



City of
Peterborough

TO: Members of the Joint Services Steering Committee

FROM: Ken Doherty, Director of Community Services

MEETING DATE: January 10, 2013

**SUBJECT: Report CSSSJSSC13-001
Community Service Mapping Project**

PURPOSE

A report to inform the Joint Services Steering Committee about the Community Service Mapping Project being developed by the Social Services Division.

RECOMMENDATION

That the Joint Services Steering Committee endorse the recommendation outlined in Report CSSSJSSC13-001 dated January 10, 2013 of the Director of Community Service, as follows:

That the report and a presentation be received for information.

BUDGET AND FINANCIAL IMPLICATIONS

There is no direct budget or financial implications arising from this report. This project has been financed through the Community Social Plan 2012 operating budget and been approved by administrative staff.

BACKGROUND

The Social Services Division has been taking steps to improve access and awareness of social and employment services to City and County residents. One of these steps has been through the Community Social Plan (CSP) and the creation of a tool to create Community Service Maps. The goal of the Project is to illustrate the geographic location of services in the City and County of Peterborough through a webpage on the City's website. This webpage is not currently available to the public but can be found at: <http://www.peterborough.ca/CommunityServiceMap>

The CSP started the Project as a way of identifying and promoting services being offered in the County of Peterborough. The map would also be used to identify gaps in service, and in turn, lead to strategies for addressing the gaps. The need for information about existing services and gaps is relevant to both the City and the County.

The Map is being built in stages based on different service sectors. The first sector mapped is "Children and Youth Services". Local services related to children and youth have been divided into eleven categories. Users of the map will be able to filter and display organizations based on the services they provide, such as: Child Care Services, Disability Services, Parenting Services, and Youth Justice Services to name a few.

The database that supports the map and contains all the agency information has been supplied through a partnership with the United Way of Peterborough and District and Fourinfo.com. A consultant was hired to undertake the technical components of creating the mapping tool and framework for staff to maintain the map into the future.

Fourinfo.com is an on-line database that provides information on human services and volunteer opportunities in Peterborough County, Northumberland County, City of Kawartha Lakes and Haliburton County. This is also the database used by the 211 phone service to make community and social service referrals in Peterborough. By using this database for the Map, the need to collect and maintain a duplicate database at the City was eliminated.

One shortfall of the Fourinfo.com database is local agencies that provide services in multiple locations often only have one record in the database. This record is usually for their head office often located in the City. As the project develops and expands, agencies are being asked to create new records that describe their outreach locations so they are included on the Map.

The Community Service Mapping Project is lead by the Social Services Division and guided by a Steering Committee comprised of community partners, including:

- United Way of Peterborough and District/Fourinfo.com
- Peterborough County-City Health Unit
- Peterborough Family Resource Centre
- Peterborough Social Planning Council
- Peterborough Drug Strategy Network
- City of Peterborough: Arts, Culture and Heritage Division
- City of Peterborough: Recreation Division

Future sectors being considered for mapping include: Housing & Homelessness Services, Senior Services, Employment Services, Food Programs, Recreation Services, and Cultural Assets.

Presentations of the Map have been made to local groups who work with children and youth to receive comments and feedback. These groups include:

- Planning Table for Children and Youth
- Youth Advisory Committee
- Health Unit Program Management Team
- Child Care Business Partners Committee

The Map will be located on the Social Services website and become public after presentations are made to County and City Councils on January 21st – and 28th respectively.

Submitted by,

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