



User's Guide  
Social Capital Interactive Maps  
Whole Community Resilience Planning (WCRP) Program  
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## INTRODUCTION

These interactive maps, that display various types of social capital assets in Puerto Rico, were developed by the Whole Community Resilience Planning (WCRP) Program, a joint venture between the Puerto Rico Department of Housing and *Foundation for Puerto Rico*. This program is financed by Community Development Block Grant for Disaster Relief (CDBG-DR) assigned by the U.S. Department of Housing and Urban Development (HUD) and managed by the Puerto Rico Department of Housing as part of Puerto Rico's Recovery Action Plan.

Within the maps, one can find information on social capital assets that promote knowledge regarding the availability of resources and initiatives at a local level. To ease navigation through the mapping tool, content has been classified into the following thematic areas:

- Health
  - Medical facilities
  - Population affiliated to government health insurance (Plan VITAL)
- Education
  - Places of historical, architectural or cultural value
  - *Head Start* centers
  - Public schools
  - Post-secondary institutions
- Public Safety
  - Emergency shelters
  - First Responders
  - Courthouses
- Communities
  - Special Communities
  - Population with disabilities
  - Homeless population
  - Community aqueducts
  - Public housing complexes
- Community Services
  - City Halls & municipal information
- Environment
  - Protected natural areas

## USING THE SOCIAL CAPITAL MAPPING TOOL

## USING THE SOCIAL CAPITAL TOOL – GENERAL

Throughout the tool, one can find a series of interactive maps that display different types of social capital assets found throughout Puerto Rico. On each page containing a map, there will be a column to the right that contains a description of the type of information found in the displayed map:



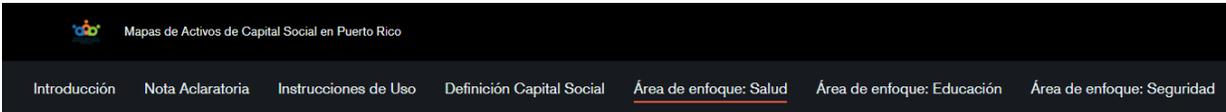
**Figure 1. Informational content on right side of mapping pages.** One will find informational content (framed in red in the image above) on the right-hand side that provides a description of what is being displayed in the map presented, as well as providing information regarding data sources used to develop the map.

To navigate or switch between tool sections or maps, use the scroll button on your mouse to move up and down the screen:



**Figure 2. Mouse scrolling button.** By sliding the scrolling button of a mouse (highlighted with a red circle in the image), one can navigate through maps or sections within the tool. When placed within the map area, one can use this feature to zoom in and out of specific areas of interest.

To switch between thematic areas, look to the header section at the top of the tool and press the thematic area of interest:



**Figure 3. Thematic areas available in Social Capital Mapping tool.** Header section, found at the top of tool, displays available thematic areas. By clicking on any theme, the tool will automatically navigate to the selection and display the information and maps included.

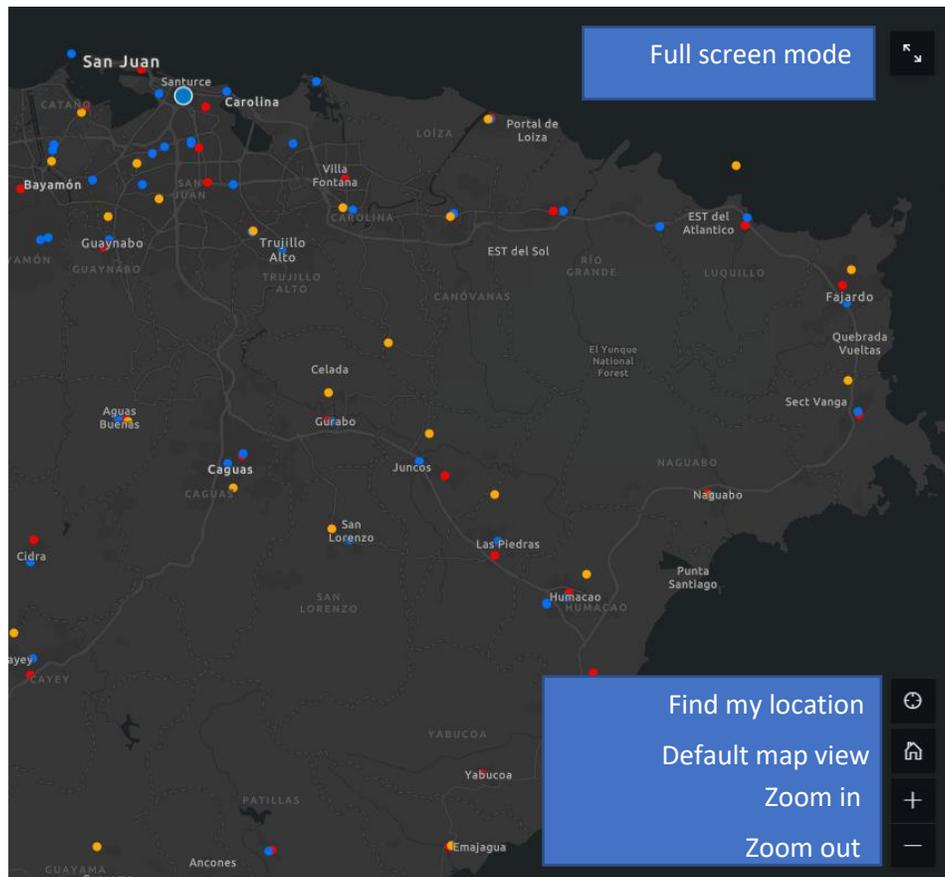
For a complete list of maps per thematic area, refer to Introduction (page 4).

To interact with maps, move the mouse over to the set of icons at the bottom right of the map display window. Use the (+) or (-) buttons, at the bottom of the screen, to zoom in (+) or out (-) to areas of interest. To return the map to its original extent, press the “Default map view” button, immediately above the (+) and (-) buttons. This button has the shape of a house and returns the map to the original view.

Above the “Default map view” button, one can find the “Find my location button”, which has the shape of a circle with hatch marks. Pressing this button allows the user to include their current location within the map, so that available local social capital assets may be better viewed. A blue dot with a white border will appear in the map, indicating user location.

Finally, in the upper right corner of the map display window, a button with two arrows pointing in opposite directions will expand the map display window to full screen mode. When in full screen mode, the description on the right side of the screen will be hidden. To enter or exit full screen mode, press the arrow button.

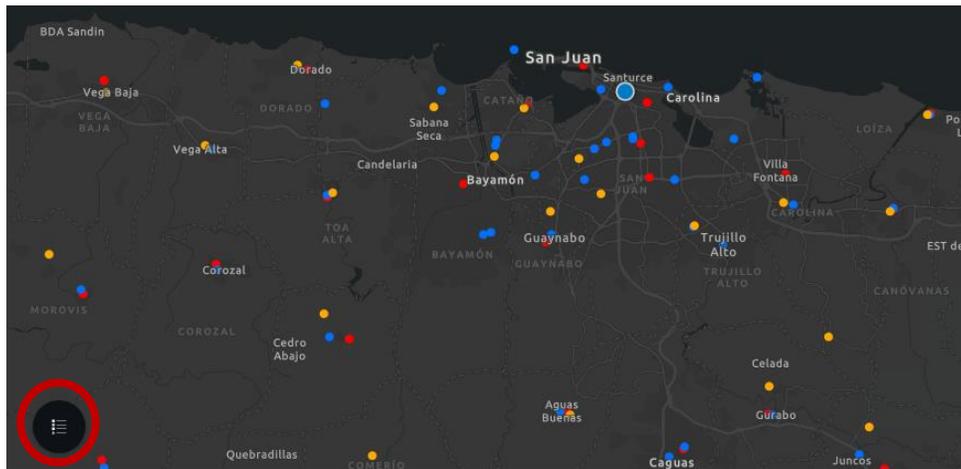
The following screenshot illustrates the location of the map navigation buttons discussed:



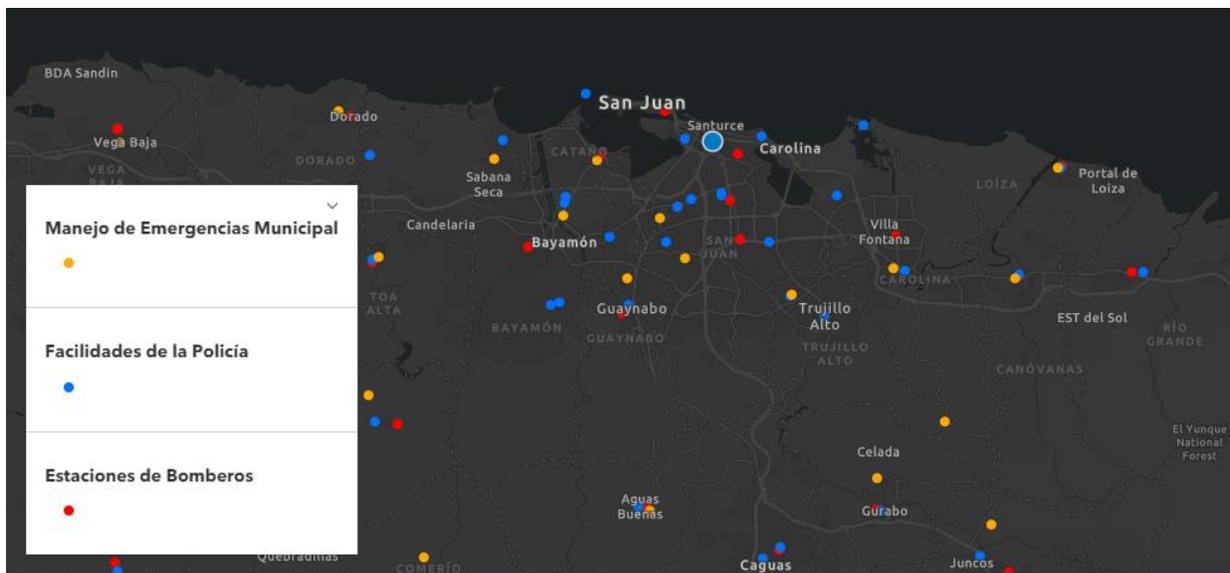
**Figure 4. Map navigation buttons.** As indicated, use the buttons with (+) and (-), house, hatched circle, and arrow icons to zoom in, zoom out, return to default map view, find location, and full screen mode, respectively.

The map display window also includes an option for viewing the map legend, which identifies the type of asset shown in the map. To view the map legend, go to the lower left corner of the map display window and locate a button with a bullet list icon. Pressing this button will display map legend, containing the meanings of the symbols or color gradients used to identify an asset or community in the map.

The following images show where in the map display window one can find the map legend button, as well as an example of how the map legend appears once the button is pressed:



*Figure 5. Accessing the map legend. Pressing the button with a bullet list icon at the bottom left corner of the map display window will activate and display the map legend.*



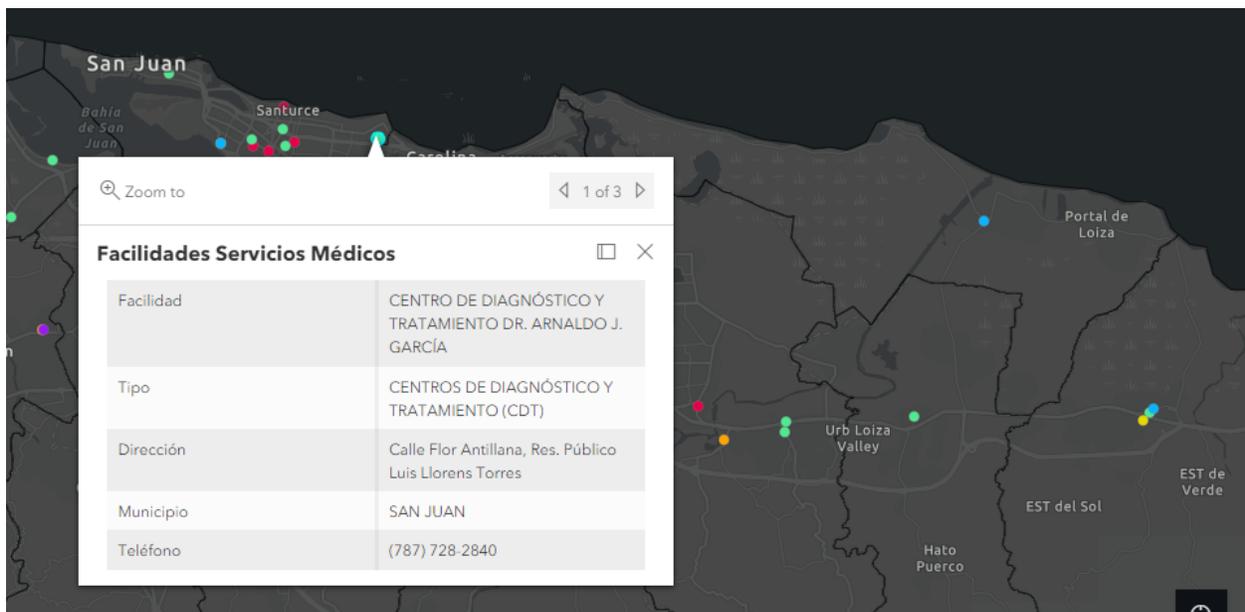
*Figure 6. Example of map legend display. Once the button with the bullet list icon is pressed, the map legend appears. The legend will provide a description of the symbols and/or colors used to identify or categorize different social capital assets. To close the legend window, press the downward pointing arrow in the upper right corner.*

The Social Capital Mapping tool contains three different types of maps: (1) maps with social capital assets illustrated as **point features**, (2) map showing assets or asset-related phenomena as **color gradients**, (3) maps illustrating assets as **proportions**, and (4) maps with assets displayed as **polygon features**. Examples of each type of map will be shown and discussed below.

## USING MAPS WITH ASSETS AS POINT FEATURES

All maps within this tool will display the boundary outline for municipalities or census tracts in dark gray to facilitate location of assets within specific geographic delimitations.

All maps that display assets as **point features** will provide information regarding said asset's location. Pressing any point feature on the map will activate a pop-up window that will display information specific to the selected asset:



*Figure 7. Example of point feature pop-up window. Pressing any point feature on a map will activate a pop-up window which will display information regarding the selected asset.*

Each color used to identify a point feature on the map indicates a different type or category of social capital asset. Remember to refer to the legend for an overview of asset types or categories.

## USING MAPS WITH ASSETS AS COLOR GRADIENTS

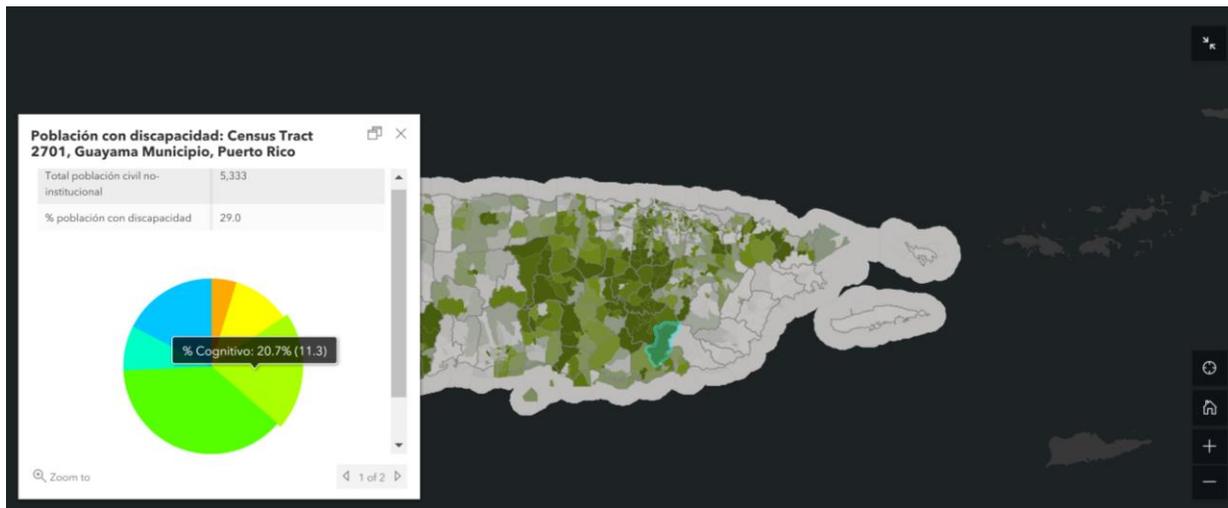
Some maps will illustrate social capital data using **color gradients** to show the density or frequency of a feature or event at a location or within an area. Therefore, the more intense the color used, the higher the density or frequency at that location or area. By consulting the legend of these type of maps, one can see both the

phenomenon being illustrated and the values corresponding to each color shade displayed on the map.



**Figure 8. Example of legend display for color gradient maps.** Legends for color gradient maps will provide information regarding the phenomenon being measured (in this case, the population reporting a disability) and the values associated with the different color shades (in this case, the percentage of the population with a disability).

Pressing on a specific geographic boundary, be it a municipality or a census tract, will activate a pop-up window that will provide additional information of the social capital asset at the selected scale.



**Figure 9. Example of pop-up window for a selected geographic delimitation (municipality or census tract).** Additional information about the displayed asset or phenomenon may be obtained by selecting a specific geographic delimitation. The information provided in the pop-up includes data specific to the selected asset, phenomenon, or community and, in certain cases, also includes additional graphs.

## USING MAPS WITH ASSETS AS PROPORTIONS

Other maps will illustrate asset information via circles of different sizes to show the frequency of a characteristic or event at a particular location or area. Thus, the larger the circle over an area, like a municipality for example, the greater the **proportion** of the asset in that location.

The legend and pop-up windows included within proportion maps will provide further context to the data presented. By activating the legend, a description of the proportions displayed on the map will be provided.



**Figure 10. Example of legend display for proportion maps.** Activating the map legend in proportion maps will provide information regarding the amount of the asset or phenomenon in that area. The larger the size of the circle, the greater the amount or frequency of the phenomenon. In this case, the larger the circle in the map, the larger the number of homeless persons.

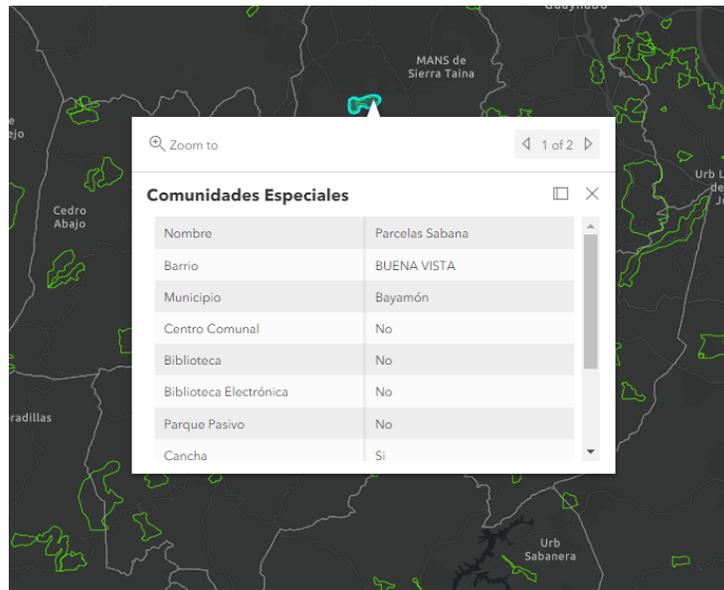
Pressing any circle on a proportion map will activate a pop-up window with further details about the asset or phenomenon displayed.



**Figure 11. Example of pop-up window in proportion maps.** Pressing any circle on a proportion map will activate a pop-up window with additional information. In this case, the pop-up window displays the exact amount of homeless persons within a specific municipality.

## USING MAPS WITH ASSETS AS POLYGON FEATURES

Only one map shows assets as **polygon features**: the Special Communities map. In this map, each green colored polygon outlines the extent of each area designated as a Special Community. Pressing any polygon on the map will activate a pop-up window with additional information regarding the selected community:



**Figure 12.** Example of pop-up window for maps with assets as polygons. Pressing any polygon, which represents a specific Special Community, will activate a pop-up window with information regarding the selected Community. Information in pop-up window includes community dotation assets, such as recreational areas, libraries, and community centers, among others.

## INCLUDED FORMS

### Special Communities

In the description available in the right-hand side of the Special Communities map, a hyperlink that navigates to an external form is provided. Navigate to the end of the content section to find the link, which is colored in blue and underlined. Clicking on the link will provide access to the external form, which will allow the user to request any of the available Integrated Development Plans developed for these Communities.



**Figure 13. Special Communities map hyperlink location.** Navigating to the end of the content available to the right of the map will lead to hyperlink location, which will be colored in blue and underlined (outlined in red, above). Clicking on the hyperlink will lead to external form for requesting available plans for Special Communities.

Once the external form is accessed, all information requested must be completed. In the application, once the municipality of interest is selected, press “Next” at the bottom of the page so the available community plans appear. Select the community(ies) of interest from those available and press “Next”. If a thank you message appears on your screen, the system has registered your request successfully. Subsequently, a representative from the Whole Community Resilience Planning (WCRP) Program will make contact via email regarding the submitted request.

Following, screenshots are provided to demonstrate, in general terms, a walk-through for the form completion process. The municipality of Cataño is used as an example to illustrate navigation through the form.

\* 1. Nombre completo:

\* 2. Organización/Comunidad

\* 3. Teléfono

\* 4. Correo(s) electrónico(s) a dónde se le enviará el PDI

En caso de necesitar que los PDI se envíen a más de un (1) correo electrónico, favor de separarlos con un punto y coma (;).

\* 5. Municipio de donde le interesa recibir el PDI

6. Cataño

Cucharillas  La Puntilla

Juana Matos  Puente Blanco

**Step 2**

**Solicitud Planes de Desarrollo Integral (PDI)**

Gracias por completar el formulario. Su solicitud será atendida a la mayor brevedad posible.

De necesitar más información sobre el Programa de Planificación Integral de Resiliencia Comunitaria, favor enviarnos un correo electrónico a [wcrp@foundationpr.org](mailto:wcrp@foundationpr.org) o entrando al siguiente enlace: <https://www.surveymonkey.com/t/JG52F2K>

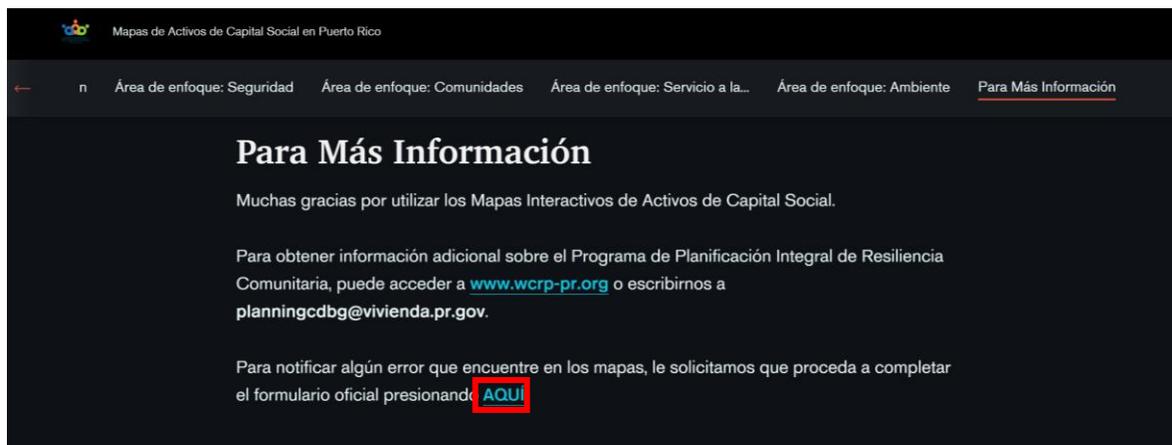
Todos los PDI fueron provistos por la Fundación Sila M. Calderón. De necesitar acceder a las copias originales o documentos sobre la Ley para el Desarrollo Integral de las Comunidades Especiales de Puerto Rico, favor de visitar al Archivo de Biblioteca de la Fundación Sila M. Calderón en Río Piedras o llamando al Sr. José Ortiz al (787) 765-4500.

**Step 1**  **Step 3**

**Figure 14. Community plan request form template.** By clicking the link in the description of the Special Communities map, an external tab with the form will open. Start by filling out the form by providing contact information and the municipality from which community plans are to be requested (Step 1). Next, select the community(ies) from which community plans are needed (Step 2). Finally, a thank you message will appear indicating that your request was successfully received (Step 3).

### Contact Information

If user needs to report an error or mistake in the platform or wants to suggest a change, a link to an external form is provided on the last page of the mapping tool. Again, all information must be completed to successfully report, suggest or comment on tool content or user experience.



**Figure 15. Contact information hyperlink location.** On the last page of Social Capital Mapping tool, a hyperlink to an external form is provided to facilitate error notifications or submitting suggestions. Hyperlink is outlined in red in the image above.

Clicking on the hyperlink will open an external tab on your computer, which will contain the notification form. Select the best option from the provided alternatives, depending on whether user wants to report a content mistake or tool malfunction. It is important to press “Finish” once form is completed for it to be successfully submitted.

Following, screenshots of the reporting form template are provided to facilitate form completion.



**Mapa de Capital Social - Notificación de Errores**

Este formulario fue creado para el Programa Integral de Resiliencia Comunitaria de Foundation for Puerto Rico. Como parte del Plan de Recuperación para Puerto Rico, este Programa es financiado por fondos de las Subvenciones en Bloque de Desarrollo Comunitario para Recuperación por Desastre asignados por el Departamento de Vivienda y Desarrollo Urbano de EEUU (HUD, por sus siglas en inglés) y administrados por el Departamento de la Vivienda de Puerto Rico.

\* 1 Nombre Completo

\* 2 Correo Electrónico

\* 3 Teléfono

\* 4 Municipio

\* 5 ¿Qué desearía notificar?

El mapa no está funcionando  
Encontré un error en los mapas

Finalizar

Powered by  
SurveyMonkey  
See how easy it is to create a survey

Privacy & Cookie Notice

**Ilustración 16. Plantilla para formulario de reporte de errores o mal funcionamiento.** Una vez oprima el enlace en la sección de “Para más información”, se abrirá una página con el formulario. Cumplimente el formulario con su información de contacto e indique qué desea reportar.

## SHARING INSTRUCTIONS

To share the Social Capital Mapping tool on social media platforms, use the “Share” button on the upper right-hand corner in the header or title section:



**Figure 17. Location of “Share” button.** “Share” button, located on the upper right-hand side of the tool (outlined in red in the image above), may be used to share tool in a variety of social media sites.

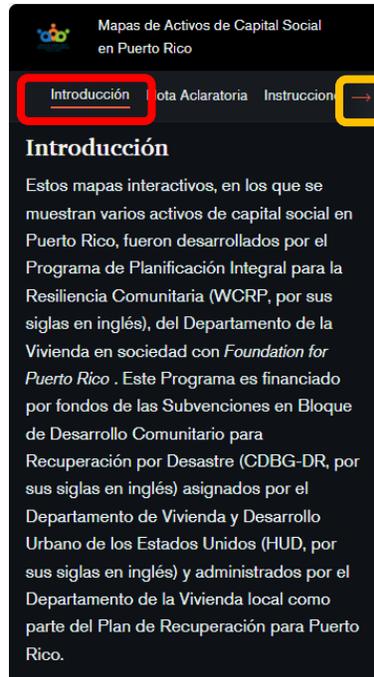
Once “Share” button is pressed, options for “Copy link”, Facebook, Twitter, and LinkedIn appear in a drop-down menu. “Copy link” will copy the link where tool is hosted and allow pasting or embedding on any page, whereas the social media sites options (Facebook, Twitter, LinkedIn) will require log-in credentials and indicate steps for posting.

## USING SOCIAL CAPITAL MAPPING TOOL IN MOBILE DEVICES

Follow these suggestions to optimize visualization of the Social Capital Mapping tool in mobile devices:

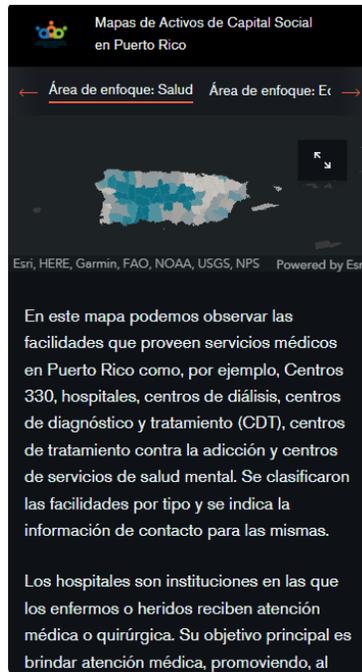
- Even though there are options for using your device either in a horizontal or vertical manner, a horizontal orientation is best suited for viewing and interacting with the tool.
- To move between pages or sections, slide finger up or down device screen.
- To review content on a page, press the section or thematic area of interest. Note that a bi-directional arrow appears, indicating the availability of other sections or

thematic areas. Pressing this arrow will display additional sections or thematic areas.



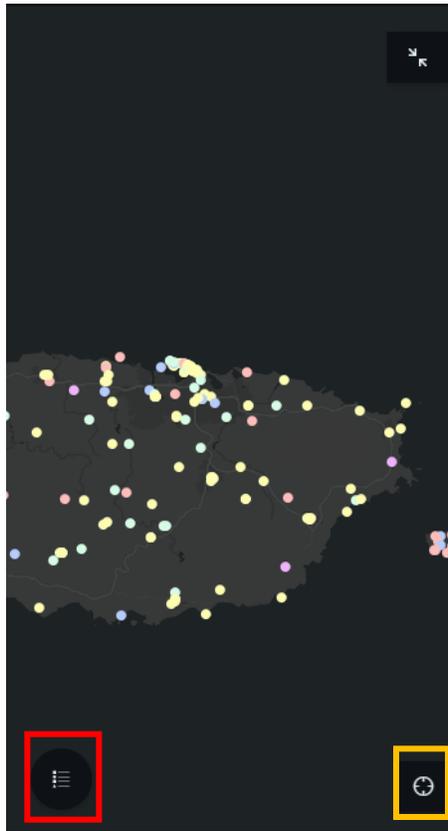
**Figure 18. Navigating through mapping tool sections or thematic areas on mobile devices.** Select the section or thematic area of interest in the banner at the top of the tool (outlined in red). View additional sections or areas by pressing the orange arrow (outlined in yellow).

- On pages where maps are included, these will remain on the screen while informative content may be scrolled through:



*Figure 19. Example of map pages as viewed in mobile devices. One may still view the map while simultaneously scrolling through informative content describing the map.*

- To enlarge the map area, use the arrows in the upper right corner (as seen in the following image) to enter and exit full screen mode.
- Similarly, the legend button and “Find my location” function are located in the lower left and right corners, respectively:



**Figure 20.** Location of legend button and “Find my location” function while viewing in mobile devices. Display the map legend by pressing the button with the bullet list icon at the bottom left (outlined in red). To include current location in map, press the circle with Hatch marks at the bottom right (outlined in yellow).