

Legislation Text

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PRESENTATION BY COMMUNITY CONNECTION REGARDING 211 SERVICES

P. Hillier, Executive Director of Community Connection/211 Central East Ontario provided a presentation regarding 211 Ontario services. Ms. Hillier explained that community information centres have been in existence for over 50 years and that 211 Central East Ontario is one of six provincial contact centres serving 12 counties.

Ms. Hillier discussed slides concerning the following topics:

- The mission of Ontario 211 is to provide “front door” access to community, health, social and government services;
- An overview of the community information database topics available from the Information Barrie Department at the Barrie Public Library;
- A listing of 211 Ontario professionally accredited providers;
- A statistical breakdown of the types of referrals in Simcoe County in 2017;
- A review of how the 211 Ontario system works including: the role of community navigators/community resource specialists and the technology systems utilized; and
- An overview of the 211 Ontario volunteer centre program that serves South Georgian Bay.

The Committee asked questions regarding the information provided and received responses from Ms. Hillier.