, mental health resources, food programs, education resources, and many other areas.

About the Camden Coalition

We are a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of **complex care** by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and well-being. Supported by a robust data infrastructure, cross-sector convening, and shared learning, our community-based programs deliver better care to the most vulnerable individuals **in Camden** and **regionally**.

The **National Center for Complex Health and Social Needs** (National Center), an initiative of the Camden Coalition, connects complex care practitioners with each other and supports the field with tools and resources that move complex care forward. The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.