



## Committee Report

**To:** Chair and  
Members of the Human Services Committee

**From:** Christine MacDonald  
Director of Human Services

**Date:** December 1, 2022

**Re:** Service Agreement 2023 Community Connection (211)

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### Staff Recommendation:

That a by-law be introduced authorizing the execution of a three-year agreement with Community Connection for the provision of services as defined in the service agreement for the period of January 1, 2023, to December 31, 2025; and,

That by-law 2019-069, the standing agreement, be repealed.

### Background:

Community Connection is a community based, non-profit incorporated charitable organization providing assessment, information referral and advocacy services to individuals, service providers and institutions and is accredited by the Alliance of Information and Referral Systems. As per the terms of the service agreement, Community Connection will provide the following services in Bruce County on behalf of the County:

- **Database and Online Directories** - The existing Community Services Database, containing information on over 1,400 community, health and social services, will be continually updated and maintained to ensure accuracy and quality of information. The database will be used by the Contact Centre Services when assisting inquirers, as well as made available for the general public on [www.211ontario.ca](http://www.211ontario.ca) and other online public directories. Community Connection maintains the customized database Bruce and Grey Community Information - <http://brucegreycommunityinfo.cioc.ca> .
- **Contact Centre Services** - “211”, a helpline available via telephone, text, email, and online chat which provides 24 hours, 7 days per week, free and confidential service for callers regarding services in the County of Bruce and operated by Community Connection as part of an integrated province-wide service. The contact centre offers bilingual services and has access to on-demand interpretation service in more than 150 languages, as well as access for people who are deaf or hearing impaired.
- **Customized Disaster Support** - Community Connection will make available to Bruce County residents additional supports as needed, which may include a database that contains information about available community resources that provide services in times of disaster. This includes organizations with a formal role in emergency response as well as resources that emerge in the context of a particular disaster, specific relief

and recovery services that are created in response to specific needs of the community.

- **Public Information Line** - Community Connection will be prepared to provide 24 hours, 7 days per week information and referral services to the community during (when appropriate and possible) and following a disaster or other emergency as declared by the County. This includes assessing the needs of callers, evaluating appropriate resources, indicating organizations capable of meeting those needs, helping callers for whom services are unavailable by locating alternate resources and actively participating in linking callers to needed services or volunteer opportunities as defined by the County.
- **Data Analysis and Reporting** - Community Connection will report on service use, user demographics, caller needs, unmet needs and service outcomes at the end of each calendar year or as otherwise requested. 211 Ontario provides a real-time online data dashboard to access caller needs and trends: <https://211ontario.ca/211-data/bi/>.
- **Social Determinants of Health Navigation** - Community Connection will through relationships with primary care providers and clinicians at the Family Health Teams and Community Health Centres in Bruce County provide an e-referral to Community Connection for patients impacted by the social determinants of health and provide a closed-loop report from Community Connection back to the health provider.

These services support specific individuals and households connect to community, social, health and government services in this community. Additionally, Community Connection refers individuals interested in serving their community to volunteer opportunities.

For more information refer to [Bruce & Grey Community Information | Bruce County](#) via the Human Services web pages or [Community Connection - Connecting People to Services](#) .

#### **Financial/Staffing/Legal/IT Considerations:**

The annualized cost of the agreement is included in the Human Services 2023 budget submission. This investment provides a service for all residents of Bruce County.

There are no staffing or IT considerations associated with this report.

#### **Interdepartmental Consultation:**

There was no specific interdepartmental consultation related to this report. Human Services shares information with the other Departments and staff related to 211 Services as applicable and other Departments also refer residents to the services of 211 such as Paramedics and Library services.

#### **Link to Strategic Goals and Elements:**

Goal #5 - The Elimination of Red Tape. Element E - Focus on the internal and external customer/client needs first through providing community-based services.

#### **Approved for Submission:**

Derrick Thomson  
Chief Administrative Officer