



INFORMATION
HAMILTON

Connecting our Community



INFORMATION
HAMILTON

- Hamilton's information and referral agency
- Not-for-profit
- Since 1970
- Home of The Red Book



What are Information & Referral
organizations?

Connect people to services like
financial assistance, food, shelter,
child care, jobs, and health supports.



- Information Hamilton's resource database
- www.redbookhamilton.ca
- 4,500 records of community and government programs and services
- Online, print, by phone, in person



Fundamental Source of Information

- Started as index cards in the 70s
- Purchased by dozens of organizations
- Online in the 90s
- Trusted
- Reliable
- "The Red Book is my bible"



Complete and Comprehensive

4,500 records pertaining to services include:

- Contact information
- Description of service
- Eligibility
- Location on a map
- Hours of operation



Community Asset

The Red Book is a directory of all community and government services in Hamilton.

It is a book for everyone.

Provides details on services and programs that people may need, use, and enjoy throughout their lives in Hamilton.



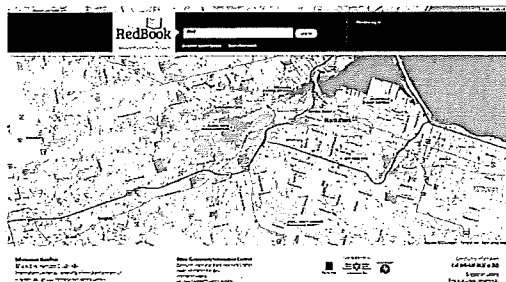
Community Asset

Exploring options in The Red Book will empower people to make informed decisions, which will improve their likelihood of accessing appropriate services.

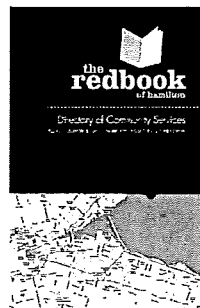
Encouraging its use and widespread availability will foster greater civic engagement and social participation.



The Red Book



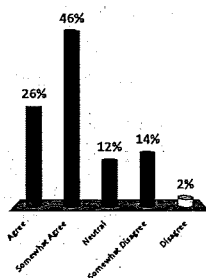
redbookhamilton.ca



Printed Resources

Most service providers know who we are and speak about our value.

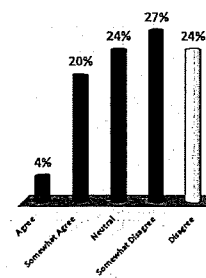
- A. Agree
- B. Somewhat Agree
- C. Neutral
- D. Somewhat Disagree
- E. Disagree



Survey of InformOntario Symposium participants, Hamilton, June 2016

Elected officials know and understand what we do.

- A. Agree
- B. Somewhat Agree
- C. Neutral
- D. Somewhat Disagree
- E. Disagree



Survey of InformOntario Symposium participants, Hamilton, June 2016

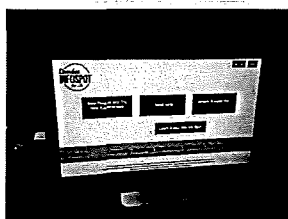
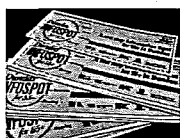


www.redbookhamilton.ca

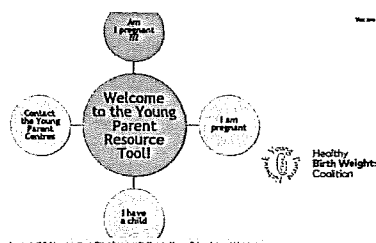


Leading Edge

- One-of-a-kind software developed for information and referral
- Open source
- Allows us to link our information to other systems
- Embed Red Book data into other's websites and applications
- Leverage the constantly up-to-date data



The Young Parent Resource Tool



Please visit www.1in4.ca to learn more about the Young Parent Resource Tool.

Young Parent Resource Tool



HEALTH
TAPESTRY



To foster optimal aging for older adults living at home using an interprofessional primary health care team delivery approach focused on health and social care that centres on meeting a person's health goals



McMaster University
FAMILY RESOURCES

McMaster Family Health Team



Our data is everywhere



thehealthline.ca



Help For Women
In Abusive Relationships
1infour.ca



Social Work Students



Associations and industry-standards



- Standards, training, certification, accreditation
- Public policy – the right to accurate, comprehensive, unbiased information and referral



Information & Referral organizations' databases:

- Collect and organize community services information.
- Records are indexed with a North American-recognized taxonomy.
- Certified Resource Specialists ensure accuracy and consistency
- Indexing ensures correct search results of various queries.



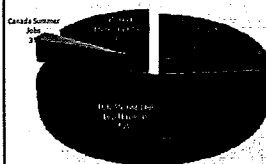
Information Hamilton Staff



- Rigorous process of collecting information
- Accuracy
- Ensuring the integrity of the database
- All day, every day



Revenue Sources



Our income-generating activities account for 57% of revenues

58 to 77% of charities engage in earned income-generating activities and the monies account for, on average, 31% of total revenues

Earned Income-Generating Activities Among Canadian Charities: A summary of findings from Imagine Canada's Sector Monitor, David M. Lasby, Imagine Canada, 2013



Our valuable and fundamental community asset

- The capacity to endure
- Stability
- Continuous improvement
- Greater effectiveness of our information
- Creative outcomes
- The ability to influence change





INFORMATION
HAMILTON

Thank You

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