Summary of survey results:

* All organizations are interested in attending an I&R day
* The majority prefer it to occur in the **afternoon** (12 noon – 4pm)
* Most prefer the format to be a **workshop/open house/other**

Topics that would like to learn more about/discuss:

* Volunteer opportunities
* Engaging seniors in programs and volunteering
* Assessing individual need
* Methods of organization/keeping records
* Deescalating crisis
* Services available within the community
* Accessibility
* Services for employee health & wellness
* Networking with other agencies to improve knowledge and information for referrals
* Intra-agency referral best practices 🡪 potential future workshop topic
* How to address consent/privacy issues
* How to gather/ask thorough information in a concise way, especially for ESL families?
* How often to try to connect to gather information?
* Where to find a list of other services available to share with families to point them in the right direction if not eligible for our services?
* Follow-up case management
* Statistics and demographics about GW to better identify needs of this community and how they relate to services we provide 🡪 can use the Vital Signs Report / Speaker (Dominique)
* How best to obtain referrals and advertise services to populations in need of our services
* Children’s services

Most significant challenges encountered in I&R work (in order of most significant to least significant)

1. Challenges with providing information & referral in other languages or in alternative formats/ways (e.g. out in the community, over the phone, over Skype, etc.)
2. Gaps in service/information that organizations are not able to provide to their clients
3. All the same significance:
	1. Difficulty assessing and evaluating how well the organization’s services reach their target population
	2. Difficulty ensuring that the information that the organization provides is up-to-date and accurate
	3. Structural barriers (e.g. lack of funding, funding targeting specific needs and/or populations but not others, etc.)
	4. Challenges in marketing/advertising organization’s I&R services or specific services within I&R (e.g. one-on-one consultation)
4. All the same significance:
	1. Challenging callers/clients
	2. Difficulty ensuring that all populations have equal access to information/the organization
	3. Lack of clarity/knowledge on the work/services of specific organizations in the community
5. Burn out/employee wellbeing