



INFORMATION
HAMILTON

Connecting our Community





INFORMATION
HAMILTON

- Information and Referral centre
- Not-for-profit organization
- Since 1970



Visit our product sites

- foodaccessguide.ca
- ypresourcetool.ca
- hamiltonimmigration.ca
- seniorshamilton.ca
- ypcp.ca
- infospot.ca/dundas

Information & Referral organizations exist across North America to connect people to services like financial assistance, food, shelter, child care, jobs, and health supports.

We provide service by phone, in person, by email, by creating directories and online resources



- Database of community information
- Online and print
- 4,500 profiles of services and programs
- Online, print, by phone, in person

There is no other complete source of community information in Hamilton

- 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 profiles include:

- Contact information
- Description of service
- Eligibility
- Map and bus routes
- Hours of operation
- Indexing and taxonomy for searchability



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

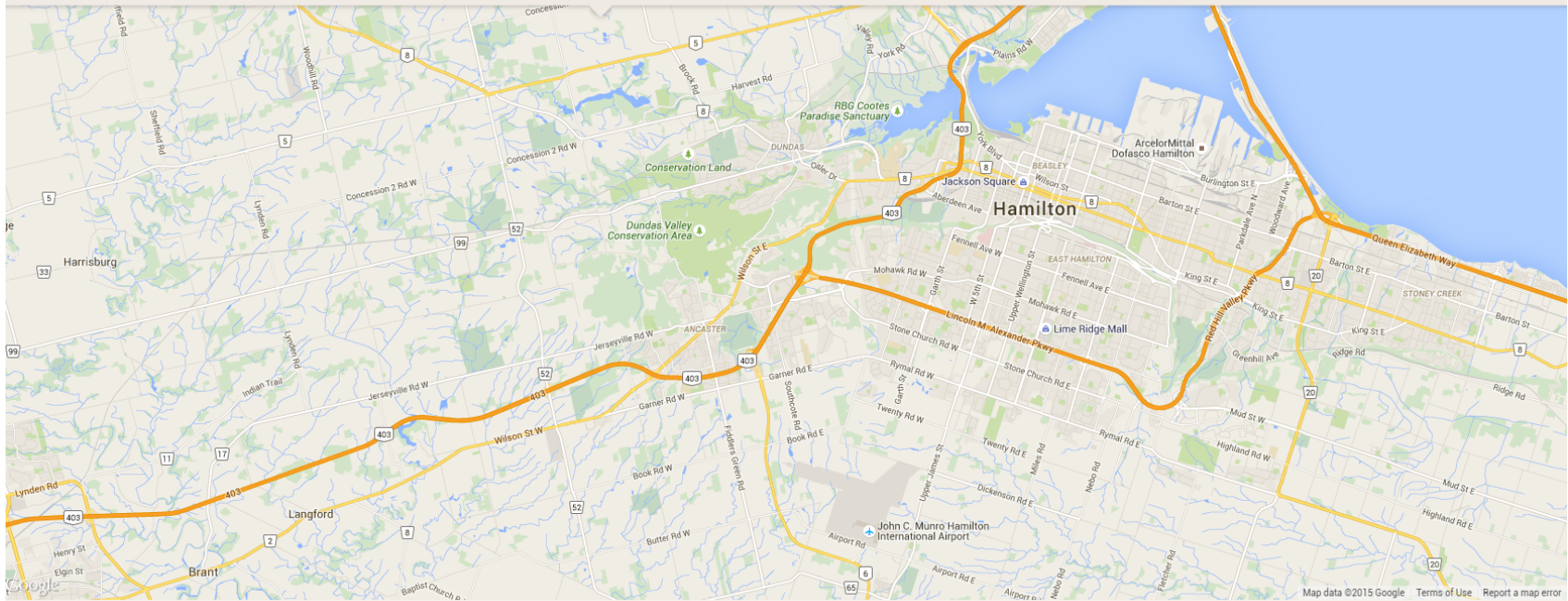
African Lion Safari Map Satellite



The Red Book
of Hamilton
Directory of Community Services

[Member log in](#)

[Advanced Search Options](#) [Start a New Search](#)



Information Hamilton
55 York Blvd., Hamilton ON L8N 4E4
informationhamilton.ca | support@informationhamilton.ca
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Other Community Information Centres
Community Information Brant, Haldimand & Norfolk
Halton Information Providers
Information Niagara
Volunteer Centre of Guelph/Wellington



Community Information
Call 905-528-8127 or 211
Suggest an update
Find a volunteer opportunity

redbookhamilton.ca

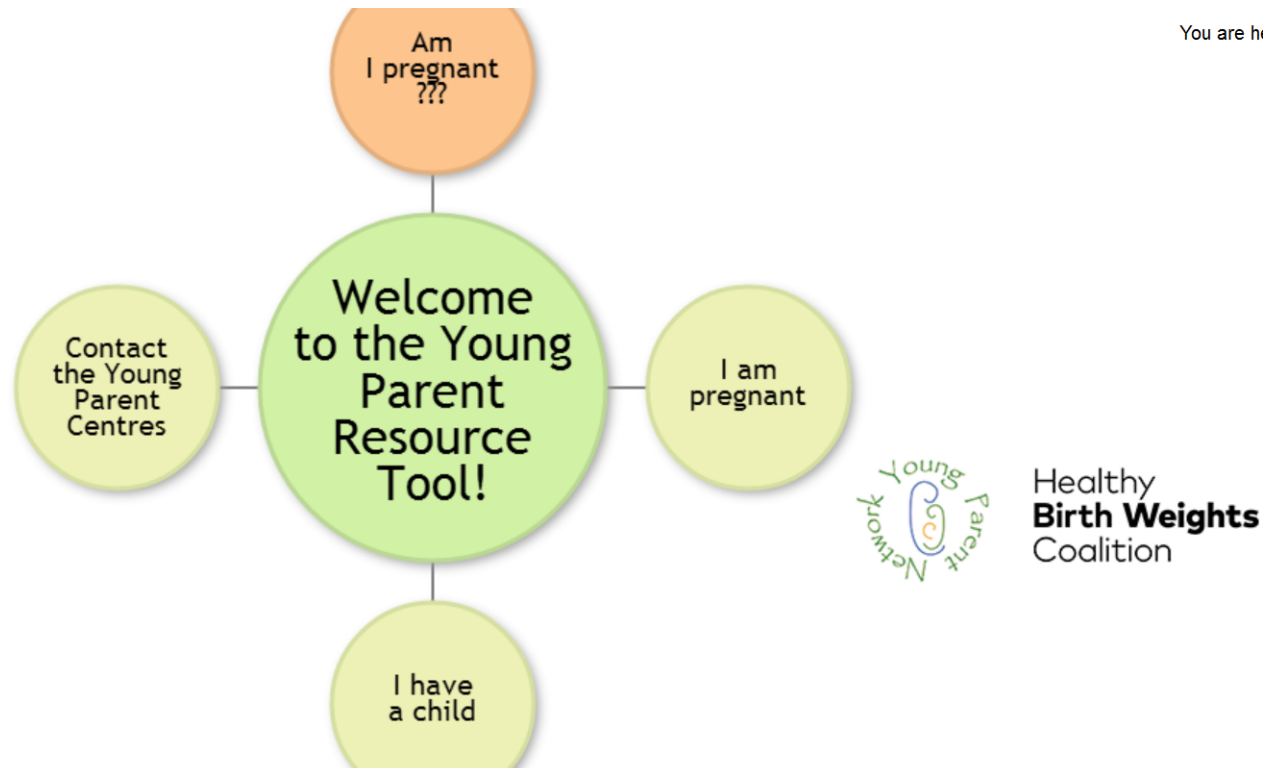


Our Leading-Edge Software

- Software developed for information and referral
- Allows us to link our information to other systems
- Embed Red Book data into other's websites and applications
- Leverage the accurate and up-to-date data



The Young Parent Resource Tool

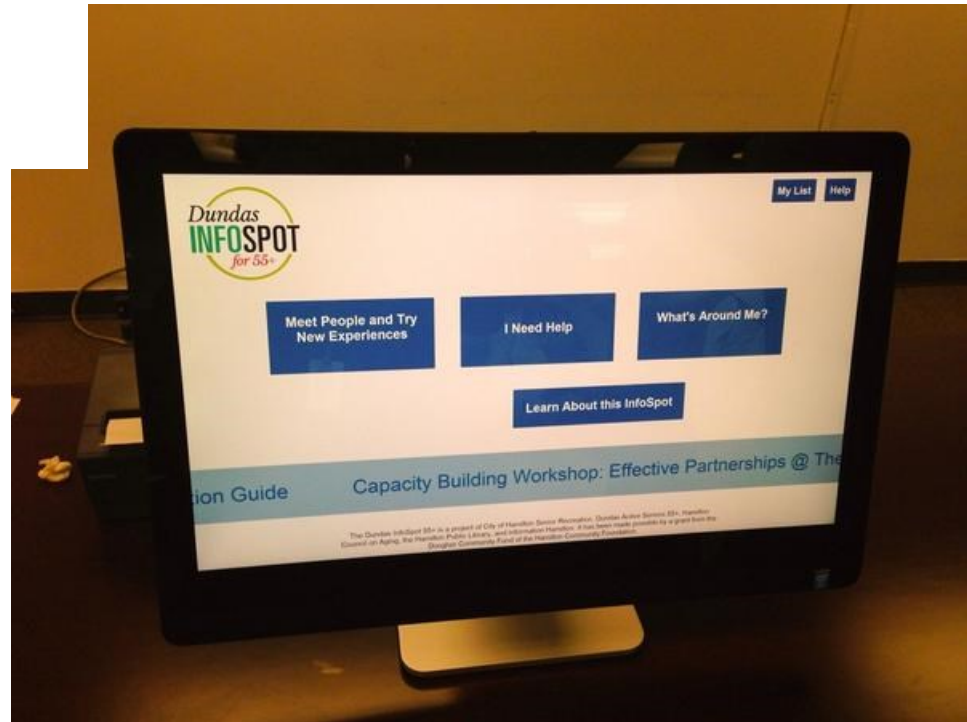


Not sure where to start? Call [Angela's Place](#), [Grace Haven](#), or [St. Martin's Manor](#). Tell us what you think: [take the survey](#)

[Young Parent Resource Tool](#)



Dundas INFOSPOT for 55+



Google Calendar - Week x The Food Access Guide - x Paulina - - - x








Not secure | foodaccessguide.ca

Apps 18 Google Calendar https://webapps.nser Things-To-Know-Wall Introduction to Build InfoHam Video 2017 IH Trivia Night - Spor HPLnet Information Hamilton InformationHamilton The Red Book The Red Book login »

THE FOOD ACCESS GUIDE

Eating Well in the City of Hamilton

The Guide Download the Guide About the Guide Contact ↓

-  **Community Gardens**
-  **Community Kitchens**
-  **Congregate Dining**
-  **Community Meals**
-  **Food Banks**
-  **Food Cooperatives**
-  **Free Meals**

Windows taskbar: 5:42 PM 9/18/2018



Associations and industry-standards

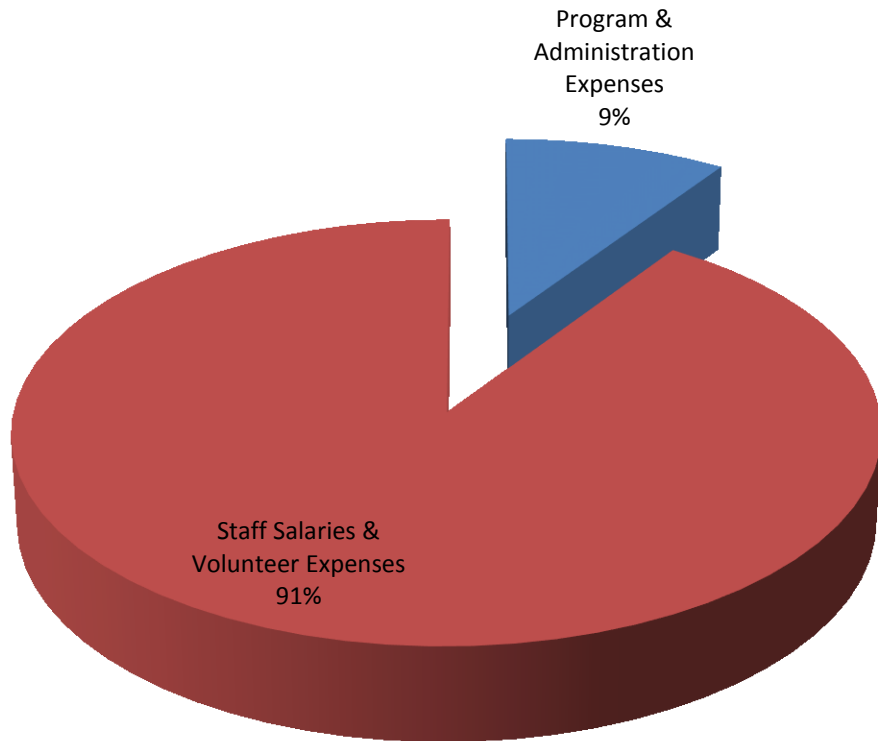


- Standards, training, certification, accreditation
- Public policy – the right to accurate, comprehensive, unbiased information and referral

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



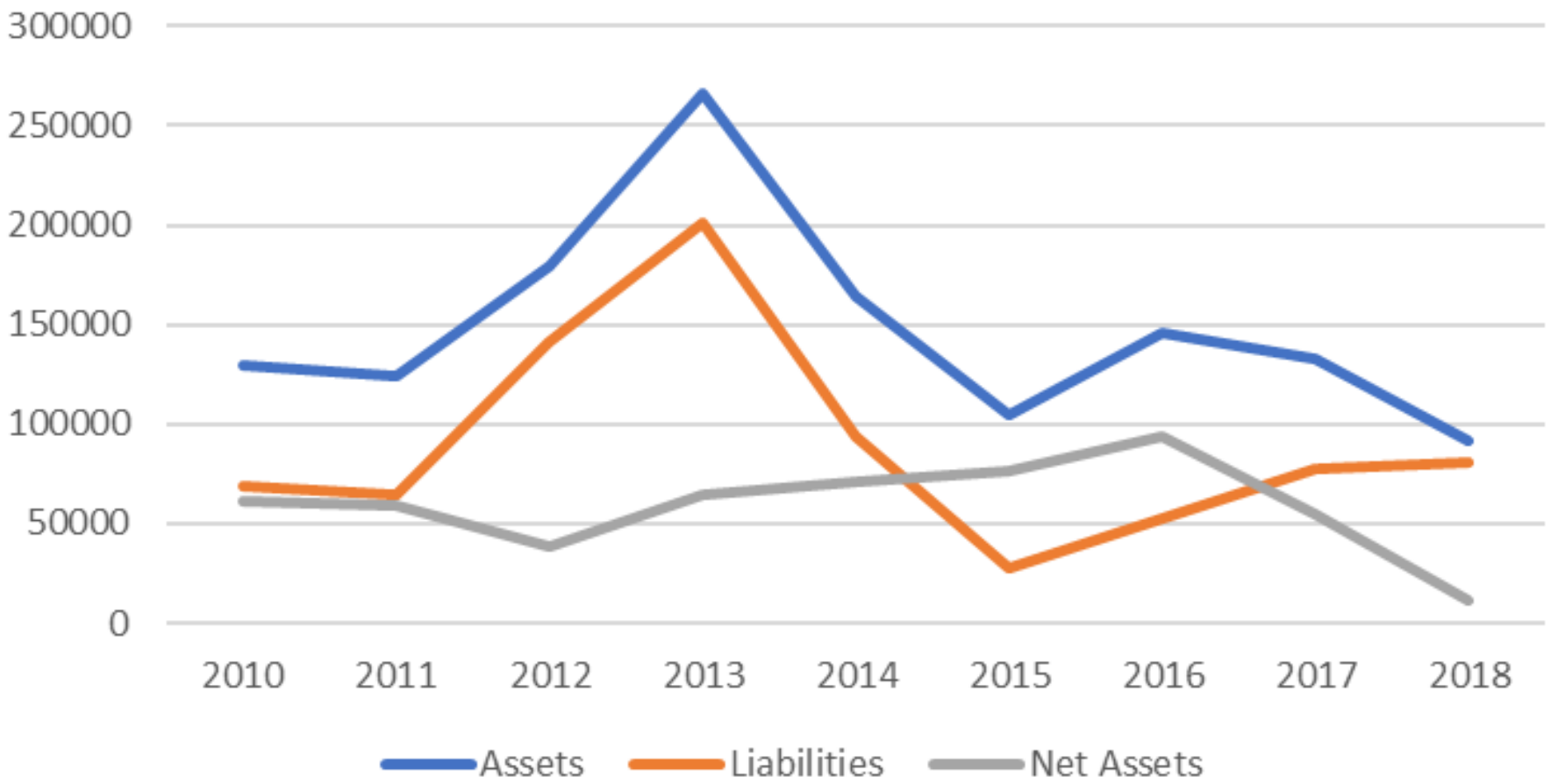
- Rigorous process of collecting information
- Accuracy
- Ensuring the integrity of the database
- All day, every day

Our valuable and fundamental community asset needs:

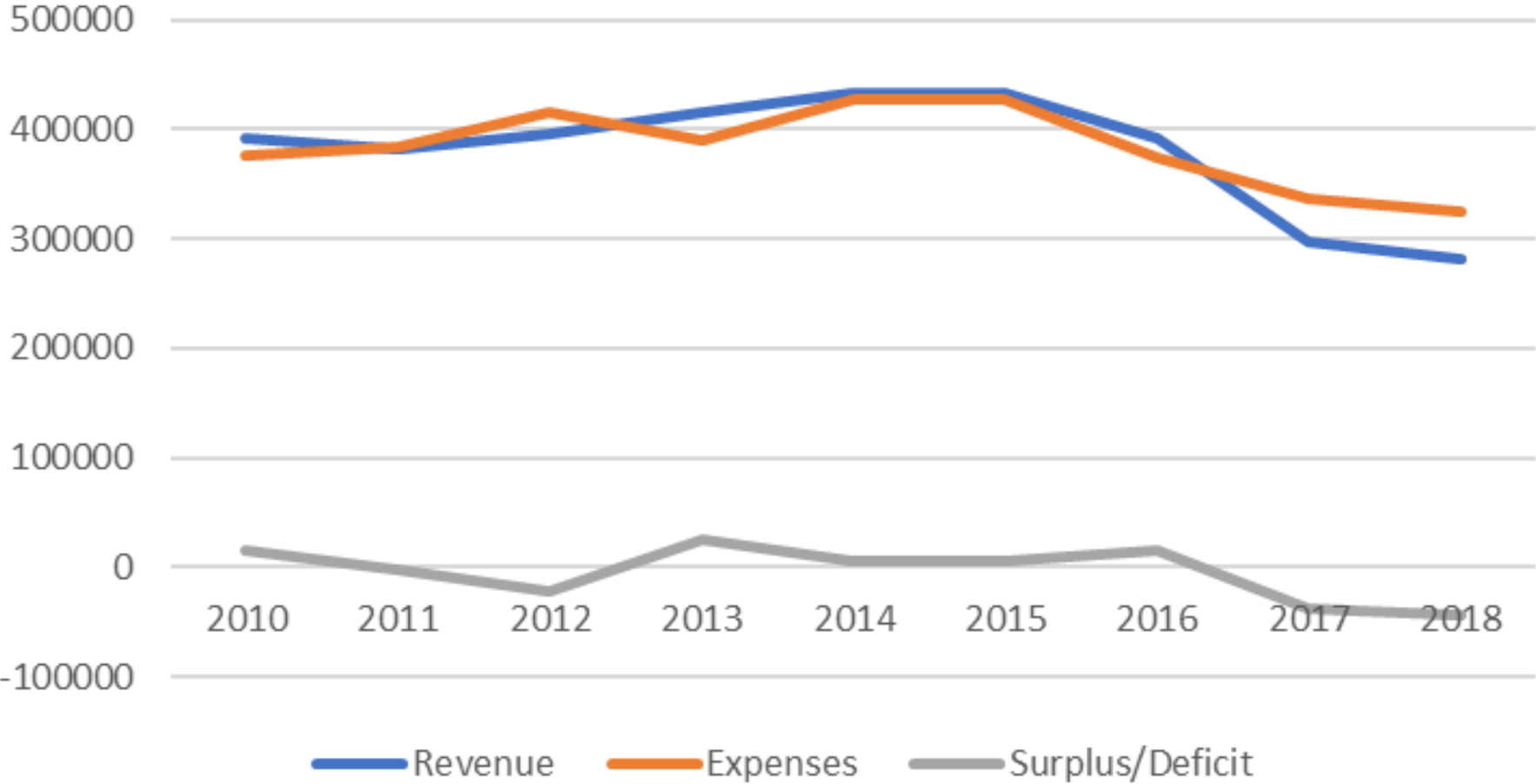
- The capacity to endure
- Stability
- Continuous improvement
- Greater effectiveness of our information
- Creative outcomes
- The ability to influence change



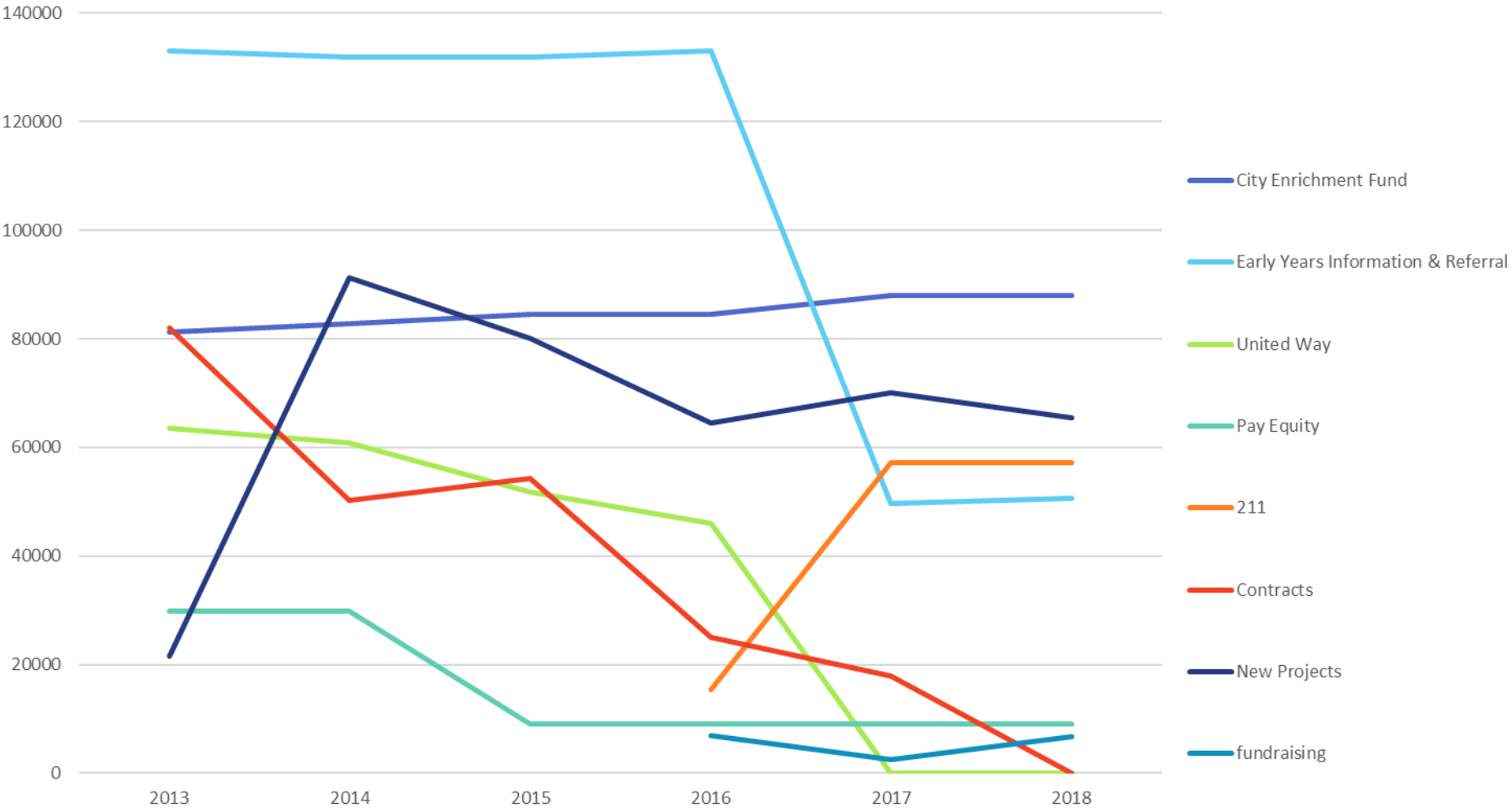
Information Hamilton's Balance Sheet at-a-glance



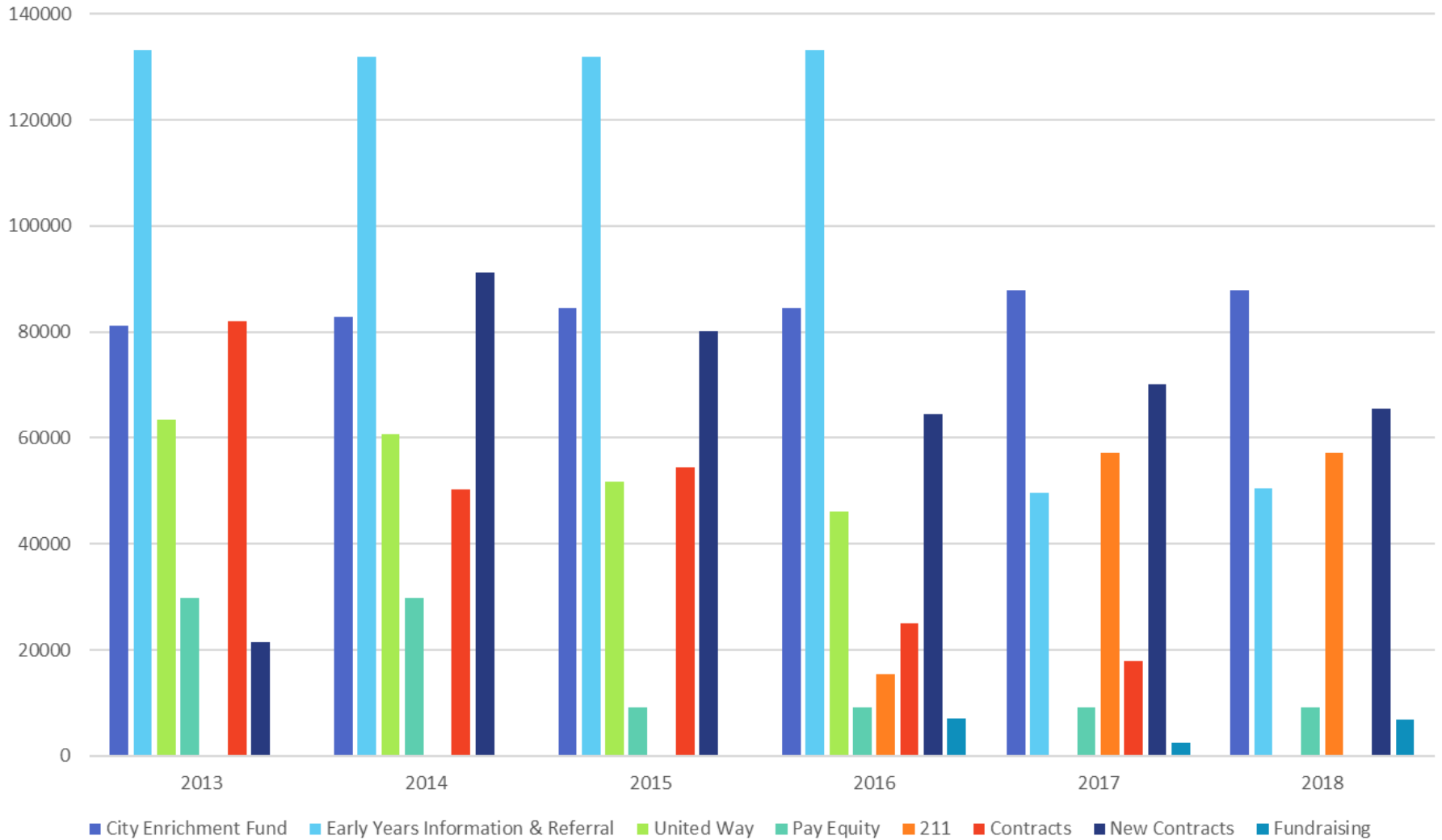
Information Hamilton's Income Statement at a glance



Detailed Breakdown of Operating Revenue

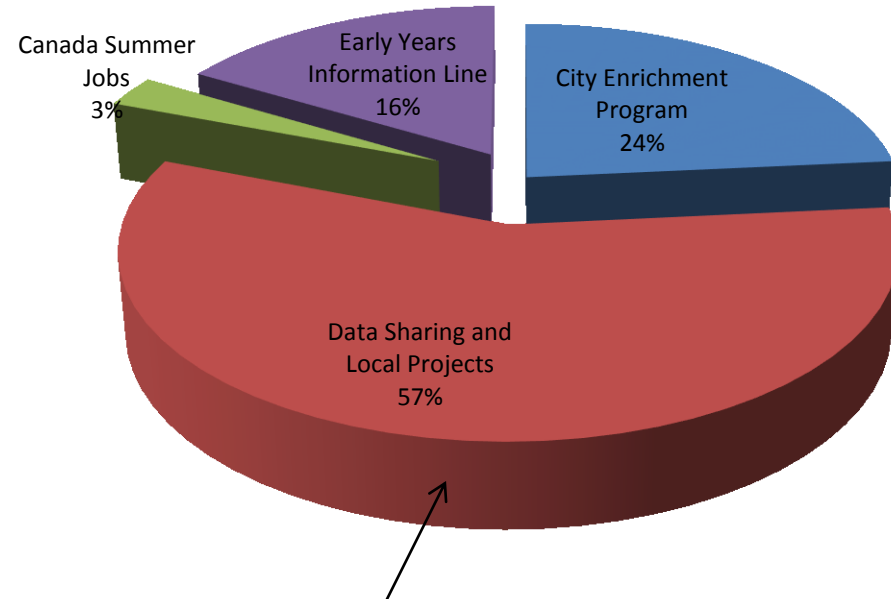


Detailed Breakdown of Operating Revenue



Heavy reliance on earned income

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



Our income-generating activities account for **57% of revenues**

Who uses our data and design?

- Hamilton Immigration Partnership Council
- Public Health Services
- Age Friendly Hamilton
- Bed Bug Action Group
- Sexual Assault Centre (SACHA)
- Aging in Community and Health Research Unit, McMaster University

Who's using us?

- 800 inquiries plus 450 early years inquiries
- 2244 Twitter followers
- 916 Facebook likes
- 345 Instagram followers
- 554 subscribers to Flash announcements
- Caller since 1979 says she's never had a bad experience and is grateful that we go above and beyond

Request

- Our Annual Budget is \$350,000
- In 2014, we were receiving \$217,000 from the city with decades-old contracts. This was cut to \$136,000
- We request base (not CEF) funding of \$250,000 (\$88,000 + \$162,00) each year for 2-4 years, starting 2019
- This request assumes sustained early years I&R funding
- We request a comparative report on Information & Referral organizations in other Ontario cities - structure and funding and per capita comparison, in consultation with Information Hamilton
- We hope this report will inform future directions for the organization in its service to Hamilton

Why now?

- Lost provincial funding in mid 90s
- Hamilton's focus moved to developing a province-wide database software
- Sought funding for database developments rather than core operations which were supported by city and United Way

Value to the City

- Our accountability to the city, rather than fee-for-service partners will ensure sustainability
- Reduce duplication of community information
- Reliable data for use in other systems
- Growth for community engagement, front door or concierge for service delivery, improved data management

Value to the City

- Ease of access to service
- Extra help for those who need it
- Support to service providers in Hamilton
- More cohesive network of service
- Values-based, people-oriented approach
- Ready for changes within the I&R sector

Value to the City

- Showcase Hamilton's local, innovative I&R service and database software
- Standards-driven Information & Referral
- Certified I&R Specialists
- Certified Resource Database Specialists
- Accreditation in 2020



INFORMATION
HAMILTON



Thank You

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Information Hamilton

905-528-8127

