

COLLABORATIVE DEFENSE TOOLKIT



Community Resource Guides & Best Practices

When designing service delivery, defense agencies should develop a deep knowledge of their jurisdiction's landscape of social services, civil legal providers, and any other support networks that can address client needs. In order to organize this information and improve client access to services, the office can create and maintain a community resource guide that documents provider contact information and service provision details. This centralized tool can be used by all members of the defense team to expand awareness of community partners and streamline external referrals.

Community resource guides also provide the groundwork to formulate valuable relationships with local providers. The delivery of services often relies on tapping into one's local network for support. With the establishment of external ties with social service providers, defense agencies can leverage these relationships to better assist their clients.

This sample resource guide is accompanied by a list of best practices for establishing community partnerships and a template for facilitating outreach to external organizations that may be able to provide client services. Additionally the best practices discuss how to effectively resource map the local landscape, and maintain resource guides upon their initial creation.