

# COMMUNITY ASSETS: PROGRAMS & SERVICES, NETWORKS AND REFERRAL PROCESSES

Community strengths and assets are important seeds for systems change and can be built on to improve supports for vulnerable children and youth. Future collective impact initiatives can work strategically to bolster strong-points in the system of supports and invest in places where there is opportunity for improvement.

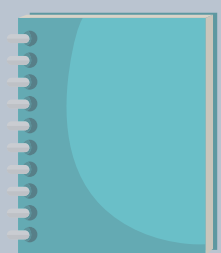
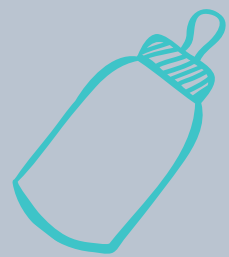
Important community assets to consider include:

- \* Programs and services in the community;
- \* Existing networks and collaborations; and
- \* The connectivity between programs, services and organizations.

## STRENGTHS AND OPPORTUNITIES IN PROGRAMS AND SERVICES

Brant has a wide array of programs that support families, children and youth. There are over 393 programs and services provided by more than 262 organizations.

- In both infancy and early childhood, government funded child and family centres were noted as an important strength for both parents and children.
- Childcare support is strong, but there is still a need for drop-in child care services.
- In middle childhood, multiple recreation opportunities are available, but more investment could benefit this age group.
- Service hubs are successful models for adolescents and young adults, but more outreach is still needed.
- There are two Indigenous agencies in Brant. There is a need to increase the number of culturally specific services as well as the capacity of the existing mainstream programs/services to provide culturally competent care.
- Across all Support for Success sites nearly half of all programs surveyed had minimal training in cultural sensitivity, safety and competency.



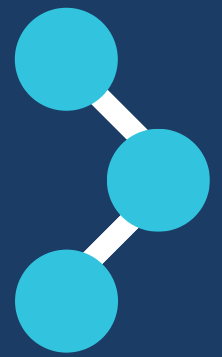
## STRENGTHS AND OPPORTUNITIES IN NETWORKS AND COLLABORATIONS

Brant is locally recognized for their strong ability to collaborate. There are:

- 20+ formal networks;
- 6 community hubs; and
- 15+ unique collaborations developed to meet the needs of the community.

Community hubs have been received well by residents due to the co-location of program/services. There is a need and desire for more community hubs that serve specific age-groups, demographics and geographies.

## STRENGTHS AND OPPORTUNITIES IN CONNECTIONS BETWEEN PROGRAMS, SERVICES AND ORGANIZATIONS

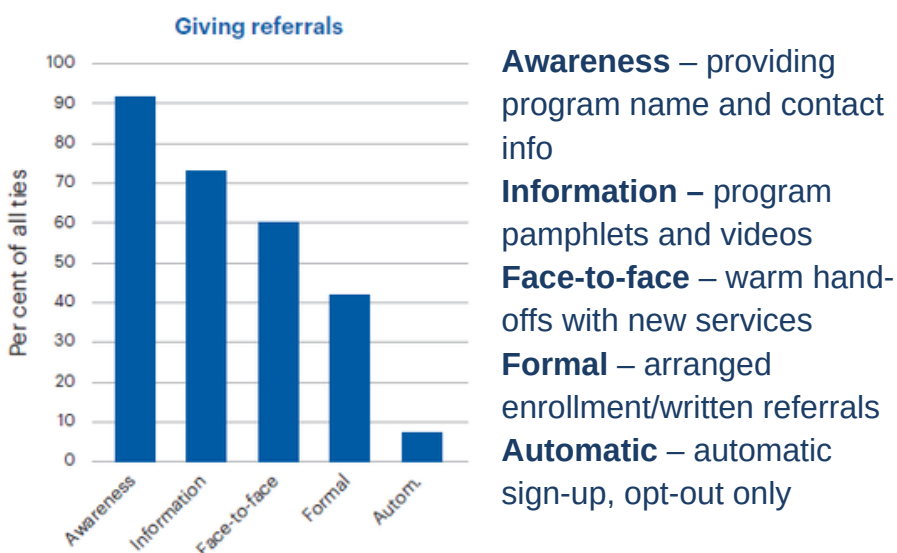


### Referral types

The most common referral methods in Brant include promoting awareness and providing information about another program.

Face-to-face referrals were moderately common. This is promising as face-to-face referrals include a warm hand off and can help to ensure that the person is connected to another program or service.

Formal referrals and automatic enrolment were less common.



- Awareness** – providing program name and contact info
- Information** – program pamphlets and videos
- Face-to-face** – warm hand-offs with new services
- Formal** – arranged enrollment/written referrals
- Automatic** – automatic sign-up, opt-out only

Figure 1. Per cent referrals given by referral method, formed by referral ties between programs.

### Pipeline of programs and services across the life-course

There were strong connections between adolescence and middle childhood in terms of the number of referrals. There were also strong connections between adolescence and young adulthood.

However, referrals may not be effective without other supports. Community identified that youth making the transition to adult services can face many challenges. There is a need to better plan for and support youth in this transition.

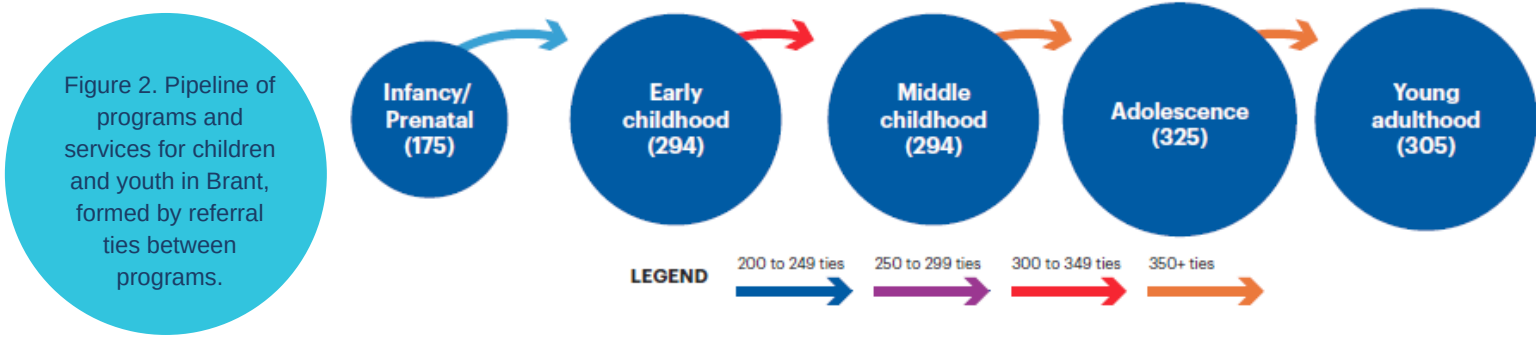
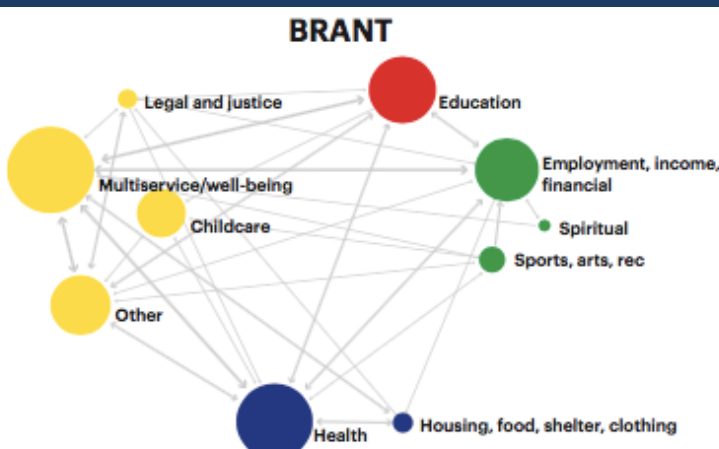


Figure 2. Pipeline of programs and services for children and youth in Brant, formed by referral ties between programs.

### Connections across sectors

Across all sites, childcare-focused organizations never gave or received referrals to employment focused organizations or organizations that provide food, shelter or clothing.

In Brant, multiservice organizations, health, education and employment, income and financial organizations were identified as hubs for giving and receiving referrals across sectors.



- Large bubble size** – well connected with other sectors
- Same colour** – more connected to each other than sectors of another colour

Figure 3. Network of sectors in Brant, formed by referral ties between organizations in each sector