



Identifying Organization's Information Needs – Service Providers

For service providers, information is a means to do their work.

- Comprehensive - About all services and resources available in the community
- Easy to find, access or use
 - In different languages depending on what clients need/culturally sensitive
 - Provided in formats and ways that work for people and can help in navigating the system
- Reliable & Accurate - To help people navigate local service systems
 - Up to date
 - Referral protocols to other agencies
 - Available informal supports
- Timely - That can help them with:
 - Appropriate information and referral
 - Interpretation and access to interpreters as needed
 - Networking and coordinating with others in the community
- Adapted and adaptable to meet the needs – in different formats so it can easily be shared and used
- Cost-effective

Priority Information Needs

Which information or issues are priority for your organization and your work? **What is the most urgent need?**

1. _____
2. _____
3. _____
4. _____