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## CHRONOLOGY OF DEVELOPMENTS FOR 211 DATA AGREEMENTS

- Spring 2008 Provincial Budget, in announcing provincial support for 211, promised that 211 Ontario would create *“a major reform in the way Ontarians receive information about community-based services... 211 Ontario is intended to contribute to the overall effectiveness of the social services sector and have a lasting impact on Ontarians’ access to services.”*
- Spring-Summer 2010 KPMG reviews and documents range of costs associated with creation, deletion and maintenance of service records. Its major recommendations were that payment be on a per record basis, and that compensation be set for each type of data activity. O211SC Board decision endorses approach recommended by KPMG.
- September 2010 211’s information package, distributed at 211 Data Day held in conjunction with the Canadian Community Information and Referral conference, described KPMG results, Deloitte funding model, and describes the “as is” and “to be” funding for 211 in Ontario. Next steps, after the current state analysis was completed, were consultation with data providers and implementation of agreements with service providers, then data providers.
- October 2011 Three major themes of 211 Data Day conference: efficiency (collect it once) effectiveness (manage professionally), and increasing value and accountability (share openly). Other topics included sustainability (funding, compensation and accountability), and new technology, system-level scale and continuous improvements to processes. 211 to establish direct relationship with data providers whose role would remain as stewards of data quality. Top up funding for under-resourced providers would ensure stability.
- December 2011 O211SC informs data providers of process to implement direct agreements and compensation. It introduces SHS Consulting and invites data providers to participate in field research which would establish availability of local funding for 211 records

January  
2012

Data Charter, included as part of a communication package, describes value of 211 data as a public good and the importance of efficient data processes; the link between Open Data and accountability for public services provides a compelling case for creation of a Human Services Information System.

After a teleconference among data providers, O211SC responds to 26 questions about new agreements; meetings with individual organizations held as requested.

SHS Consulting continues its field work with participating data providers.

February  
2012

O211SC attends teleconference on Feb. 23 with data providers to review Qs & As and respond to further queries. Meetings with individual organizations held as requested.

SHS Consulting's field work continues, including a specific Q&A on questions raised during the financial assessment process.

March  
2012

Mid-month, data providers receive draft data agreement for review; subsequently, contract amended to reflect suggestions regarding accreditation and insurance concerns.

A week following, the final contract is distributed with top-up funding identified for under-resourced data providers.

Meetings with individual organizations or on a regional basis held as requested.