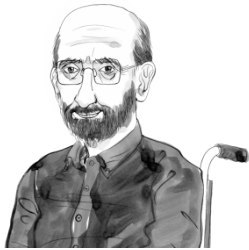


211

211 & Association of Family Health Teams Ontario

August 20, 2020



Three-digit dialing codes are approved by the CRTC as public utilities -- assisting people with easy access to special services

9-1-1

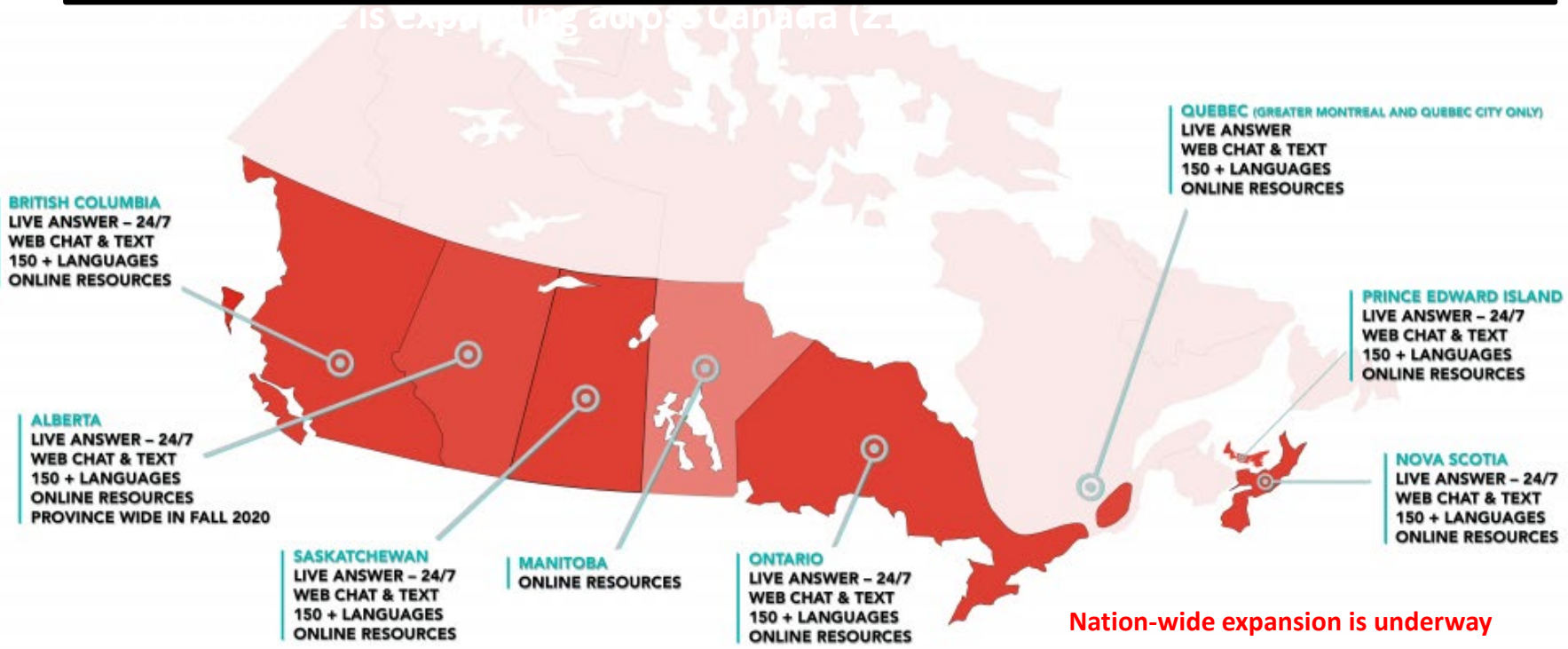
Emergency number for life-threatening, emergency situations where police, fire and/or paramedics are needed

2-1-1

Non-emergency helpline for essential social services, community organizations, health and government programs

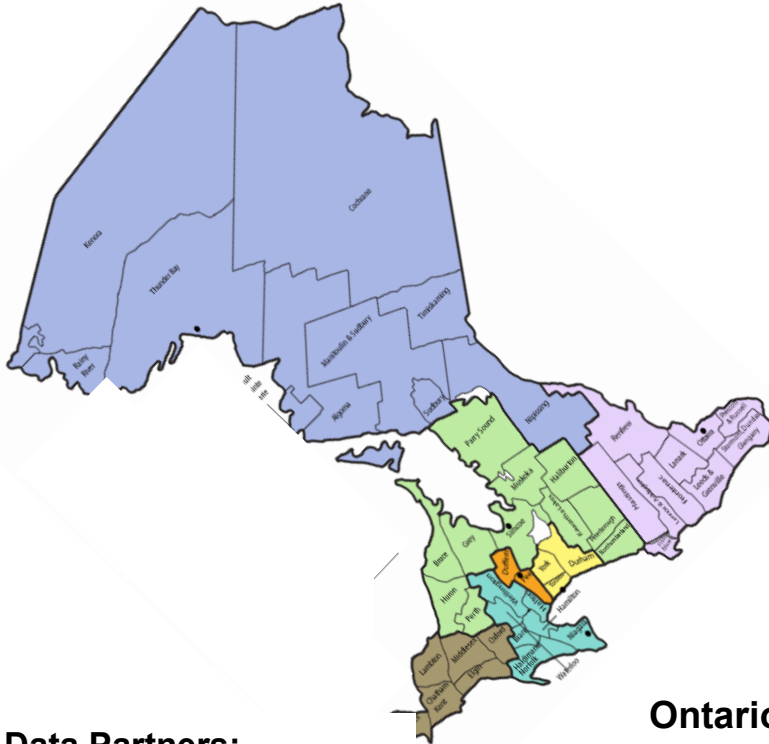
At a system level, 211's national brand is an easy to remember public utility built for standardized, high-volume contact centre services

211 is expanding across Canada (211)



Nation-wide expansion is underway

The 211 Ontario System



Six integrated contact centres are managed by Accredited, independent regional service providers:

- 211 Central – Toronto
- 211 Central South – St. Catharines
- 211 Central East – Collingwood
- 211 North – Thunder Bay
- 211 Eastern – Ottawa
- 211 South West – Windsor

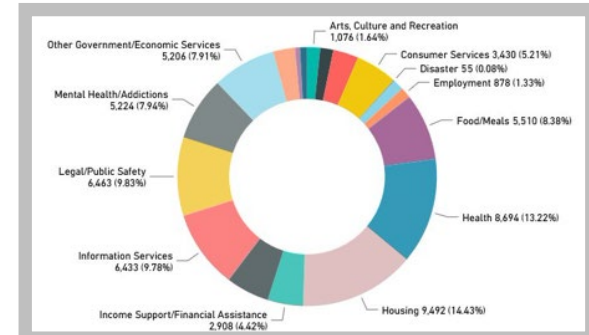
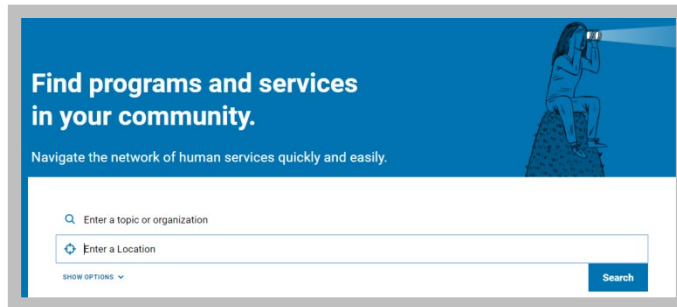
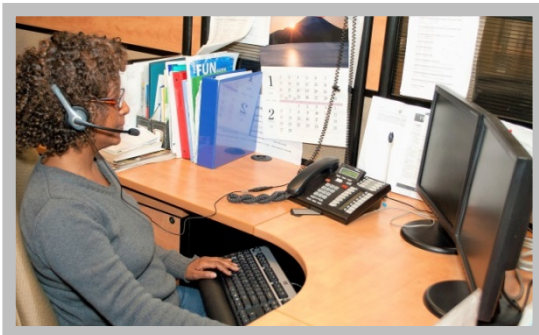


Local Data Partners:

20 organizations across Ontario share local data to support 211 service delivery. In some communities this includes thehealthline.ca

Ontario 211 Services, based in Toronto, oversees technology infrastructure, provides service coordination, provincial partnership development, and acts as the transfer payment agency with accountability and governance for the Ontario-wide system to the Ontario Ministry of Children, Community and Social Services

211's Core Services



1. Inquiry Service

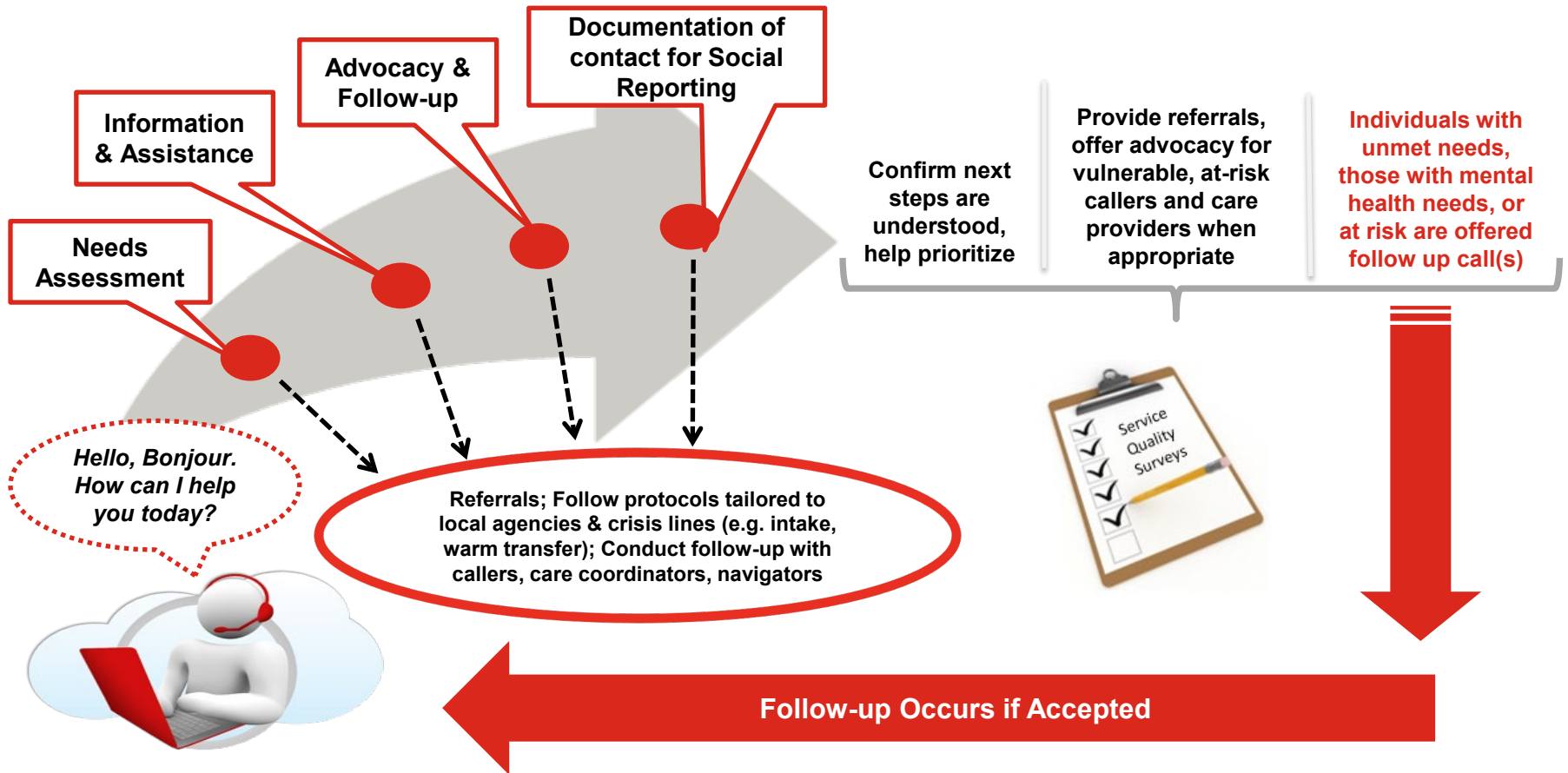
2. Resource Database

3. Reporting



1. Inquiry Service

211

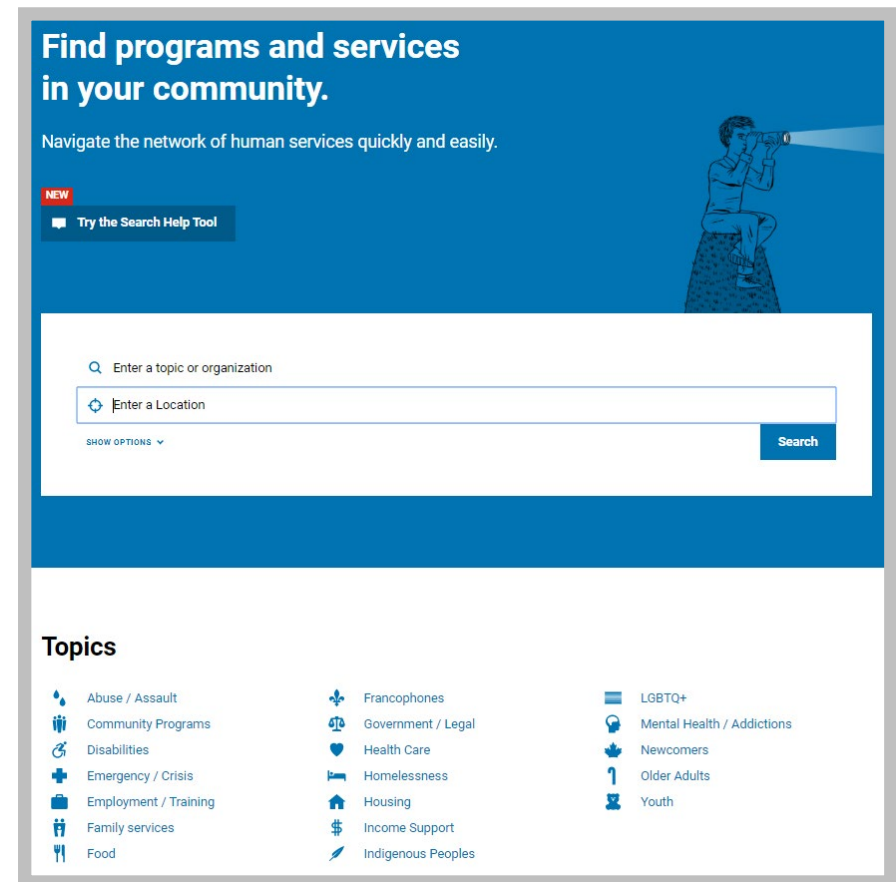


2. Resource Database



Shareable Data: a centralized data repository accessible over the Internet and designed to support cross-sector interoperability for data collection/exchange

- Collected, maintained and indexed province-wide inventory services
- Shared with multiple partners in various formats
- Available at 211Ontario.ca, as well as many custom local and provincial online directories



3. Reporting



Contact Reports

185,306

Date Range

1/1/2020 12/31/2020

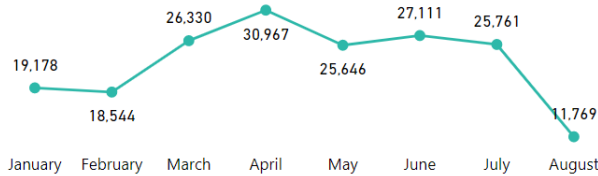
Last Refreshed: 8/16/2020 5:31:00 AM

Menu	About
Needs	Overview
Unmet Needs	Sharing

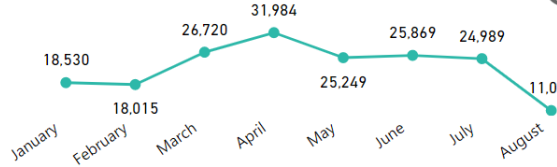


Filters
County/Region
City
Age Category
Gender
Language

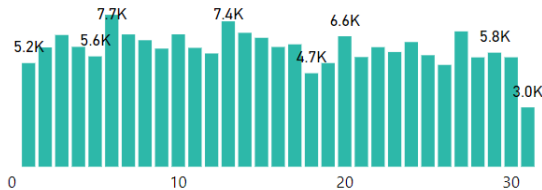
Total Contact Reports by Month



Total Needs by Month



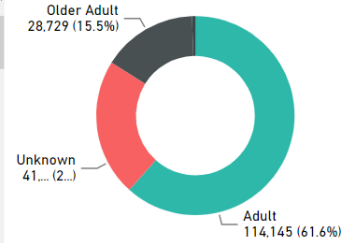
Total Contact Reports by Day of Month



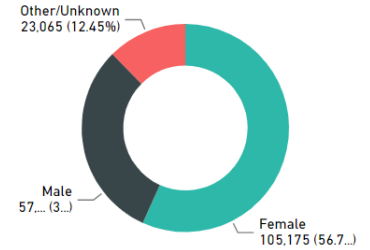
Contact Reports by Geography

County/Region	Total Contact Reports
Toronto	65,549
Toronto	65,549
Essex	15,233
Windsor	14,040
Amherstburg	196
Leamington	188
?Unknown	168
Lakeshore	157
Essex	155
Tecumseh	138
Kingsville	97
LaSalle	89
Pelee	5
Ottawa	13,961
Ottawa	13,961
Thunder Bay	13,849
Thunder Bay	13,062
?Unknown	416
Fort William First N...	68
Oliver Paipoonge	55
Thunder Bay, Unor...	43
Neebing	34
Shuniah	34
Nipigon	29
Conmee	25
Greenstone	19
Marathon	15
Terrace Bay	13
Schreiber	6
Manitouwadge	5
Red Rock (Township)	5
Dorion	4
Gull Bay First Nation	4
Biigtigong Nishnaa...	3
Total	185,306

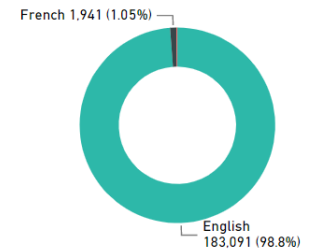
Age Category



Gender



Language



211 PUBLIC DASHBOARD - NEEDS

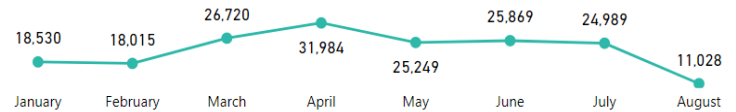


Needs Identified

182,384

Date Range i

Total Needs Identified by Month

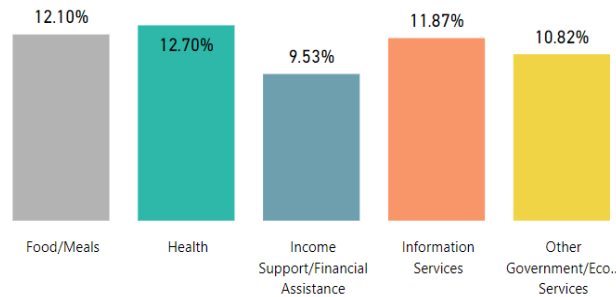


Last Refreshed: 8/16/2020 5:31:00 AM

Menu	About
Contacts	Overview
Unmet Needs	Sharing



Top 5 Needs by Needs Category



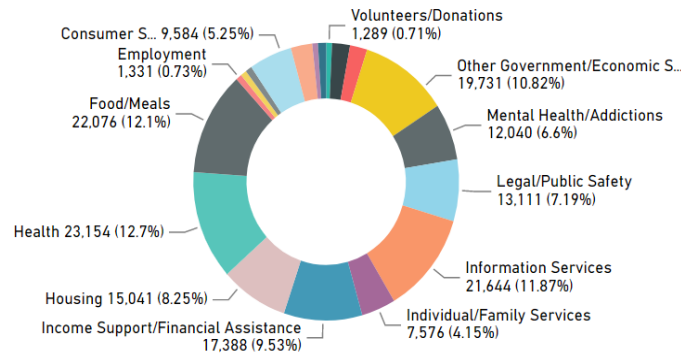
Needs by Geography

County/Region	Total Needs Identified
Toronto	63,394
Toronto	63,394
Essex	16,817
Windsor	15,538
Amherstburg	246
Leamington	208
Essex	178
Lakeshore	168
Tecumseh	142
Kingsville	125
LaSalle	106
?Unknown	102
Pelee	4
Ottawa	15,151
Ottawa	15,151
Thunder Bay	13,964
Thunder Bay	13,248
?Unknown	314
Fort William First Na...	72
Oliver Paipooonge	53
Thunder Bay, Unorg...	46
Shuniah	40
Nipigon	38
Conmee	35
Neebing	35
Greenstone	23
Marathon	16
Total	182,384

Filters

- County/Region ▼
- City ▼
- Age Category ▼
- Gender ▼
- Language ▼

Total Needs Identified by Needs Category



211 PUBLIC DASHBOARD - UNNEEDS



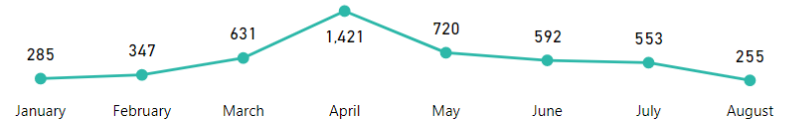
Unmet Needs Identified

4,804

Date Range

1/1/2020 12/31/2020

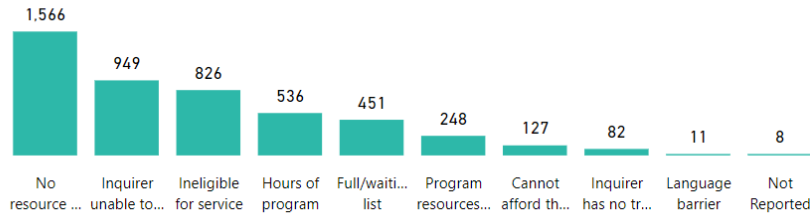
Total Unmet Needs Identified by Month



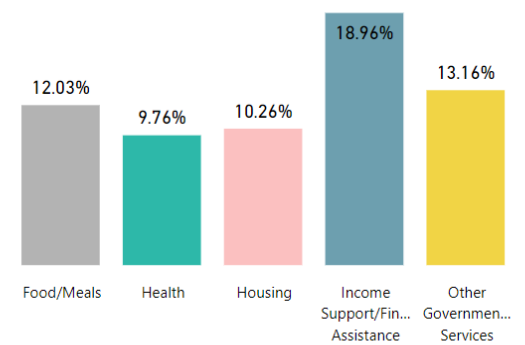
Last Refreshed: 8/16/2020 5:31:00 AM

Menu	About
Contacts	Overview
Needs	Sharing

Total Unmet Needs Identified by Reason



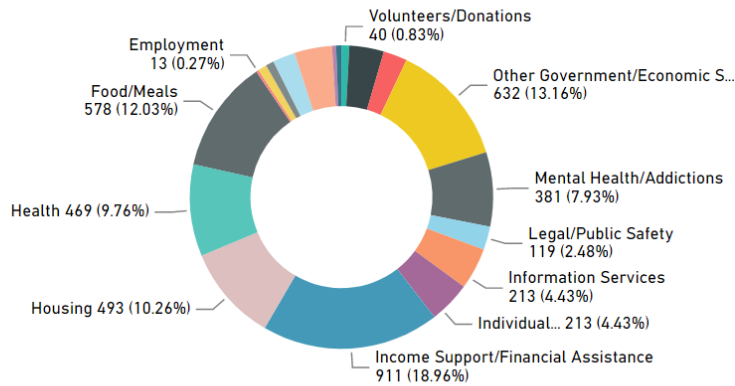
Top 5 Unmet Needs by Needs Category



Filters

- County/Region
- City
- Age Category
- Gender
- Language

Total Unmet Needs Identified by Needs Category



Unmet Needs by Geography

County/Region	Total Needs Identified
Toronto	1,267
Toronto	1,267
Simcoe	569
Barrie	201
Collingwood	93
Orillia	54
Midland	48
Wasaga Beach	41
Penetanguishene	26
New Tecumseth	19
Bradford West Gwilli...	18
Total	4,804

211 Powered by Partnerships



Reporting

Resource Data





Ontario

211 Ontario works with the six Regional Service Providers who are independent organizations with a social mission, to leverage 211 infrastructure to support local and regional partnerships that improve outcomes for people impacted by SDOH



—

Simplifying Access to Mental Health Services



Provincial partnership example:



1.866.925.5454
ou en composant le 2-1-1

Ligne d'assistance pour les étudiants
des collèges et des universités



1.866.925.5454
or connect through 2-1-1

Post-Secondary Student Helpline

Good2Talk offers professional counselling and information and referrals for mental health, addictions and well-being to post-secondary students in Ontario 24/7/365.

211's Community Navigators answer the Good2Talk line conduct a brief pre-screen, directly connect callers to either Kids Helpline or Connex Ontario, and/or offer other community resources.

Finding mental health and addiction services with one call or click



Common Point
Information & Referral for
Mental Health & Addictions
North Simcoe Muskoka

[Click](#)

CommonPoint.ca

A custom online directory,
categories and age groups by
sub-region

A custom calendar of daily,
occasional and one-time
mental health and addictions
program and services

Funded by Ontario Health
(Central Region)

The screenshot displays the Common Point website interface. At the top, there is a navigation bar with options: SEARCH, FEEDBACK ON THIS SITE?, FRANÇAIS, EMAIL 211 A QUESTION, and REQUEST A CALL. Below this, the main header features a silhouette of a family and the text: "Common Point Mental Health & Addictions" and "Guichet unique Santé mentale et dépendances". It provides contact information: "Need help? Can't find a service? Dial 2-1-1 or 1-866-743-7818" and "Besoin d'aide? Vous ne trouvez pas un service? Composez 2-1-1 ou 1-866-743-7818".

The main content area is titled "How to Find Mental Health & Addiction Services in North Simcoe Muskoka". It offers four options for finding services:

- Option 1: Are you in Crisis?** Do you need to talk to someone right now? Call the Mental Health Crisis Line at 705-728-5044 or 1-888-893-8333.
- Option 2: Contact your Family Doctor or Nurse Practitioner** Some Family Doctors have their own mental health and addiction counsellors at their Family Health Team. Ask your doctor if they are a member of a Family Health Team. If you do not have a Family Doctor, click here to access Health Care Connect.
- Option 3: Counselling Session** If you feel you just need to talk to someone, free, single session walk-in counselling is available throughout the region. No appointments are needed. Click on the calendar tab below or search the directory to find available locations, dates and times.
- Option 4: Search our Directory** This directory includes government funded agencies that provide mental health & addiction services. We have 3 different mini-directories to help you find what you need. Select the appropriate tab below to get started...

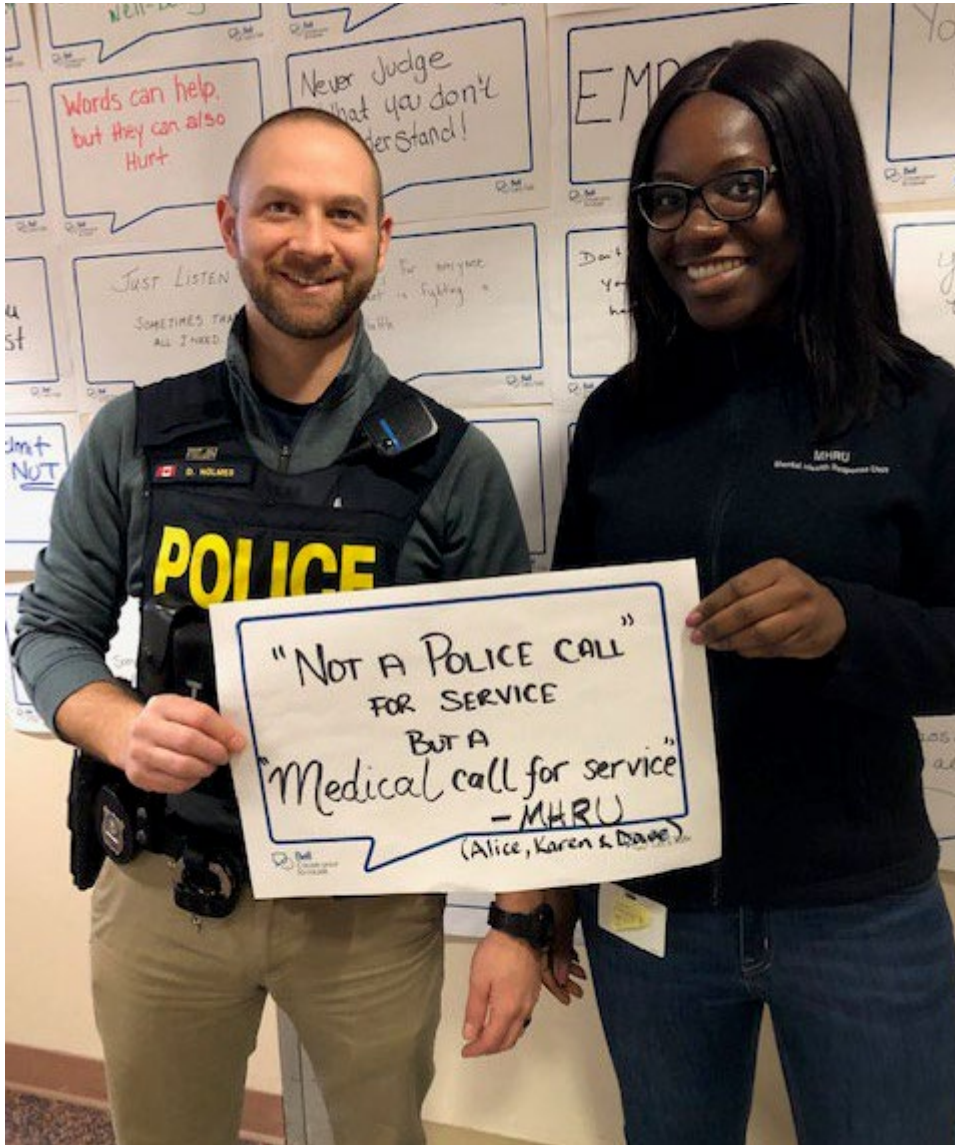
Below the options is a "Browse Services" section with a map of the North Simcoe Muskoka region, divided into sub-regions: Muskoka District, Midland, Penetanguishene & Area, Orillia & Area, Barrie & Area, and Collingwood & Area.

To the right is a "Calendar" section with a search bar and tabs for "New Search", "Addiction Services", "Mental Health Services", "Self Help & Peer Support", and "Calendar". The calendar shows a list of services for Tuesday, January 14:

Time	Service
5:00am	Alliston - Opiates Treatment Clinic
7:00am	Barrie - Opiates Treatment Clinic
8:30am	Bracebridge - Opiates Treatment Clinic
8:30am	Huntsville - Opiates Treatment Clinic
8:30am	Barrie - Rapid Access Addiction Medicine Services
8:30am	Wasaga Beach - Rapid Access Addiction Medicine Services
8:30am	Orillia - Rapid Access Addiction Medicine Services
9:00am	Gravenhurst - Opiates Treatment Clinic
9:00am	Barrie - Walk-in Mental Health and Addiction Service
9:00am	Barrie - Opiates Treatment Clinic
11:00am	Huntsville-Walk-in Counselling Clinic
1:00pm	Innisfil - Walk-in Addictions Counselling
1:00pm	Barrie - Rapid Access Addiction Medicine Services
1:00pm	Wasaga Beach - Rapid Access Addiction Medicine Services

On the right side of the calendar, there is a "Post your Service" section with instructions: "1) Read our Inclusion Policy" and "2) Submit a Program for the Calendar".

South Georgian Bay Example:



Mental Health Response Unit

211 Navigators support responders assisting complex individuals in need of accessing urgent services (motel vouchers, shelter services, discretionary funding, transportation)

The Child & Youth Mental Health Planning Table for Nipissing, Parry Sound and Muskoka launched a 24/7 Child & Youth Crisis Line

211 provides the answering service for the line, assessing callers and following protocols to connect callers to the nearest available assistance, and also produces needs and trends reports on all calls to support planning activities



confidential service providers
youth scared parents
defeated  **bullying**
24/7 **mental health** divorce
crisis line anxious
hopeless **For children and youth,** suicide
angry their families, caregivers and service providers. emergency
depressed alone

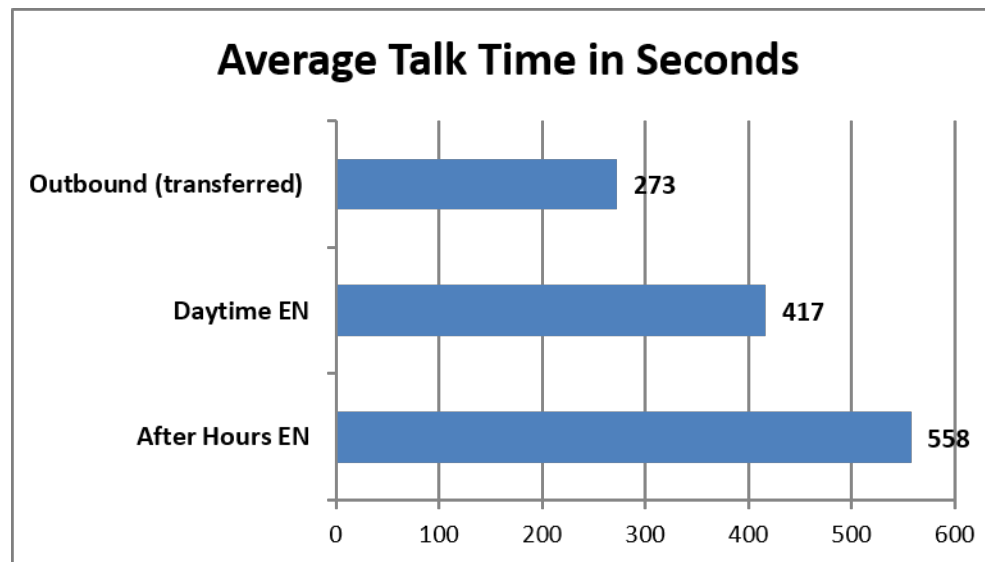
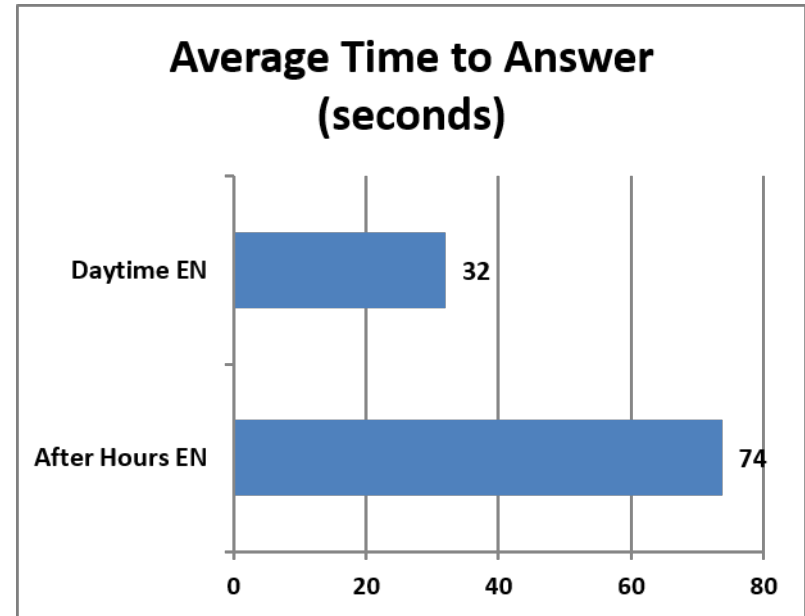
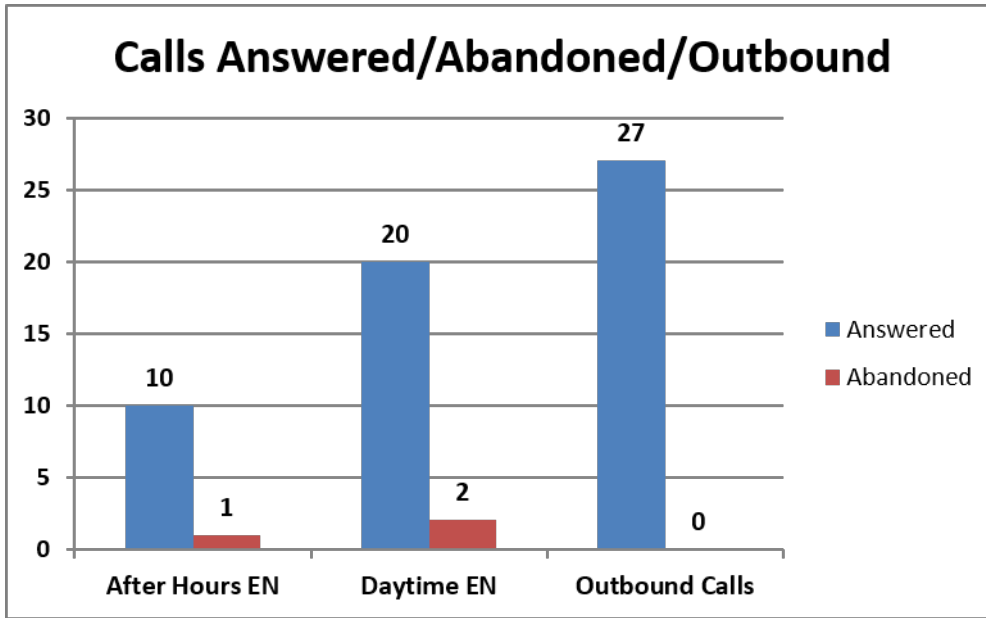
If you feel you have nowhere to turn, call us. We're here to help.

1.844.287.9072

MUSKOKA • NIPISSING • PARRY SOUND

www.somewheretoturn.ca

Sample of Reports:



Sample of Reports – single call details:

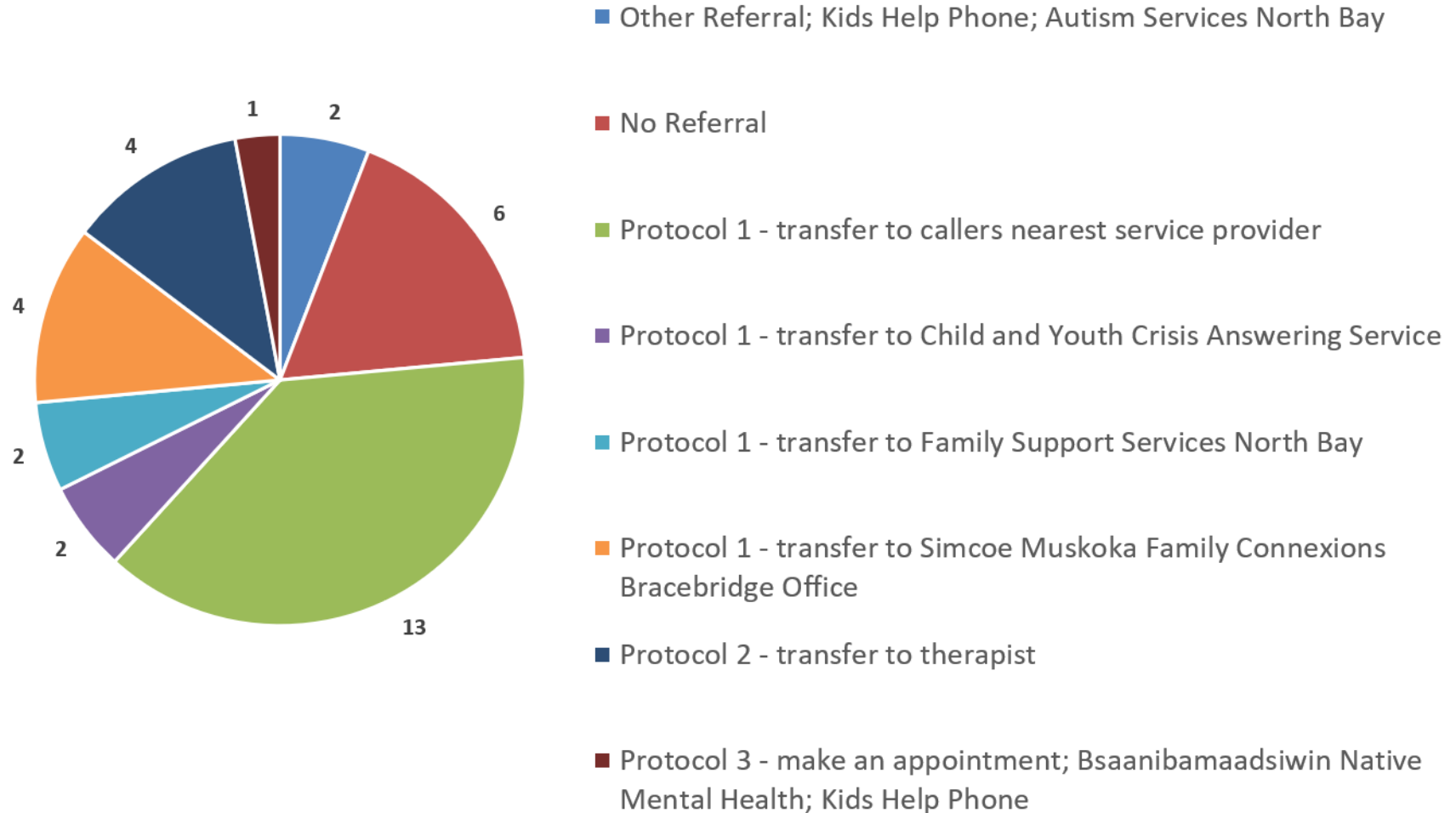


	A	B	C	D	E	F	G	H	I	J	
1	CallRepor	CallDateAndTimeS	CallDateAndTimeE	CallLength	PhoneWo	PhoneWo	CityName	CountyNa	StateProv	Narrative	Volun
2	77014892	2020-07-30 19:09	2020-07-30 19:31	22	85982	Bryan Cob	North Bay	Nipissing	ON	Dr. Nicholas from North Bay Hospital requesting follow up call from crisis worker for 6 year old male in ER. He has a worker at Hands. I spoke with the CYCL crisis worker who will call the Dr back.	
3	77008351	2020-07-30 16:26	2020-07-30 16:34	8	60809	Lorraine R	North Bay	Nipissing	ON	The caller was a worker from the North Bay hospital calling in regards to a 16 year old male. Transferred her over to the crisis worker at Hands.	
4	76988992	2020-07-30 9:14	2020-07-30 9:23	9	60809	Lorraine R	Bracebridj	Muskoka	ON	The caller was a worker at the Bracebridge ER department. She was calling in regards to a 16 year old male who needed to be reassessed by Family Connections. The male was assessed by the agency yesterday in Orillia, but he is now in emerge at the Bracebridge hospital on a form 1. When I called Simcoe Muskoka Family Connections, the lady who answered was in the Barrie office and she transferred me over to an intake line that was busy. The ER worker said she was ok to wait on the	
5	76987566	2020-07-30 8:09	2020-07-30 8:11	2	81225	Philippe l	unknown		ON		
6	76916469	2020-07-28 13:08	2020-07-28 13:34	26	60806	Erin Modii	Bracebridj	Muskoka	ON	Lee from Bracebridge Emerg, calling on behalf of 12 year old male with mental health concerns. Currently in Emerg with mum, because he has been acting out, threatening himself and others, increased aggression, headbutting, biting, etc. He was seeing a counsellor prior to Covid, but hasn't connected with the counsellor since Covid hit. Lee was unsure of which agency the counsellor was with.	
7	76887897	2020-07-27 17:29	2020-07-27 17:48	19	131022	Maysan M	North Bay	Nipissing	ON	16 year old Caller expressed their suicidal and scared of themselves. They don't have an immediate plan but thinking of harming themselves. having suicidal thoughtsafriad of herself and needs a safe place	
8	76878721	2020-07-27 14:30	2020-07-27 14:36	6	65136	Sasha Bus	Barrie	Simcoe	ON	calling from community	
9	76829724	2020-07-25 19:39	2020-07-25 19:53	14	42113	Silvia Cha	North Bay	Nipissing	ON	Caller is the mother who is calling for her 13 years old son who ran away into the bushes. The mother called the police so that they can support with the search in finding him. During the conversation she spotted him and she wanted to know how she can get him services to help him with his anger. Mother said she will ask the police to take him to the hospital but if they refuse she will call back tomorrow to see if she can make other arrangements. Child is not hurting himself he just got angry because the mother claims he wanted to talk to her and she refused to talk to him as she was having her dinner and so that led him into becoming upset and left the house. Mother said if her son is taken to the hospital she will call back to see if she can get connected to kids help phone and have therapy to see him tomorrow. I encourage her to call us back should she needs our services.	
10	76829645	2020-07-25 19:35	2020-07-25 19:36	1	42113	Silvia Cha	Thunder E	Thunder E	ON		
11	76815418	2020-07-25 8:08	2020-07-25 8:15	7	41939	Brent Sou	Bracebridj	Muskoka	ON	crisis worker bracebridge calling about a 14 year old who overdosed.	
12	76767455	2020-07-23 19:30	2020-07-23 19:38	8	111158	Taina Jose	Mattawa	Nipissing	ON	The caller returned a call she got from Hands after 7 pm. She indicates a message was not left, but she wants to know why she was called. She thinks it might be concerning her son that had a counselling appointment earlier today. I contacted the after-hours therapist for Hands; therapist indicates that she has not made any outbound calls and she is the only therapist working tonight. She mentioned that they have been experiencing a lot of scam calls and that might have been one of those cases. I relayed the information to the caller who said she will wait to see if she gets another call.	
13	76720832	2020-07-22 16:21	2020-07-22 16:30	9	76181	Leah Tees	Huntsville	Muskoka	ON	CYCL: I received a call from mother about her 15 year old son who has been threatening suicide and today he mentioned a plan to hang himself this evening in his closet. I transferred to after hours counselor in Muskoka named Time.	
14	76702859	2020-07-22 10:10	2020-07-22 10:19	9	76181	Leah Tees	Georgian I	Muskoka	ON	Caller is mother of 11 year old son who is having a manic episode and has decided that her is going to ride his bike from Mactier to the Parry Sound Hospital. Mother had her two older children follow him on their bikes to see where he goes. We talked about calling the police as soon as he hits a major highway to keep him safe. I dialed the Muskoka worker and as I was about to transfer the mother to her, the mother disconnected.	
14	76598458	2020-07-19 10:58	2020-07-19 11:33	35	42113	Silvia Cha	North Bay	Nipissing	ON	Nurse from North Bay regional hospital emergency unit called requesting the crisis worker to come and assess an 11 years	

Sample of Reports – aggregate outcomes:

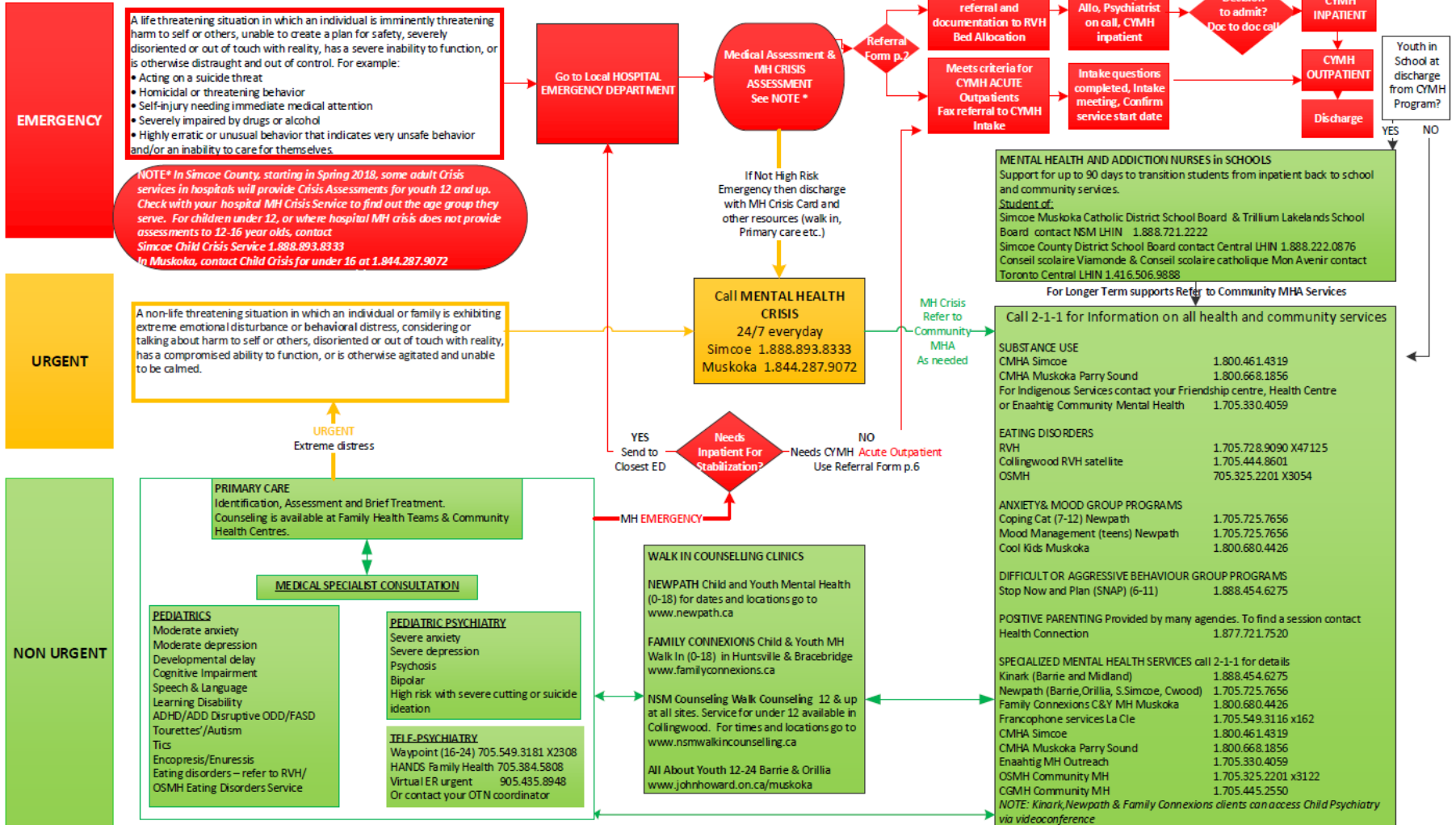


Community Navigator Response and Referrals



Simcoe County - Pathways to Child & Youth MHA for under 18

PATHWAYS TO CHILD & YOUTH MHA SERVICES for under 18 – FINAL MARCH 2018




—

Reducing Repeat Calls to 911




Paramedic Closed loop Referrals in Simcoe County and Grey County




County of Simcoe
Paramedic Services
1110 Highway 26,
Midhurst, Ontario L0X 1N6

Main Line (705) 726-9300
Toll Free (866) 893-9300
Fax (705) 726-6601
simcoe.ca



County of Simcoe
Paramedic Services
1110 Highway 26,
Midhurst, Ontario L0L 1X0



PARAMEDIC SERVICES

Main Line (705) 726-9300
Toll Free (866) 893-9300
Fax (705) 726-6601
simcoe.ca

COMMUNITY PARAMEDICINE OPEN REFERRAL STATUS REPORT

211 Open Referrals Report Date: April 28, 2017

Part 1

Client Name	Referral Date	Service Referrals	Short Term Outcomes	Comments
[REDACTED]	2017/03/16	Choose an item. Choose an item. Choose an item.	No impact on services	CCAC has PSW coming in once a week. Wounds are all healed up at this time. Has Helping Hands- housing keeping. Is able to complete
[REDACTED]	2017/03/24	Choose an item. Choose an item. Choose an item.	No impact on services	Is a veteran, CCAC comes into the home, has homecare 4 times a day. Will contact Veterans affairs in near future for more
[REDACTED]	2017/04/13	Choose an item. Choose an item. Choose an item.	No impact on services	April 20, 2017 - no answer, left a message April 25, 2017- no answer, left a message April 26, 2017- has CCAC,
[REDACTED]	2017/04/18	Choose an item. Choose an item. Choose an item.	Unable to contact	April 25, 2017- no answer, left a message April 27, 2017- no answer, left a message May 1, 2017- no answer. left
[REDACTED]	2017/04/18	Choose an item. Choose an item. Choose an item.	No impact on services	April 24, 2017- CCAC is coming to the home 5 days a week, one hour a day. Uses assisted devices, uses a walker within
[REDACTED]	2017/04/18	Cherish Independence Earth Angels Support Services Happy at Home Support Services	Services Enhanced	April 24, 2017- CCAC comes to the home twice a day, sister is helping her within the home for now. Is interest in home
[REDACTED]	2017/04/18	Daisy A Day Home Care Red Cross Choose an item.	Services Enhanced	James in hospital spoke with spouse James is a past client of CCAC -PSW. Will speak with CCAC case worker at the

211 receives an average of 25 referrals each week from Simcoe and Grey Paramedics, and about 50% of patients are connected to new or additional services

Client Name:

Address:
 No Fixed Address

Phone #: Text Only

Or Email:

Name of Alternate Contact:

Phone # of Alternate Contact:

Notes:

Employment

Food, Meals

Health Care Options

Housing

Income Support and Assistance

Individual, Family and Community Supports

Legal, Consumer and Public Safety

Mental Health and Addictions

Transportation

Utility Assistance

Other:

This patient has been referred to the following Health Link:

Not referred

Barrie Couchiching

North Simcoe South Georgian Bay

South Simcoe North York Region

Yes No

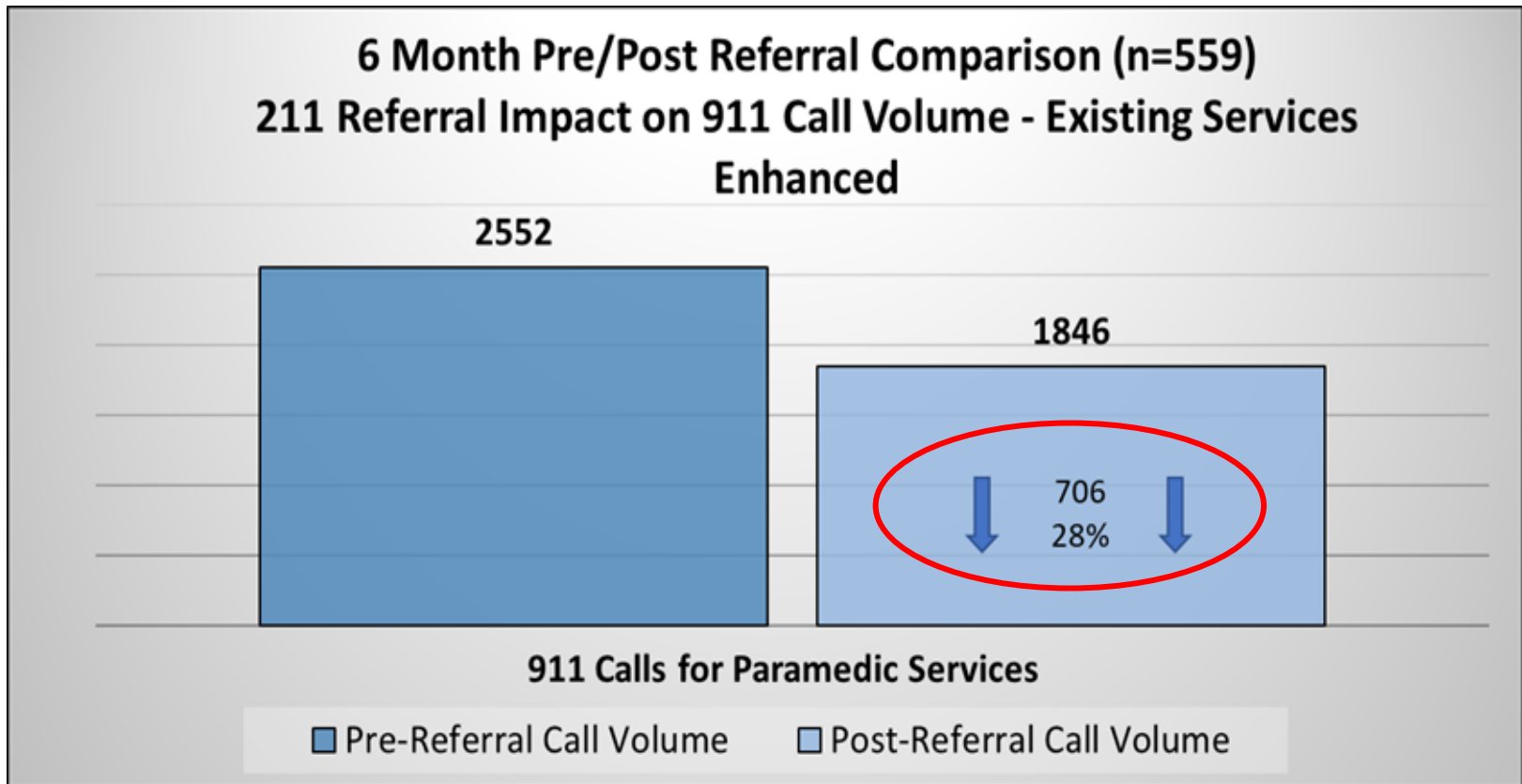
Referring Source (please print): Kyle MacCallum (Com
Phone #: (705) 726-9300 ext. 1688 Fax#: (705)

Community Paramedicine Coordinator)
(705) 722-6601 Date: 2017/04/20



911 calls analyzed from 2015/05/01 to 2019/09/30

For patients that specifically received some level of support through a referral to 211



Supporting
Patients
Impacted by
SDoH



Georgian Bay FHT began Referrals to 211 in 2015


It began as a Central Referral Service for Community Support Services as a pilot project of the South Georgian Bay Health Link

Collingwood doctors screen patients for poverty to improve health

NEWS Aug 23, 2018 by [John Edwards](#) Collingwood Connection



Dr. Harry O'Halloran of the Georgian Bay Family Health team screens patients in hopes of connecting them with community services. - John Edwards/Metroland

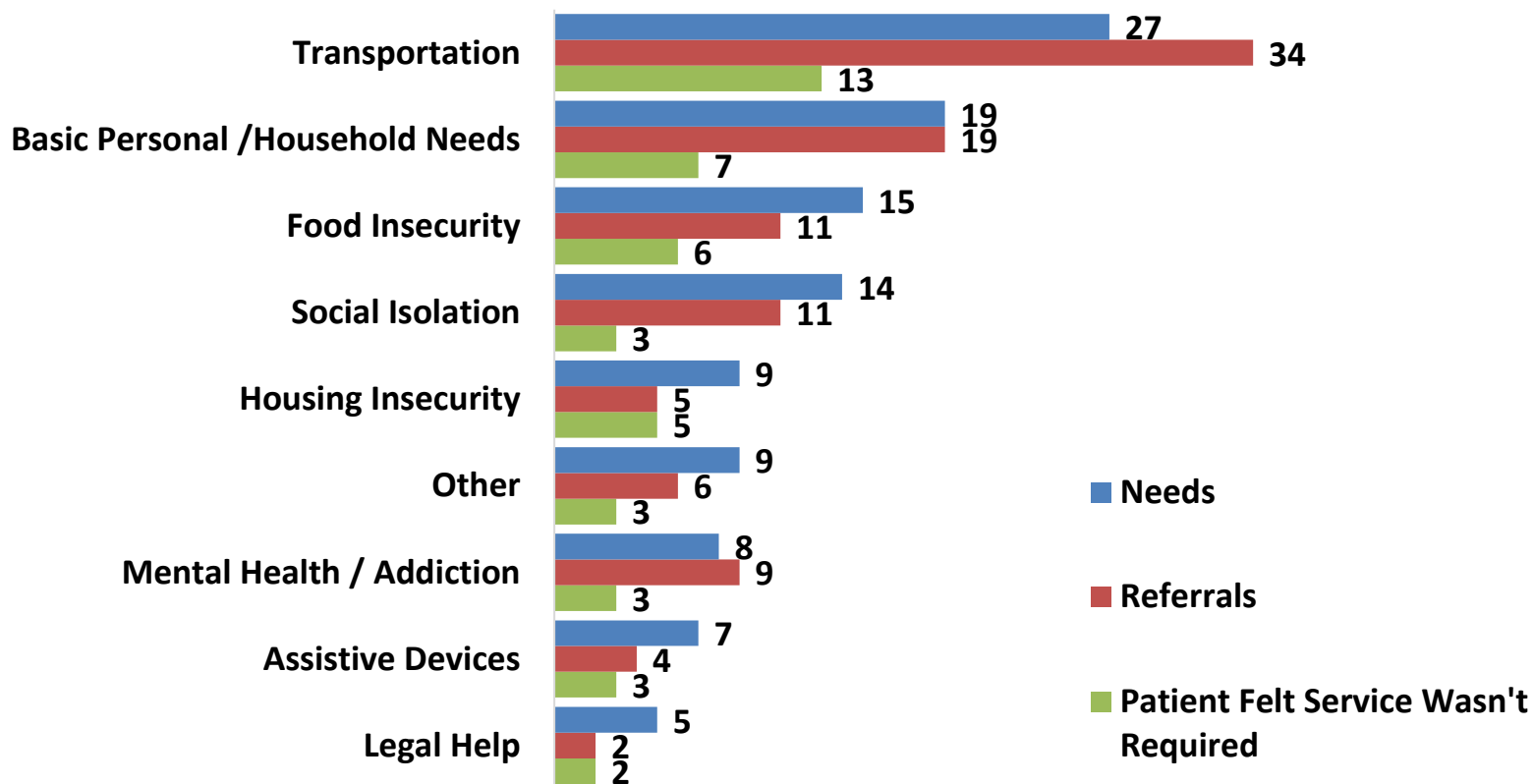
 Health Care Professional's Referral Form Fax to: 705-445-1516 Admin: 705-444-0040 ext.249	
<p>Social Determinates of Health - 211's Community Navigators help people understand and effectively use the programs that are part of the human service delivery system. They help people make informed decisions about possible solutions. Community Navigators will advocate for people and conduct follow up with those that are vulnerable. Community Navigators are prepared to assess and meet the immediate, short-term needs of people who are experiencing a crisis.</p>	
<p>Patient/Client Name: _____</p> <p>Address: _____</p> <p>No Fixed Address <input type="checkbox"/></p> <p>Phone #: _____</p> <p>Text Only <input type="checkbox"/></p> <p>Or Email: _____</p> <p>Name/Alternate Contact: _____</p> <p>Phone #/Alternate Contact: _____</p> <p>Patient has been referred to a Health Link <input type="checkbox"/></p>	<p>Health Card _____</p> <p>Health Card Version _____</p> <p>DOB (Y/M/D): _____</p> <p>Identifies as:</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other</p> <p>Other patient demographics:</p> <p><input type="checkbox"/> Indigenous <input type="checkbox"/> Francophone</p> <p><input type="checkbox"/> New Immigrant <input type="checkbox"/> Veteran</p> <p><input type="checkbox"/> Other Language: _____</p> <p>Poverty screening information:</p> <p><input type="checkbox"/> Has difficulty making ends meet</p> <p><input type="checkbox"/> Has not filed taxes</p>
<p>The client/patient agrees with this referral and the collection and sharing of this referral with Community Connection/211. Consent by client/patient <input type="checkbox"/> Yes <input type="checkbox"/> No Consent by Substitute Decision Maker <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>Identify potential problems or needs:</p> <p><input type="checkbox"/> Clothing, personal, household needs</p> <p><input type="checkbox"/> Employment</p> <p><input type="checkbox"/> Food, meals</p> <p><input type="checkbox"/> Health care options (clinics, education programs, peer support, labs, pharmacies, etc.)</p> <p><input type="checkbox"/> Housing</p> <p><input type="checkbox"/> Income support and assistance</p> <p><input type="checkbox"/> Individual, family and community supports</p> <p><input type="checkbox"/> Legal, consumer and public safety</p> <p><input type="checkbox"/> Mental health and addictions (community & clinic, crisis/distress lines, peer support, counselling)</p> <p><input type="checkbox"/> Transportation</p> <p><input type="checkbox"/> Utility assistance</p>	<p>Referral notes:</p>
<p>Referring Source/Form Completed by: _____ Date: _____</p> <p>Physician/Staff Name: _____ Organization: _____</p> <p>Phone #: _____ Email: _____</p>	

South Georgian Bay Sample Report from 2019

Top Needs & Referrals

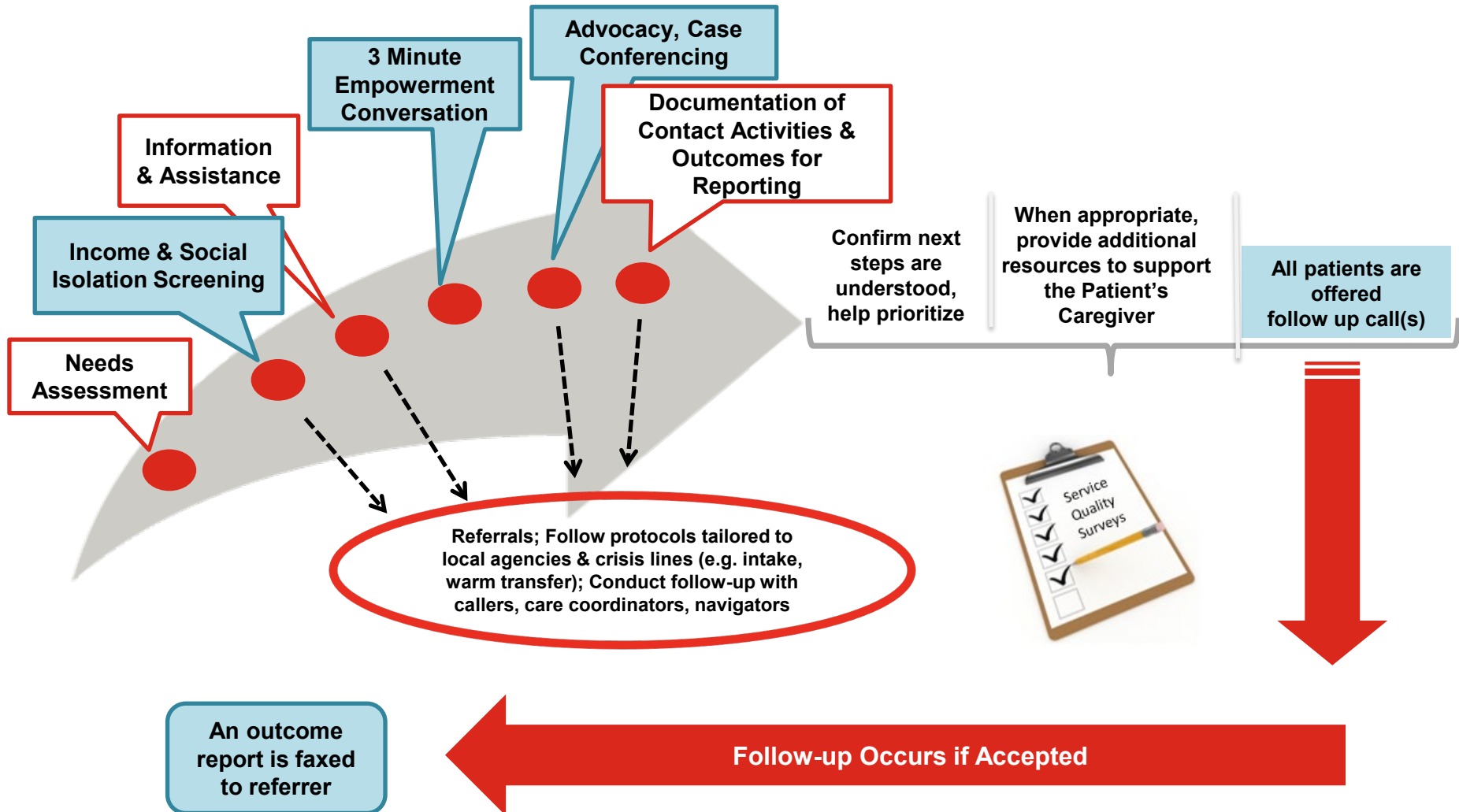
The chart below shows a count of the number of needs presented by referred patients in each category, how many referrals were given (in total) to meet those needs and how many patients reported that didn't need referrals for the given need at that time.

The most common need presented by patients referred to 211 was for transportation. This chart highlights how many referrals are actually given to meet each need type. The high number of referrals for transportation tends to highlight the barriers/issues that people experience with resources currently available.



*Base: 64 Patient Referrals

What's different for Health Care Referrals – Blue Activities



Outcome reporting

- Did the patient connect with the services?
- What other needs were identified?
- How did those services work for them?
- Were other referrals needed if that referral did not work for the patient?
- Were barriers identified by the patient?



Closing the loop on referrals

3 Types of Outcome Reports

These were developed in collaboration with Health Care Providers to ensure the Outcome Reports met the needs of the end users.




No
Contact
Made

Contact
Made and
Follow Up
Declined

Contact
Made and
Follow Up
Accepted

Sample of an Outcome Report :

 Referral Outcome Report	
Healthcare Provider: Marta Borges	
Organization: GBFHT	Fax to: 705-444-1393
Patient Name: [REDACTED]	Health Card: [REDACTED]
DOB (Y/M/D): [REDACTED]	Health Card Version: [REDACTED]
Date Referral was received: 2020-07-15	Date case was closed: 2020-07-28
# of attempts made to <u>contact</u> : 2	# of contacts <u>made</u> : 2

Poverty Screening	
Does the Patient ever have difficulty making ends meet at the end of the month? Choose an item.	Has the Patient filled out and sent in their tax forms? Choose an item.

Reason for Referral: Community supports	Assessment Notes: <ul style="list-style-type: none"> Patient indicated they would benefit reviewing employment options Patient indicated they would benefit from additional counselling supports Patient indicated they would benefit from basic needs grant
Referral Offered: <ul style="list-style-type: none"> Ontario Employment Services- Tracks Employment and Resource Services of Georgian Bay Catholic Family Services of Simcoe- walk-in counselling / Telephone counselling- General Counselling Services OPA's Disaster Response Network- General Counselling Services* Covid-19 United Way Urgent <u>Needs Fund</u>- Undesignated Temporary Financial Assistance 	<input type="checkbox"/> The patient felt service was not required.
Did the Patient follow up on the referral? No If YES: Choose an item. If the Patients need was NOT met: Choose an item. If NO: Patient will keep referral for future reference	
Stage of Change: Preparation Type of Conversation: Had a Confidence Conversation Questions Asked: Confidence: If you really decide to... Do you think you could do <u>it</u> ? What would prevent you from...? How do you think you can...?	
Notes: <ul style="list-style-type: none"> Patient is waiting for a call back from OPA counselling, application was processed Patient is waiting for a call back from United Way Urgent Needs Fund, application was processed Patient has not connected with Catholic Family Services Counselling 	

You are receiving this report because you sent a Health Care Referral to 211 regarding a patient you are working with. We are always looking at ways to enhance our outcome reporting back to you. If you have any suggestions, comments, or concerns, you can connect with Rebekah Vaughan at rvaughan@communityconnection.ca or (705) 444-0040 ext 249

<ul style="list-style-type: none"> Patient has sent an email to Ontario Employment Services, they will try to connect today by telephone 	
Reason for Referral: Housing insecurity	Assessment Notes: <ul style="list-style-type: none"> Patient interested with obtaining housing search assistance Reviewed subsidized housing, rent geared to income and housing retention fund options Is actively searching online
Referral Offered: <ul style="list-style-type: none"> Regional Housing Support Services, South Georgian Bay- Rent Payment Assistance, Housing Search Assistance 	<input type="checkbox"/> The patient felt service was not required.
Did the Patient follow up on the referral? No If YES: Choose an item. If the Patients need was NOT met: Choose an item. If NO: Patient will keep referral for future reference	
Stage of Change: Contemplation Type of Conversation: Had a Confidence Conversation Questions Asked: Confidence: If you really decide to... Do you think you could do <u>it</u> ? What would prevent you from...? How do you think you can...?	
Notes: <ul style="list-style-type: none"> Patient was just released from employment They have connected with previous employer for employment opportunity Patient will secure employment before they have opportunity to move into new accommodations 	

Form Completed by Community Navigator: Sasha Bushert	Fax: 705-445-1516
Email: sbushert@communityconnection.ca	Phone: 705-444-0040 ext 153

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Outcome Reports

**Outcome
Reports
do 3 Key
Things →**



Let you know the
outcome to your referral



Report on the person's
stage of change



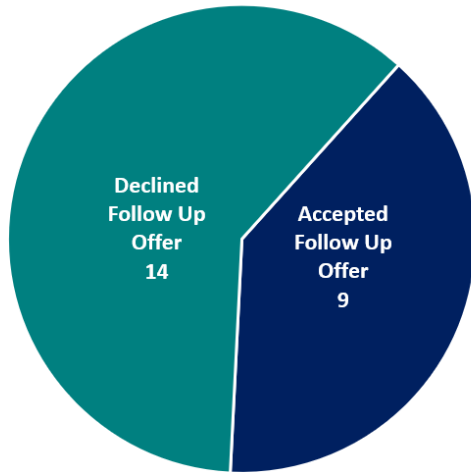
Let you know all the
referrals provided so that
you can reinforce this
with your patient

Sample of an Aggregate Data Report (subset of data):

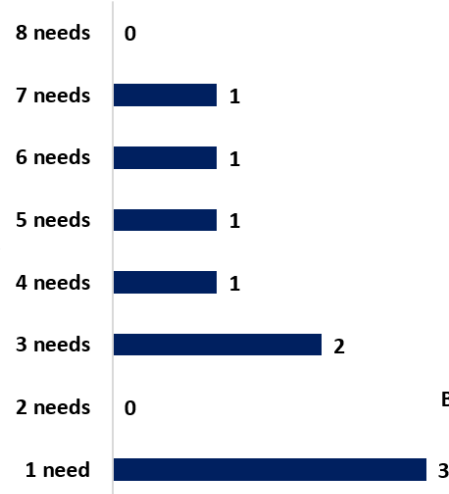
Follow-Up Calls / Continuing Support

All patients referred through the HCR process are offered follow-up if the assessment done by the 211 Community Navigator indicates that further support could be of use to the patient. This January to June 2020, follow-up calls were accepted by 9 of the 23 patients. Those 9 patients presented with a total of 31 needs and an average of 3.4 needs per patient (details in middle graph below). All of those patients needed financial assistance.

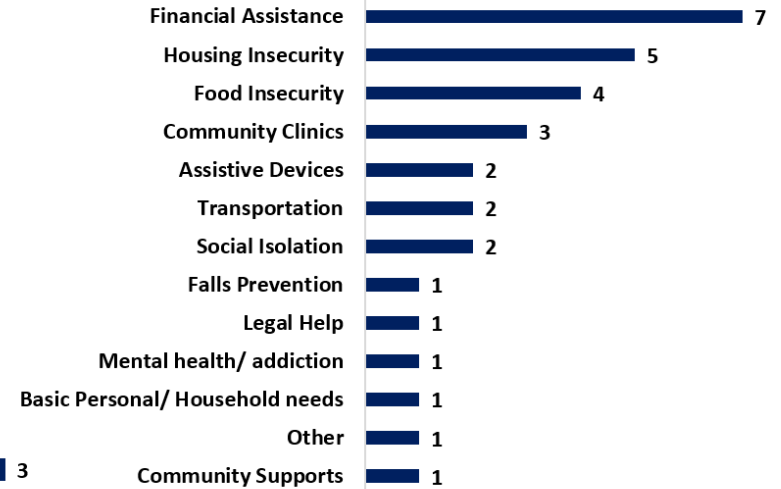
Follow Up Offer



of Needs Per Patient (Patients who accepted follow up offer)



Needs Per Category (Patients who accepted follow up offer)



*Base= 23 patients with whom 211 was able to make contact.

*Base for 2 charts above = 9 patients who accepted follow-up offer



Outcome Reports

**Aggregate
Data Produced
by Closed-
Loop Referrals**



Demographics



Met & Unmet Needs



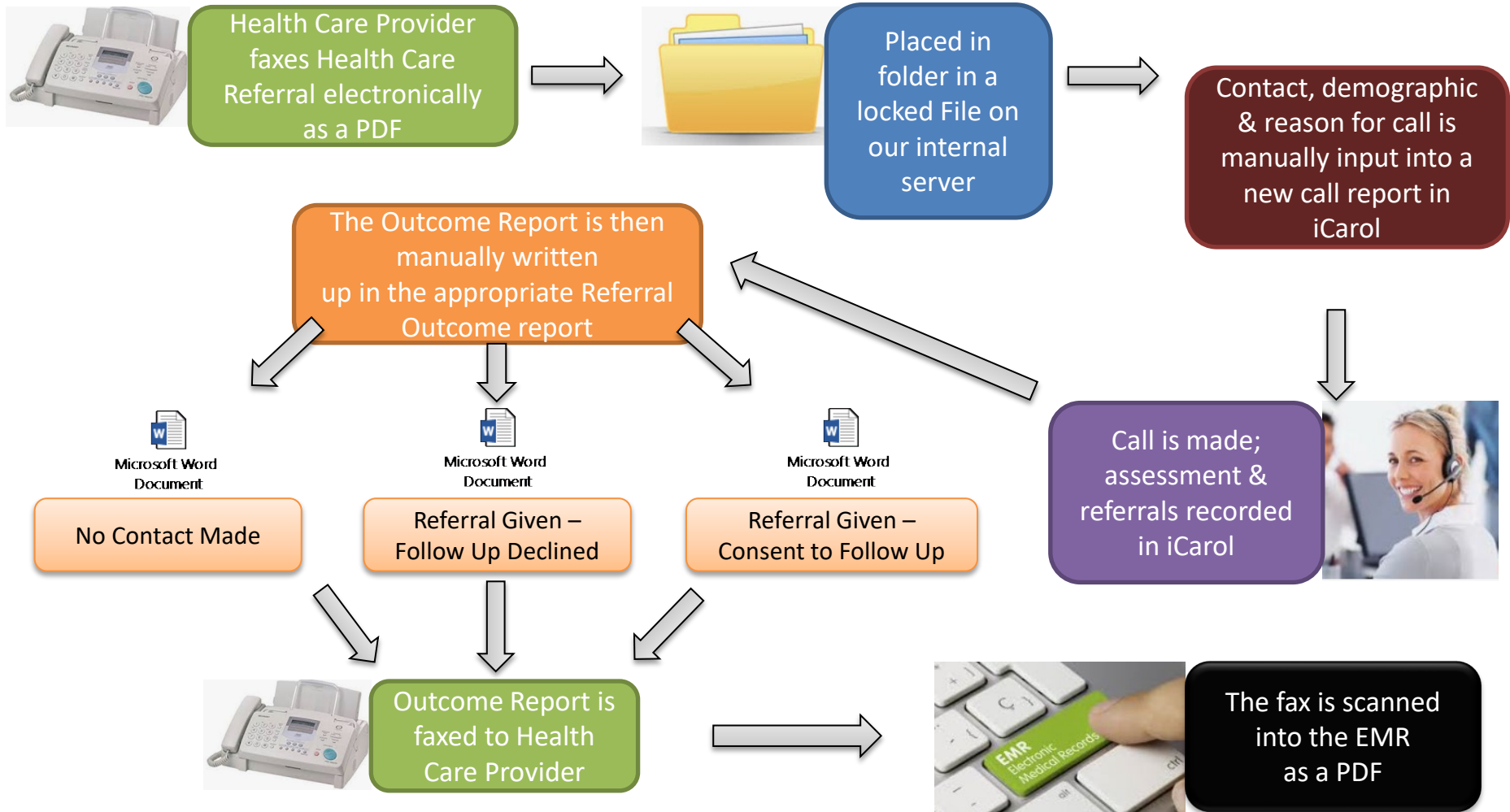
Prevalence of Needs

211 Central East Health Care Referral Partnerships

Initiative	Location	Partnership	Status
Family Health Teams & Community Health Centres	Simcoe County	Georgian Bay FHT	Active since 2015
		South Georgian Bay CHC	Active since 2017
		Couchiching FHT	Active since 2018
		Barrie FHT	Active since 2018
	District of Muskoka	Algonquin FHT	Active since 2019
		Cottage Country FHT	Active since 2019
	Bruce County	Sauble FHT	Active since 2019
		Brockton/Kincardine FHT	Active since 2019
Hospitals	Simcoe County	Royal Victoria Hospital	Active since 2019
		Collingwood General and Marine Hospital	Active since 2017
		Orillia Soldiers Memorial Hospital	In Development

** Local annualized funding from municipal governments and United Ways to support 211's Health Care Referral work in Bruce, Grey and Simcoe Counties and the District of Muskoka*

For 211, it's a time consuming, administrative burden



Data Platform Technology Project Underway



**Office 365
Dynamics
CRM &
Custom Data
Platform**

Bi-directional data sharing for 211 between health care, paramedics and EMRs

Customizable intake tools

Consent management ability

Seamless integration with other internal and external systems to share data

Secure notification system to inform service providers and clients

Referral mechanism between agencies

Dashboards and custom reports to improve service delivery and operations

Multiple organizations can work as one virtual organization

HL7 compliant

SUMMARY



- 211 is a public utility and free for you and your clients – by phone, email, chat, text and portal search
- 211 resource database is community based and up-to date
- 211 reporting provides aggregate data of client's needs and unmet needs and can be filtered by location and other criteria

211 in Ontario – Navigate, Curate, Inform



Q & A

How can we work together for better outcomes?



Contact



- To contact 211 for information about community, government or social services please dial 2-1-1, search 211Ontario.ca or use the chat/email function on 211 Ontario's website
- To discuss how 211 and your Family Health Team might work together or for clarification on anything presented today, please email jroddy@211Ontario.ca



Thank You For Participating!



Free | Confidential | 24/7 | 150+ Languages | Live Answer