2017 JMGBL Awards Application

Submission Date	2017-06-23 14:56:34
This application is for:	Barrett Lawrimore Memorial Regional Cooperation Award
Project Title	Imap-Finding Essential Services in Greenville County
County/Counties	Greenville County
Staff Contact	Shannon Herman
Job Title	Assistant County Administrator
E-mail Address	sherman@greenvillecounty.org
Phone Number	864-467-7408
Please provide a summary of your entry (no more than 100 words) to be used in a handout for the awards competition and included in press releases/publications. You may either type the summary in the text box or upload it as an attachment below.	Greenville County partnered with Greenville Health System, Furman University, United Way of Greenville and United Way Connects-SC211 to create a new, dynamic community tool which maps all essential human services within the County. The result surpassed anyone's initial expectations and has begun a new, interactive platform for all community agencies to share reliable and up-to-date human services information in a digital format. Imap empowers any resident, business, organization or visitor to access this information anytime, anywhere and for any purpose and has unlimited growth and regionalization potential.
Presentations may include more than one speaker; however, each speaker should be aware that the 10-minute time limit is strictly enforced. Please list the name, title, and e-mail address of each speaker:	John Hansley Deputy County Administrator jhansley@greenvillecounty.org Rhett Baker Greenville County GIS Programmer/Analyst rbaker@greenvillecounty.org
Will any of the speakers need accommodations (wheelchair accessibility, etc.) during the competition?	No
To submit these attachments online, please upload Microsoft Word or PDF documents below.	Furman Letter of Support.pdf GHS Letter of Support.docx Greenville County Application Summary.docx Greenville Journal News Article.PDF SC211 Letter of Support.pdf SCAC InfoMapTour.pdf United Way GC Letter of Support.pdf

FURMAN

June 23, 2017

South Carolina Association of Counties
1919 Thurmond Mall
Columbia, SC 29201

Barrett Lawrimore Award Review Committee:

Furman University is pleased to provide a letter of support for Greenville County's 2017 Barrett Lawrimore Award submission. Furman University has been a collaborative partner on this innovative and revolutionary project from the very beginning and could not be more pleased with the outcome imap.

Furman University's GIS professors and interns have been instrumental in identifying a framework and working definitions for more than seventy sub categories of human services in Greenville County. In addition, they have verified more than 1,000 individual services, which include one click calling, GPS directions, and street view images, that help users find the resources they need.

The end product of this community information map exemplifies Furman's philosophy of integrating hands-on, high-impact collaborative experiences as part of our students' education. Throughout this process, our students have been able to learn from and collaborate with community leaders, while also helping to develop an innovative tool that will benefit the health and well-being of the greater Greenville community.

This project truly exemplifies the possibilities of collaborative efforts within the community. We are proud to be a partner in this initiative and to support Greenville County's Barrett Lawrimore Award submission.

Sincerely,

Elizabeth Davis

Elizabeth Davis
President

GREENVILLE HEALTH SYSTEM

June 23, 2017

South Carolina Association of Counties
1919 Thurmond Mall
Columbia, SC 29201

Dear Barrett Lawrimore Award Review Committee:

Greenville Health System is proud to offer a letter of support for Greenville County's Barrett Lawrimore Award submission. This is a unique and innovative tool, a result of nearly two years of collaboration, which will have a dramatic and immediate impact on access to health care and the vitality of Greenville County.

The idea for imap stemmed from Greenville Health System's efforts to map health care resources in Greenville County, regardless of provider. This tool increases the awareness and convenience of access to essential life services for community members. Additionally, imap can be used to analyze the spatial distribution of community assets and service areas to identify where services need to be added or enhanced.

The ability to identify where there is little to no access to healthcare services, for example, enables us to make better, more informed decisions regarding where and how we allocate our resources. The insight gleaned from this map will be invaluable as we work together with our partners to meet the health care needs of the greater Greenville community.

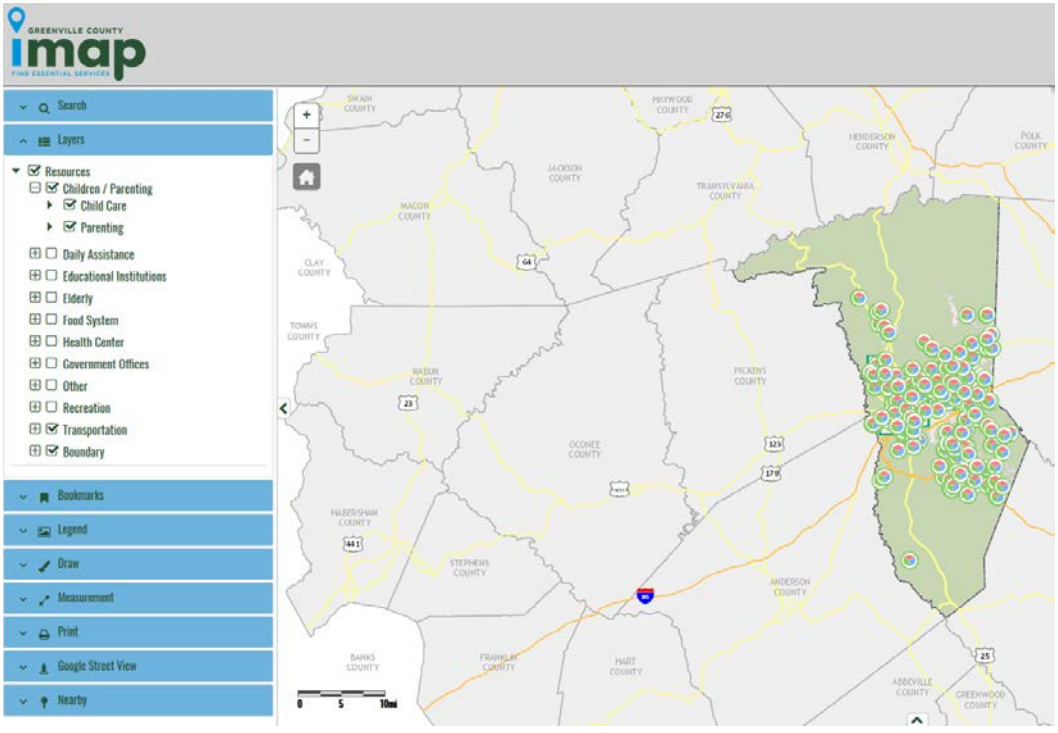
This innovative tool meets so many needs with the emerging capabilities and access of a digital society, and the growth potential is exponential as we plan out future phases and talk to neighboring and regional entities. It will be invaluable to our patients, the health of the community, and our organization as we continue to regionalize and improve healthcare via services offered throughout the Upstate. We are so proud of this partnership and the immediate success and usefulness of imap.

Thank you for your consideration,

Spence Taylor, M.D.
President

GREENVILLE COUNTY imap
FIND ESSENTIAL SERVICES

In January of 2015, Greenville County was approached by Greenville Health System and Furman University to become a partner in creating a new, dynamic community tool which maps all essential human services within the County. Together with GHS and Furman, Greenville County GIS created a web-based application and brought United Way and SC211 to the table to ensure the tool had quality customer service active management. The result has surpassed anyone's initial expectations and begun a new, interactive platform for all community agencies to share reliable and up-to-date human services information in a digital format which empowers any resident, business, organization or visitor to access this information anytime, anywhere and for any purpose and has unlimited growth and regionalization potential.



Benefit/Importance of Project

1. **Why was this project undertaken?**

Greenville Health System's Department of Accountable Communities identified a need to create a digital catalogue of all area healthcare resources regardless of provider to aide case managers and caretakers in directing their patients to appropriate and accessible care. The vision immediately expanded from healthcare to other essential human resources such a child care, elderly resources, and even public transportation.

In January of 2015, Greenville County was approached by Greenville Health System (GHS) to help identify all essential human service assets within and around the County and to map them in a visual manner which would allow providers, decision makers and individuals to visualize and more conveniently access these services. As the project expounded, it became clear that we had a tremendous opportunity to revolutionize the manner in which residents, visitors, businesses, and public agencies identified and accessed these resources or the need to generate more essential resources within their immediate community areas and across the largest county in the State of South Carolina. Thus the vision expanded from a map to an application with the largest and most comprehensive database of human services within the County accessible to all and pertaining regularly vetted and verified information.

In undertaking this project, the County identified two primary objectives of the new tool: First, that it would meet a threshold of usefulness for most residents and businesses in Greenville County; and second, that we would create a quality, relevant tool with vetted and reliable information.

The primary intention of this project is to provide a visual decision making tool for a community of users ranging from businesses, county planners, health officials, and residents to inform them of the availability of services in the unincorporated area, cities and neighborhoods of Greenville County. Imap increases community members' awareness of and convenience of access to essential life services such as food, housing, health care, or even recreational opportunities in Greenville County. Additionally, imap can also be used by decision-makers, such as health and public safety officials and county planners, or by private businesses and residents to analyze the spatial distribution of community assets and service areas to identify where services need to be added or enhanced.

Imap offers verified and vetted information on over 50 identified community assets. More than 1000 individual locations have been geocoded and mapped using a web-based mapping and analysis tool. The map gives the user the ability to layer multiple assets and make in depth decisions about their needs. Some of the assets identified and mapped include the following:

Bus Stops and Routes
Parks
Educational Institutions
Affordable Housing
Health Centers
Childcare
Food Pantries
Recreation Centers
Shelters
Farmers Markets
Employment Assistance
English as a Second Language Assistance
Elderly Assistance
Governmental Offices

2. What is the significance of this project to your community as a whole? How does it relate in importance to the other problems in your community?

Imap is the first digital iteration of a comprehensive compiling of all of the essential human services that empowers residents to live better, healthier, more successful lives, businesses to locate and thrive in competitive environments with access to essential employee needs, and community advocates to make the most informed decisions in locating new services county-wide.

Imap can be used by anyone to address any problem or consideration that relates to their sense of place and access to services. Some examples of problems addressed with imap include the following:

- Where to access nearby food, shelter, health, or government services
- Where to locate businesses based on need and/or competition

- Where to locate resources to address particular community needs
- Where to locate or access recreational opportunities
- Where to choose to live based on proximity to resources

Imap's comprehensive application to all individuals, businesses, and public health, safety, and community planning officials makes it a relevant resource to the majority of the challenges we face in Greenville County from crime and public safety to community planning and development, to homeless, health, or family care needs.

3. How much of the county's population is benefited by the project? In what specific ways are different groups of citizens within the county better off than before?

The intention from the onset of this project was to make this tool valuable to the majority of Greenville County's residents and businesses. Imap has accomplished this goal and more. Visitors will also find this tool convenient as will persons and businesses considering relocating to our county.

We have created a common database that all human services can become a part of, access, and share cross-organizationally and that empowers individuals in ways here-to-fore unimagined in Greenville County.

SC 2-1-1, the go-to for individuals seeking information about services has even agreed to create a 'cross-walk' between the Greenville call takers and imap to improve the depth and breadth of their abilities to respond to callers. Similar efforts with hospital systems and state 2-1-1 entities exist in Wisconsin, Texas, and Michigan, but imap takes this to the next level with inclusion of so many subcategories of information.

Having this 'crosswalk' between area providers, resources and residents allows for a streamlined approach to delivering information and stops the duplication of services. For example, imap can assist care managers/case managers who are working with individuals being discharged from the hospital, who need information and referrals. Imap meets 2-1-1's taxonomy and classification of services, which also allows call takers to share the information provided by imap.

Additionally, imap offers the ability to turn on seasonal layers for specific services such as VITA tax preparation, emergency shelter locations in case of severe weather, and summer meal assistance programs. Imap can also exchange data with programs such as PulsePoint which recently established a Greenville County network to map the location of life-saving AEDs. The tool also has the ability to create private layers for public safety officials which maps the location of special needs resources such as ventilators which may be compromised in the case of power outage or voluntarily noting residences of mentally disabled individuals who may react unusually to law enforcement officials or require special care.

4. What degree of success did the project attain? What major objectives were achieved?

Imap began as a vision of a small steering committee; however, throughout the process a large group of stakeholders were included to ensure we achieved a far-reaching, comprehensive inclusion of essential services. Some of the major stakeholders included:

Greenville Health System
Greenville County
Furman University
United Way
SC 2-1-1
City of Greenville
Food Systems
Greenville Chamber of Commerce
Greenville County School District
Greenville County Redevelopment Authority

Prior to the planned "go-live" press event, members of the Steering Committee set up several soft launches with key potential user groups of varying interests to garner critical user feedback and test imap's diversity of usefulness. The response was overwhelmingly positive, and we were provided with several testimonials for the "go-live" event which heightened excitement and credibility for the new tool. For example, an agency that helps the homeless was able to inform a young mother about child care options close to her home and a library staff member was able to connect a homebound resident to a local food pantry. Additionally, local realtors have used the map to show buyers services near properties of interest. Soft launches included:

- The Greenville County Library System
- First Responders and Emergency Management Personnel
- Greenville County Schools Officials and Resources Officers
- Greater Greenville Realtors Association (Commercial and Residential)
- Greenville Area Economic Development (GADC)
- Appalachian Council of Governments (ACOG) Economic Development

Imap's went live for the public on June 20, 2017 at a press conference held at the United Way with a room full of community stakeholders and decision makers including representatives from Greenville County Counciland Administrative staff, the President, Chief Financial Officer, and Chief Medical Officer of Greenville Health System, Emergency Management personnel, the Executive Director and Board Chairman of the United Way of Greenville, and top Furman University representatives. The event was covered live by three broadcast media outlets and was included in both major print media outlets to a great response, being hailed for its comprehensiveness, inclusiveness, and universal relevance to potential users. Immediately we realized that our two-fold objectives of usefulness to the majority of residents and businesses in Greenville County and the establishment of a quality, relevant tool with reliable and vetted information had been achieved.

Imap has been outfitted to include Google analytics which will allow Greenville County to measure how much it is used, and what resources people are searching. In this vein, the major partners have established quarterly reviews to discuss usefulness, updates, and application improvement potential. This review process provides an excellent opportunity to vet potential new categories for inclusion and maintains a wide range of opinion and expertise considering impacts of any adjustments. Additionally, the application features a customer contact form for users to submit questions, comments, and resources for inclusion or feedback on resources which may have moved or changed operations. It is the goal of the partner organizations that imap maintains the highest standards in vetting and credibility - it is this feature which truly separates it from a google search and makes it of such great value to Greenville County's residents and businesses.

Project Effort/Difficulty

1. **What did your county have to do to accomplish its objectives?**

Imap is an application that was envisioned and developed by Greenville County Geographical Information Systems (GIS) with help from students and professors at Furman University from the ground up, including all of the underlying data included within the map. Together, the team spent nearly two years meeting with local organizations to identify essential services across Greenville County and then used geocoding – an automated process that compares a list of addresses against a database to calculate coordinates – to plot more than 1,000 individual services on the map. Each asset category also required creating visually intuitive and appealing symbology, including the bus routes, which are color coded to reflect the same coloring of the Greenville Transit Authority's actual routes.

In addition to the asset research and geo-coding, Greenville County, Furman University, United Way and 2-1-1 worked together to develop working definitions and thresholds of credentialing for inclusion of each service

category, against which each asset mapped was verified. For example, all day cares listed must meet a minimal threshold of licensure and all food systems integrated accept EBT, making it a resource assessable to everyone.

While the application was under construction, considerable planning went into the branding and messaging of imap. Each partner's communications and branding teams participated in creating the name, image, and wording to be included on the logo and the homepage of the website. A future action plan for continuing to educate county residents, businesses, organizations and visitors of imap's presence and usefulness was established, as well as customer communication for questions or missing or incorrect data.

A continual maintenance plan of analytical data was developed to ensure the application's continued relevance and track its use and popularity. GHS has agreed to pay a Furman University intern each semester to provide groundwork point verification research. Furman's GIS professors will supervise the work of the interns and help them transmit all research to Greenville County's GIS department for inclusion in the application. All partner agencies will convene on a quarterly basis to discuss the application and potential improvements.

Finally, the partner agencies needed to establish quality control and customer interface for the application. Because of the vast amount of data contained within the imap application as well as the potential for significant customer interface needs, Greenville County and the United Way of Greenville agreed to break-up the day-to-day maintenance and prevent unrealistic demands of either agency's personnel. Greenville County agreed to host the application and data on its server and make updates gathered from imap's contact form and Furman University interns on a quarterly basis for updating and revisions. In this role, Greenville County is also responsible for maintaining the server and the GIS mapping application which underpins the imap application. The United Way of Greenville has agreed to manage the map, locating the main web entry point on its website and becoming the main point of customer service and interaction. United Way will receive and field all questions and concerns from the application's contact forms as well as any phone calls that originate due to the application's placement on the United Way's website. Based on the significant traffic and customer interface workload Greenville County experiences with its GIS application, we expect this to customer service role to be substantial as the map grows in popularity.

2. What challenges occurred during the project? Were there any community concerns?

Each partner agency funded the project with in-kind services and current staffing, requiring that all work fit into the existing workflow of the respective agencies. The biggest challenge the project presented was garnering the data to support the application. It took years and the help of three Furman University interns to request information from every community agency offering human services and then personally verify the asset's address point, hours of operation, contact information and web address. All in all, Greenville County and Furman University verified more than 1,500 services for inclusion in imap. This work was inserted into each partner's continual workflow and no additional personnel, other than one intern per month, were hired.

Another major challenge was creating definitions of human services and thresholds for quality, licensing, and information for inclusion that would meet standards acceptable to SC2-1-1 and United Way's taxonomy. Because imap's very nature is to direct community users to human services, the application has a basic responsibility to only include quality, professional resources to protect the health and safety of potential users of the services. Imap is intended to share information of available services without advertising or promoting any specific agencies.

A third challenge was in messaging and branding. Each partner agency is well branded and well known, but in order to create a quality tool, the team needed to develop a brand that would become recognizable on its own and remain completely neutral of any one agency. For example, one thing that came into consideration was the name "Greenville" as it is both the name of the County and the largest municipality within the county. Experience in branding foretold problems in identifying the resource as simply a city resource instead of County wide. Additionally, assets included within imap come from competing agencies such as healthcare systems and universities. It was essential to avoid naming, coloring, or imaging to suggest the

information included were biased in favor of Greenville Health System or Furman University. The partners' communications teams work for nearly four months to develop the imap brand, and we are very proud of the result.

3. **What were the nature and extent of the county government's efforts to alleviate the problem(s)? How difficult was it to accomplish the project's goals and/or objectives?**

Because this application was envisioned and created from the ground up, the steering committee was charged with anticipating the majority of the obstacles and developing solutions. All partners worked together to the challenges above.

About half of the way through the project start-up, one of Furman University's GIS professors attended a conference at which he presented the academic concept of the map. Several professionals who had been involved with similar mapping applications utilized on large college campus had some helpful advice in terms of receiving user feedback to help maintain the currency of data points; but for the most part, the entire conference was extremely impressed with the efforts underway in Greenville County and communicated a sincere desire to learning more about our success. Incidentally, the same Furman professor has been awarded a Fulbright Scholarship to implement a similar asset map in Malawi as part of a team intensely studying ways to bring economic development to the third world nation.

While this project was undoubtedly a significant amount of work, Greenville County was very fortunate to have superior GIS analysists with expertise in writing code to develop the application. Without this expertise, this application could have easily cost upwards of $250,000-$500,000 if contracted out. The most difficult challenge was gathering and vetting all of the supporting data and assets to include in the application. This would have been impossible if not for the internship GHS developed for Furman University students. Since the beginning of the project, GHS has paid an intern to work with our GIS department under the supervision of Furman GIS professors to help conduct a significant amount of on the ground research. This position has become a coveted internship, however, as it offers a rare opportunity for GIS students to work in a real-world GIS application scenario. As Dr. Charles Davis with Furman University stated at the June 20 press conference, "Throughout this process, our students have been able to learn from and collaborate with community leaders, while also helping to develop an innovative tool that will benefit the health and well-being of the greater Greenville community."

4. **Was financing the project an obstacle? Were there any unusual factors inherent in financing the project?**

If Greenville County's GIS had not had the expertise to build this application, financing the project would have been an incredible strain on the partner agencies; however, as we were able to do this in-house using interns to do a significant amount of the ground researching and data entry, the vast majority of the project has been simply been absorbed in day-to-day operations. Furman University's marketing department led the branding effort with input from each of the partner's marketing and communications teams. GHS' communication department orchestrated the communications plan and go-live event in concert with the other agencies' communications team. GHS also paid for a business cards to be produced and disseminated through partners and interested agencies with imap's web address. The Greenville County Library system has also agreed to make imap a short-cut on all library computers to help reach residents who many not have regular access to computers or news of the new tool.

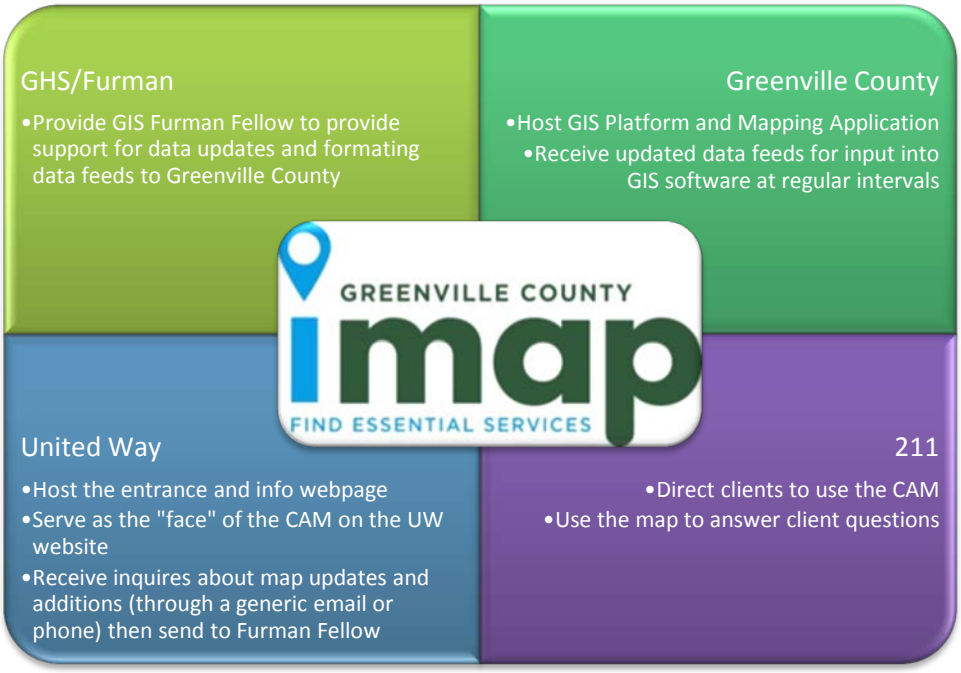
5. **Did any agencies, citizen groups, or other organizations assist your county with this project? Did their participation pose any particular challenges or offer any unique contributions or benefits?**

From the very beginning, imap has been the result of a fantastic collaboration of Greenville County, Greenville Health System (GHS) and Furman University. Various community partners including the City of Greenville Chamber of commerce, City of Greenville, and Piedmont Health Foundation also participated in providing input and data for the map. The next step of this project was to broadcast the map to the public and make it accessible for use of all

Greenville County residents and businesses. Greenville County, GHS and Furman felt that it was important to bring another partner to the table to help us publish and employ the map as it would be ideal for the map to remain neutral and to be operated by an organization that focuses solely on the community. Therefore, United Way and SC2-1-1 were brought to the table and became great partners due to their community focus and expertise in outreach. The diagram below is an overview of the partnership roles that each organization plays in the management and public roll out of the Community Asset Map.

6. **Are there any unresolved problems or other goals left to tackle?**

Before going live with imap on June 20, every effort was made to ensure all assets included were thoroughly vetted for credibility and information included, thus we are confident that we tackled the majority of the identified phase I assets to be included. However, the potential to include future phases of community resources is limited only by the ability to maintain reliable information and the strength and capacity of the application. All of the imap partners recognize the ability to affiliate with neighboring entities and regional entities will only increase the usefulness of the tool as people do not stop at county lines. In this vein, conversations have already begun with Ten at the Top, an agency which has begun mapping cultural resources throughout the ten county Upstate of South Carolina region. It is the sincere hope that Greenville County's imap becomes a guide and inspiration for other counties to create similar databases and this type of application become common place in the future.



Project Originality/Innovation

1. **Justify the uniqueness of this project. What makes it different from other projects designed to achieve the same objective?**

To our knowledge, there is no other comprehensive, cross-agency human service inventory spatially depicted in an application in South Carolina that is available anytime, anywhere to anyone with access to the internet. Additionally this application was created from the ground up to ensure regular maintenance and updating capability, preserving the relevance and quality of the information available to users.

2. Do you know of any other similar programs in South Carolina? If so, how is your program different?

Throughout the construction of the application, agency partners continually met with potential stakeholders to request data and to discuss the potential of the application as well as receive potential feedback for use and maintenance of the application once it was in place. In doing this, United Way became aware that Ten at the Top, a small agency developed to help the ten counties of the upstate of South Carolina grow and thrive has begun developing an asset map. We immediately met to discuss any duplication of efforts, and it became apparent that Ten at the Top's application was much smaller scope and was more aimed at economic development and cultural arts experiences. However, both parties became excited about the potential to share data points and to eventually connect the two applications to develop a regional asset map.

Outside of South Carolina, some similar projects for low-income resources have originated in the larger national cities. For example, Aunt Bertha is a national software program which local entities can purchase and customize to make human services information accessible to people in need, and the programs that serve them. This software was recently installed and made available in New York City via kiosks at some subway stops. Austin, TX is another city which employs this national software package. While imap has some of the same features as Aunt Bertha, and there may be opportunities to share information in the future, the breadth of information available and the applicability to all residents, businesses, agencies and visitors regardless of income, interest, or geographical proximity to services differs between the applications.

The Corporation for National and Community Services has also created a map that details data profiles in some states regarding community service opportunities such as Senior Corps, Ameri Corps, and the Social Innovation Fund. However, Greenville County's imap is more universal in its scope and application, and distinctly more intimate in its knowledge of local make up, making it unique in those major respects. This sentiment was supported at the GIS conference at which the application concept was presented. Greenville County, GHS, Furman University, United Way and SC2-1-1 seem to be true pioneers in regards to the comprehensiveness and diversity interests and applicability of the imap application.

3. What innovations were required in accomplishing your objectives?

This county-wide resource asset map application was envisioned and created from the ground up; therefore, considerable time and effort was placed into identifying the assets to be mapped and into the development and testing of the web-based application. Branding and roll-out of the application required many hours of developing strategies. Had to envision and create the entire tool and the branding

4. Who provided the creativity and imagination in your project?

The development of imap is a true example of collaboration at its best as each partner agency applied its particular expertise to imagine a state-of-the-art community resource. GHS's vision for a common database useful to all patients regardless of provider choice initiated the dream. Greenville County's GIS department in cooperation with Furman University's GIS professors and students took a vison and created a visually pleasing intuitively interactive application with far reaching potential for empowering individuals and community decision makers. United Way of Greenville and SC2-1-1 took initiative to transform information sharing and work with imap partners to create a digital iteration of a long-standing community resource. Furman University's advertising department and GHS' communications department in concert with all partner communications team created an attractive, agency-neutral, communicative brand which can be used well into the future and become a household name in Greenville County.

GREENVILLEJOURNAL

LOCAL GOVERNMENT | JUN 20, 2017 | ANDREW MOORE

County unveils interactive map to connect people to health care, other services

Views: 142

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Dr. Charles Davis, first gentleman at Furman University and a member of the United Way Board, spoke at a news conference on Tuesday to unveil the interactive map. Photo provided by Furman University.

Greenville County has released a new interactive online map to connect people with essential services and more.

The online map, also known as iMap, allows users to locate bus stops, parks, educational institutions, affordable housing, health centers, quality childcare, food pantries, recreation centers, shelters, community gardens, farmer's markets, employment assistance, elderly assistance, and governmental offices.

"Our goal with iMap is to increase community members' awareness of and convenience of access to essential life services such as food, housing, health care, and even recreational opportunities in Greenville County," said Shannon Herman, assistant county administrator of strategic advancement for Greenville County.

The map also includes various features (one click calling, GPS directions, street view images, etc.) that help users find the resources they need.

"We wanted to create a quality, relevant tool with vetted and reliable information," said Herman.

In 2015, the county partnered with Greenville Health System, Furman University, United Way of Greenville County, and 2-1-1 to create the map. Furman University students and professors spent months meeting with local organizations to identify essential services across the county and then used geocoding – an automated process that compares a list of addresses against a database to calculate coordinates – to plot more than 1,000 individual services on the map.

"Our students have been able to learn from and collaborate with community leaders, while also helping to develop an innovative tool that will benefit the health and well-being of the greater Greenville community," said Dr. Charles Davis, first gentleman at Furman University and a member of the United Way Board of Trustees.

Officials said iMap can also be used by Greenville County's decision-makers, such as health and public safety officials and county planners, or by private businesses and residents to analyze the spatial distribution of community assets and service areas to identify where services need to be added or enhanced.

"Being able to identify where there is little or no access to health care services, for example, enables us to make better, more informed decisions about where and how we allocate our resources," said Jennifer Snow, director of accountable communities at Greenville Health System. "The insight gleaned from this map is invaluable as we work together with our partners to meet the health care needs of the greater Greenville community."

Herman said the map saw some positive results during the testing phase.

For example, an agency that helps the homeless was able to inform a young mother about child care options close to her home and a library staff member was able to connect a homebound resident to a local food pantry. Additionally, local realtors have used the map to show buyers services near properties of interest.

"When people feel empowered to seek out and obtain the services they need to succeed, good things happen," said Richard LaPratt, executive vice president of contact center services for 2-1-1. "We see numerous stories of success every year through 2-1-1, and we believe the same results are possible with iMap."

Herman said the county would likely add museums, theaters, hiking trails, bike paths, and activities for teenagers.

For more information, visit greenvilleimap.com.

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TAGS: *Furman University*, *Greenville County*, *United Way of Greenville County*

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Columbia, SC 29223
www.uwasc.org

LIVE UNITED
United Way
United Way Association of South Carolina

June 23, 2017

South Carolina Association of Counties
Barrett Lawrimore Award Review Committee
1919 Thurmond Mall
Columbia, SC 29201

RE: South Carolina Association of Counties Annual Project Awards

To whom it may concern,

Imap is an unprecedented digital database of the most essential human services offered throughout Greenville County. We were thrilled to partner with Greenville County, Greenville Health System, United Way of Greenville County, United Way Association of South Carolina 2-1-1 and Furman to help direct the vision and capability of such a tool and to disseminate its use and information going forward.

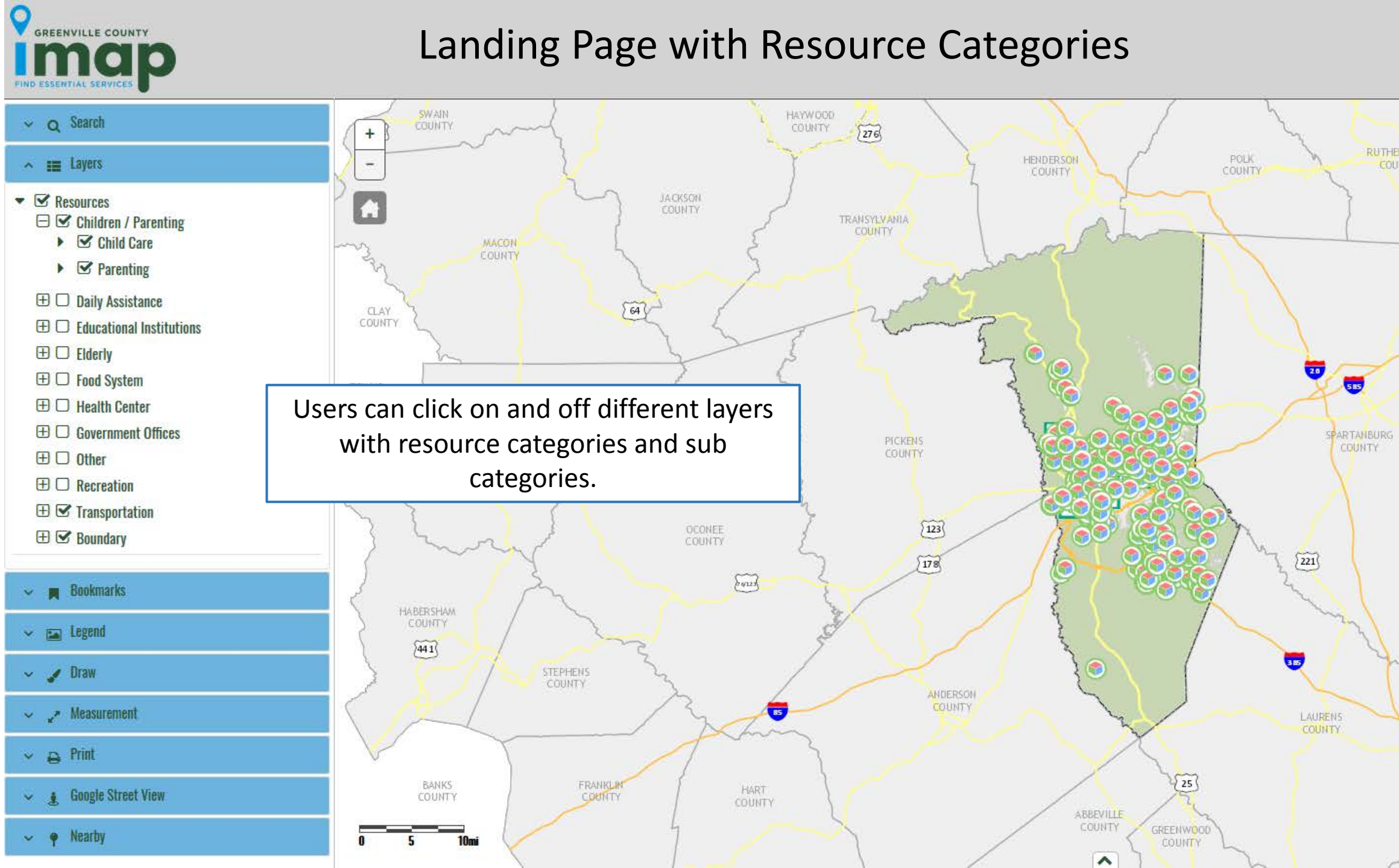
We all want Greenville County to be a thriving community where everyone can have a safe, stable and successful life. The community information map is yet another valuable tool in our quest to make Greenville County a place where everyone has the opportunities and resources to reach their full potential.

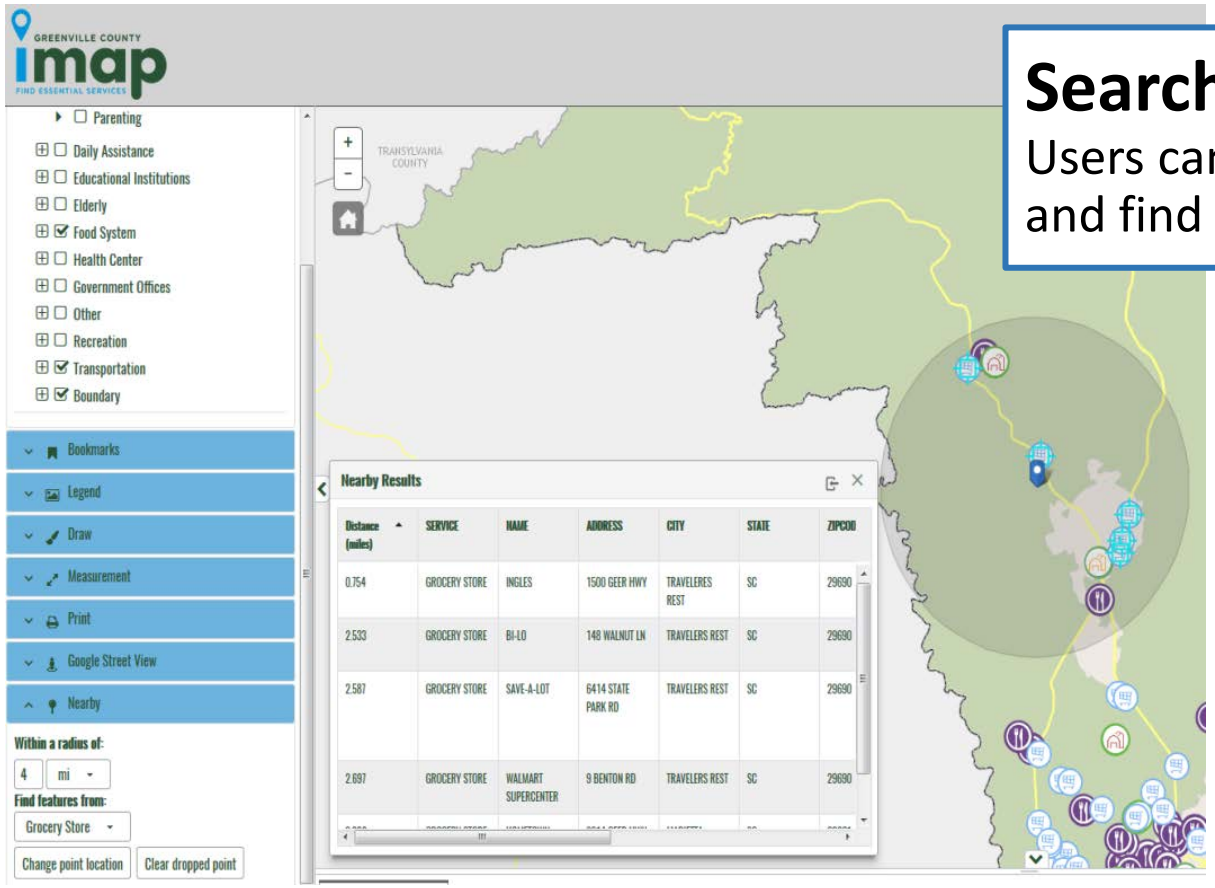
We are very pleased to support Greenville County's application for this community project. It is a true collaboration of agency expertise to provide an unprecedented tool to Greenville County.

Sincerely,

Richard J. LaPratt Jr.
Executive Vice President of Contact Center Services
United Way Association of South Carolina

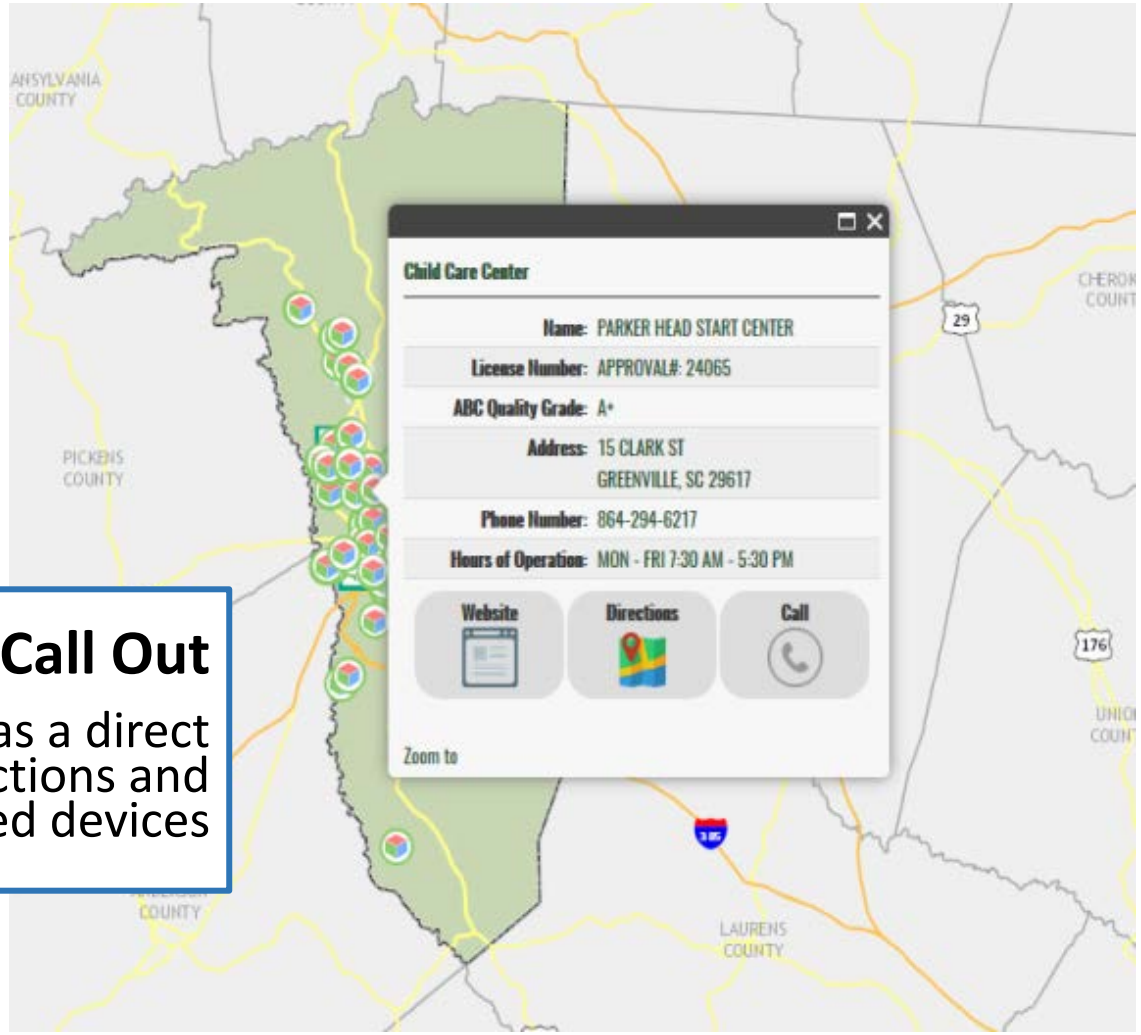
Landing Page with Resource Categories





Search Nearby Function

Users can draw a radius from a pinned location and find resources within that radius



Contact and Resource Information Call Out

Each asset has verified information as well as a direct link to the asset's web-site, Google Map directions and a call feature from enabled devices

Searches produce a chart with all available resource's information which can be exported to an excel or spreadsheet program for outside use.

GREENVILLE COUNTY imap
FIND ESSENTIAL SERVICES

ct / Questions?
Help

Search

By Attribute

Select A Layer:
Resources

Service: (at least 3 chars)
parenting

Find exact matches only

Add To Existing Results:

Search

Layers

Bookmarks

Legend

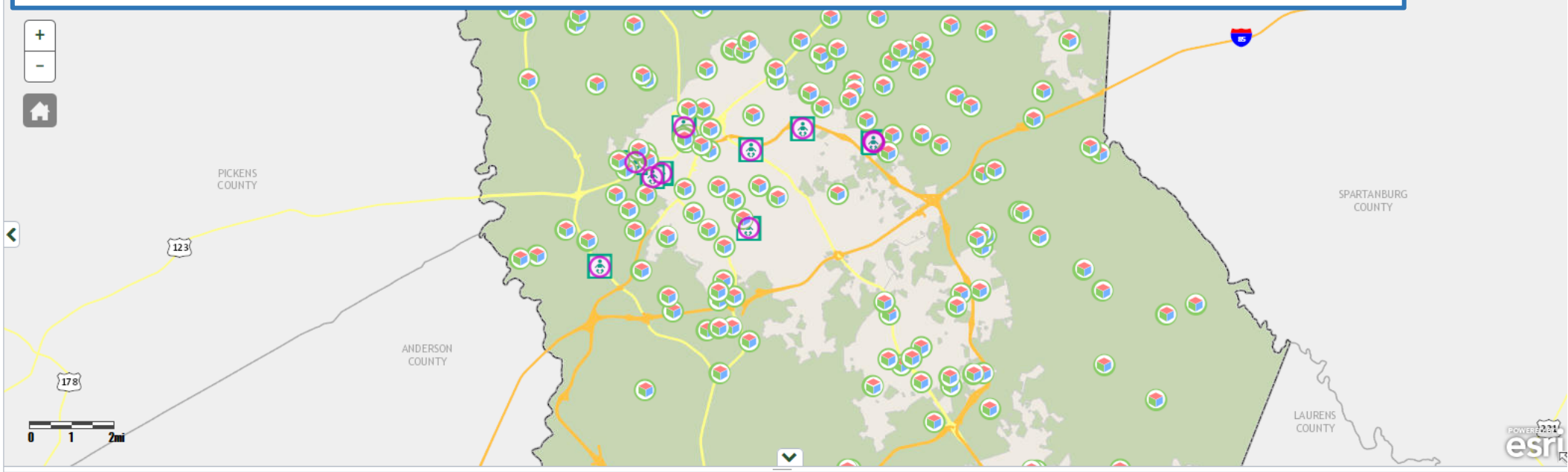
Draw

Measurement

Print

Google Street View

Nearby



Resource Results

Zoom | Clear | Export

Type of Service	Name	Adresss	City	State	Phone Number	Website	Hours of Operation
PARENTING	ADDCARE COUNSELING	413 VARDRY ST SUITE 7B	GREENVILLE	SC	864-467-1319	View Website	N/A
PARENTING	GREENVILLE MENTAL HEALTH	124 MALLARD ST	GREENVILLE	SC	864-241-1040	View Website	MON - FRI 8:30 AM - 5:00 PM
PARENTING	LITTLE STEPS	712 LAURENS RD	GREENVILLE	SC	864-243-8694	View Website	MON - TUE 10:00 AM - 5:00 PM | THU 10:00 AM - 5:00 PM
PARENTING	CIRCLE OF FRIENDS (PHOENIX CENTER)	1400 CLEVELAND ST	GREENVILLE	SC	864-467-3790	View Website	MON - FRI 8:30 AM - 5:00 PM
PARENTING	JULIE VALENTINE CENTER	2905 WHITE HORSE RD	GREENVILLE	SC	864-331-0560	View Website	MON - THU 8:30 AM - 5:00 PM | FRI 8:30 AM - 2:00 PM

1 - 12 of 12 results

« ‹ 1 › » 100

United Way
of Greenville County

LIVE UNITED
United Way

June 22, 2017

South Carolina Association of Counties
1919 Thurmond Mall
Columbia, SC 29201

Barrett Lawrimore Award Review Committee:

United Way of Greenville is proud to offer a letter of support for Greenville County's Barrett Lawrimore Award submission. This unprecedented database of human services available in Greenville County is the result of nearly two years of partnership collaboration and will have untold benefits for our community.

We all want Greenville County to be a thriving community where everyone can have a safe, stable and successful life. The community information map is yet another valuable tool in our quest to make Greenville County a place where everyone has the opportunities and resources to reach their full potential.

We are so proud the result of our collaborative efforts, and could not be more pleased to support Greenville County's submission for the Barrett Lawrimore Award at this year's South Carolina Association of Counties meeting.

Sincerely,

Mike Posey

Mike Posey
Vice President of Marketing & Communication