

• Projects to create the Canadian version funded by OIT, MCSS

# The Canadian Taxonomy of Human Services



A Great Tool for I&R  
Canadian Community Information and Referral  
Conference, Winnipeg  
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**Editor in the U.S.**

- To help InformCanada members understand how the Canadian Taxonomy of Human Services can help their organizations perform better
- To update members on the development of the English and French versions of the Canadian Taxonomy
- To describe next steps in the Canadian Taxonomy development

## **Goals of this Session**

- Three major benefits of the Canadian Taxonomy
  - more precise searches
  - better reports for funders and planners
  - common language to encourage collaboration

## **Taxonomy Benefits**

- 8800+ terms each with detailed definitions and alpha numeric codes
- Hierarchical structure in 6 levels
- Synonyms (“use references”) linked to preferred terms enable regional or commonplace usage (e.g. “meals on wheels” will lead to preferred term “home delivered meals”)

**More Precise Searches**

- Provides consistent, meaningful categories for social reporting
- AIRS developing a list of “problem codes” that 211 centres and other I&Rs can use as a common reporting format
- Roll up the terms used in referring callers to services to a more general level for 10-12 “pie chart” categories
- Taxonomy mandated by HUD for HMIS

## **Better Reports to Funders & Planners**

- Calgary and Edmonton both using the Taxonomy, supports integrated InformAlberta site
- In Ontario, 40 data partners converting their databases to the Taxonomy, enables province-wide ventures such as 211Ontario.ca, Access to Professions and Trades, Victim Support Line databases
- Need common indexing approach, common starter set, consistent training

## **A Common Language for Collaboration**

## **211 LA (aka INFO LINE)**

- Supported Taxonomy since 1983
- Established as the premier classification system for human services in US and now in North America
- Endorsements, contributions to its development
- owner and manager of the entire Taxonomy of Human Services (download xml file at [www.211taxonomy.org](http://www.211taxonomy.org)) after registering at InformCanada site ([www.informcanada.ca](http://www.informcanada.ca))
- Seeking endowment funding to support and make available at no cost

**Who's behind the Taxonomy?**

## **InformCanada**

- InformCanada adopted this taxonomy in 2004 as basis for pan Canadian bilingual system for 211 and other I&R providers
- Agent for the Taxonomy in Canada (subscribe and learn about the Taxonomy initiative at [www.informcanada.ca](http://www.informcanada.ca) )
- Sublicensing Agreement between LA and ICF

## **Findhelp Information Services, Toronto**

- has managed projects to create the Canadian version funded by OTF, MCSS on behalf of InformCanada
- Current work undertaken as part of Findhelp's 211Ontario.ca project funded by Ministry of Community & Social Services ([www.211ontario.ca](http://www.211ontario.ca) and click on project website for information)

**Who's behind the Taxonomy?**

- Leadership by Findhelp editorial team
- Train the trainers March 07 AIRS indexing training
- Regional workshops June 07
- Indexing underway in most areas; estimate approximately 5% done as of September 1
- Deadline for completion of all indexing is March 2008!
- Conversion help on Yahoo discussion group, regional trainers phone meetings, Ontario data partners' site

**What's up in Ontario?**

## **Priorities set for the 211Ontario.ca project**

- Terms / Definitions
- Provincial / National scope
- Starter set / full set

**Work in French**

# The triage method allows for better consistency during development

L	Health Care	Health Care
LF	Health Screening/Diagnostic Services	Health Screening/Diagnostic Services
LF-480	Diagnostic Imaging/Radiology	Diagnostic Imaging/Radiology
LF-490	Disease/Disability Specific Screening/Diagnosis	Disease/Disability Specific Screening/Diagnosis
LF-490.045	Allergy Testing	Allergy Testing
LF-490.150	Cancer Detection	Cancer Detection
LF-490.150-08	Biopsies	Biopsies
LF-490.150-12	Breast Examinations	Breast Examinations
LF-490.155	Cholesterol/Triglycerides Tests	Cholesterol/Triglycerides Tests
LF-490.155-15	Clinic Based Cholesterol/Triglycerides Tests	Clinic Based Cholesterol/Triglycerides Tests
LF-490.650	Osteoporosis Detection	Osteoporosis Detection
LF-490.650-10	Bone Mineral Density Tests	Bone Mineral Density Tests
LF-490.730	Peripheral Arterial Disease Screening	Peripheral Arterial Disease Screening
LF-490.795	Sexual Dysfunction Evaluation	Sexual Dysfunction Evaluation

**Work in French**

## **Time Frame**

- Jul 2006 Development of terms starts
- Oct 2007 Starter Set completed
- Dec 2007 All terms completed
- 1<sup>st</sup> Q 2008 Taxonomy testing,  
definition development  
starts
- Mar 2008 French set can be used
- July 2008 Starter Set definitions  
completed
- Mar 2009 All definitions completed

**Work in French**

## Progress Report [as of September 27<sup>th</sup>, 2007]

- 73% of the full set completed
- 100% of the Starter Set completed
- 2400 terms left to translate for end of 2007

Sections	Starter Set only
completed	
B	J R
D	L
F	P
H	T
N	Y

**Work in French**

## **The French Taxonomy: not a simple case of translation**

- Programs / Services
- Feminine / Masculine
- Accommodation of provincial differences
- Synonyms / Consistency

**Work in French**

## The French Taxonomy: not a simple case of translation

Conservatorship Assistance	Tutelle	Curatelle / Tutelle aux biens / Tutelle à la personne / Curatelle aux biens / Curatelle à la personne
Probate Conservatorship Assistance	Tutelle au majeur	Curatelle / Tutelle aux biens / Tutelle à la personne / Curatelle aux biens / Curatelle à la personne
Guardianship Assistance	Tutelle	Curatelle
Adult Guardianship Assistance	Tutelle au majeur	Curatelle / Tutelle aux biens / Tutelle à la personne / Curatelle aux biens / Curatelle à la personne

**Work in French**

## **USE references specific to the French version**

- Aînés > Personnes âgées
- œ > oe
- sans but lucratif > à but non lucratif
- Anciens combattants > Vétérans

**Work in French**

- All 8600 terms completed by Clive Jones and a team of Ontario editors in 2005-06
- National review team assessed regional relevance
- Clive continues to act as a national resource as new US terms need to be assessed for relevance in Canada

## **The English Version**

- HRSDC proposal to train data managers in 5 InformCanada member organizations and new to the Taxonomy, building on expertise in Alberta and Ontario, train the trainers model applied nationally
- Saint John, NB; Quebec City and Montreal, QC; Winnipeg, MN; Vancouver, BC

**Extending to National Level**

- Work ongoing with federal, provincial and municipal governments, national non profits and foundations to promote value of this classification system
- 2008-2010 ICF membership/subscription offer
- Demo InformCanada subscription page, upgraded 211taxonomy.org site

**What else is ahead?**