

Contents

| | |
|---|------------|
| <i>Foreword</i> | <i>vii</i> |
| <i>Introduction</i> | <i>xi</i> |
| Chapter 1: Why maps? | 1 |
| Maps: A common platform for understanding | 2 |
| A new model for cross-sector collaboration | 3 |
| The role of maps | 7 |
| How this book is structured | 8 |
| Chapter 2: Mapping civic engagement | 11 |
| Formation: The role of social capital and place | 13 |
| Operations: Five ways civic engagement supports action | 25 |
| Adaptation | 35 |
| Lessons for collaboration: Turning engagement into results | 36 |
| Chapter 3: Extending social services | 39 |
| Formation | 40 |
| Operations | 50 |
| Adaptation | 62 |
| Lessons for collaboration: The coordination imperative | 65 |
| Chapter 4: Improving public health | 69 |
| Collaborations for healthier communities | 70 |
| Formation: Public health infrastructure | 73 |
| Operations: Cross-sector preventive efforts | 80 |
| Adaptation: Informational changes and access to health services | 87 |
| Lessons for collaboration: Improving prevention and response | 91 |

| | |
|--|------------|
| Chapter 5: Addressing homelessness | 93 |
| Homelessness in America | 93 |
| A classic wicked problem; an interconnected cross-sector response | 95 |
| Formation: Making the case for collaboration in San Jose | 96 |
| Operations: Using location intelligence to coordinate and allocate resources | 98 |
| Adaptation: Prioritizing outreach in Santa Clara County | 100 |
| Lessons for collaboration: Addressing challenges in real time | 103 |
| Chapter 6: Responding to disasters | 105 |
| Formation: Mapping collaborative prevention and preparation | 106 |
| Operations: Cross-sector response to emergencies | 110 |
| Adaptation: Responding to real-time changes | 113 |
| Mapping and data lead the way in the search for missing Flight MH370 | 116 |
| Lessons for collaboration: Preparing for disaster | 121 |
| Chapter 7: Increasing sustainability | 125 |
| Cities working together | 125 |
| Formation: Collaboration across boundaries | 128 |
| Operations: Bringing cross-sector actions together | 136 |
| Adaptation: Working together to manage change | 143 |
| Lessons for collaboration: Mapping as a platform for collaboration | 145 |
| Chapter 8: New hope for effective cross-sector collaboration | 149 |
| Overcoming barriers to collaboration | 150 |
| Platforms for modern governance | 152 |
| Bridging government and community | 153 |
| <i>Acknowledgments</i> | 155 |
| <i>Study and discussion questions</i> | 157 |
| <i>Index</i> | 167 |
| <i>About the authors</i> | 169 |