Topic Search:

<http://testapi.findhelp.ca/services/rest/v1/topic/json?authToken=TSTcitytor&query=YAP009&appRegion=Toronto%20%28City%29>

XMLHttpRequest cannot load http://testapi.findhelp.ca/services/rest/v1/quick/json?authToken=TSTcitytor&query=YH-6000.0120&startIndex=1&pageLimit=100. Response to preflight request doesn't pass access control check: No 'Access-Control-Allow-Origin' header is present on the requested resource. Origin 'http://homer-1.inet.toronto.ca' is therefore not allowed access.

I think this mean 211 is not sending back "'Access-Control-Allow-Origin':\*" in it's header..try at home.

Typical engagement, map and listing.

API is at 211.com ..

They do not want us to keep the data at the city in the aggragoer so we will use their API directly.

Problem is that they need an auth token.. which we can't embed in JS.. so we need some kind of servlet – redirect to hide the "city-wide" auth code. Rov, thinks this can be done in WCM via a license hack of sorts..

API: <http://api.findhelp.ca/services/>

<http://www.211toronto.ca/youthmap>

Queries:

1) <http://testapi.findhelp.ca/services/rest/v1/quick/json?query=youth&authToken=TSTcitytor>

<http://testapi.findhelp.ca/services/rest/v1/quick/json?query=youth&authToken=TSTcitytor&appRegion=Peel%20Region&pageLimit=1>

{"data**":[{"fid":20178**,"language":"en","location":"Peel Region","orgId":"CAL0481","orgName":"4-H Ontario. Peel and Dufferin. Youth Agricultural Programs","phone":"519-856-0992","web":"www.4-hontario.ca"}],"numResults":86,"startIndex":1,"endIndex":1}

Note: if I use "Toronto" as Region, I get nothing, so what is the real regions that work..

**Maybe the ctype matters…**

Central Region might be Toronto.

<http://testapi.findhelp.ca/services/rest/v1/quick/json?query=youth&authToken=TSTcitytor&appRegion=Central%20Region&pageLimit=1>

211 mocked up website

[**Crisis and Emergency**](http://www.211toronto.ca/topic/Central%20Region/ORGANIZATION/YAP053/Toronto%20%28City%29): <http://www.211toronto.ca/topic/Central%20Region/ORGANIZATION/YAP053/Toronto%20%28City%29>

[**Aboriginal Youth**](http://www.211toronto.ca/topic/Central%20Region/ORGANIZATION/YAP001/Toronto%20%28City%29) **:** <http://www.211toronto.ca/topic/Central%20Region/ORGANIZATION/YAP001/Toronto%20%28City%29>

[**http://testapi.findhelp.ca/services/rest/v1/topic/json?query=YAP001&authToken=TSTcitytor&appRegion=Central%20Region**](http://testapi.findhelp.ca/services/rest/v1/topic/json?query=YAP001&authToken=TSTcitytor&appRegion=Central%20Region)

## Regions

Central Region might be Toronto.

<http://testapi.findhelp.ca/services/rest/v1/regions/json?parameters&authToken=TSTcitytor>

"cid": "1114",

"community": "Toronto (City of)",

"corder": "1",

"ctype": "county",

"lng": "en",

"pid": "4100001",

"rid": 1

},

{

"cid": "1115",

"community": "East York",

"corder": "1",

"ctype": "community",

"lng": "en",

"pid": "1114",

"rid": 1

},

{

"cid": "1120",

"community": "City of York",

"corder": "1",

"ctype": "community",

"lng": "en",

"pid": "1114",

"rid": 1

},

{

"cid": "1184",

"community": "North York",

"corder": "1",

"ctype": "community",

"lng": "en",

"pid": "1114",

"rid": 1

},

{

"cid": "1185",

"community": "Etobicoke",

"corder": "1",

"ctype": "community",

"lng": "en",

"pid": "1114",

"rid": 1

},

{

"cid": "1186",

"community": "Scarborough",

"corder": "1",

"ctype": "community",

"lng": "en",

"pid": "1114",

"rid": 1

},

{

"cid": "1187",

"community": "Toronto",

"corder": "1",

"ctype": "community",

"lng": "en",

"pid": "1114",

"rid": 1

},

{

"cid": "4100003",

"cmail": "211@peelregion.ca",

"community": "Dufferin-Peel Region",

"corder": "3",

"ctype": "region",

"lng": "en",

"rid": 3

},

{

"cid": "109",

"community": "Peel Region",

"corder": "1",

"ctype": "county",

"lng": "en",

"pid": "4100003",

"rid": 3

},

## Locations (exist)

<http://testapi.findhelp.ca/services/rest/v1/validLocation/JSON?location=toronto&authToken=TSTcitytor>

<http://testapi.findhelp.ca/services/rest/v1/validLocation/JSON?location=Brampton%20%28City%20of%29&authToken=TSTcitytor>

all seem to work.. if I query Toronto.. it doesn't or

## Organizations

<http://testapi.findhelp.ca/services/rest/v1/orginfo/JSON?authToken=TSTcitytor&fid=1>

fid81638

fid seems to need to be numeric although documentation doesn;'t match it .. then it fails/.

Fid is fid from quick search.. and if you put in an invalid one, it has problems and fails.

http://testapi.findhelp.ca/services/rest/v1/orginfo/JSON?authToken=TSTcitytor&fid=20178

{"copyright":"211 Dufferin-Peel","copyrightLink":"www.peelregion.ca/corpserv/211.htm","eligibilityMaxAge":"21","eligibilityMinAge":"6","email":"inquiries@4-hontario.ca","fees":"Membership","fid":20178,"freePhone":"1-877-410-6748","language":"en","lastFullUpdate":"06-Oct-15","lastModified":"06-Oct-15","legalStatus":"Non Profit","location":"Peel Region","mailAddress":"Brenda Bebbington, 13597 Heritage Rd, Caledon, ON L7C 3E9","orgId":"CAL0481","orgName":"**4-H Ontario. Peel and Dufferin. Youth Agricultural Programs**","phone":"519-856-0992","publications":["211-PEEL","CCAC","J1CK","O211-7-DUFFPEEL","SANDBOX","SHARED","TAX","YOUTH"],"recordOwner":"ROP","serviceAreaCommunities":"Peel Region; Dufferin County","serviceContact1":"Brenda Bebbington, ph:(Residence) 905-877-8692","serviceLanguages":"English","serviceLevel":"Non Profit","services":"Programs provides opportunities for personal development, making friends, and having fun. Aims to help young people learn self-confidence and new skills. Members also learn communication and leadership skills, problem solving, and goal setting. Members can choose to be involved in any of over 60 different projects, ranging from drama to woodworking, life skills to livestock, and square dancing to conservation.","updateLink":"dufferin-peel.cioc.ca/feedback.asp?NUM=CAL0481&Ln=en-CA","web":"www.4-hontario.ca"}

Notes:

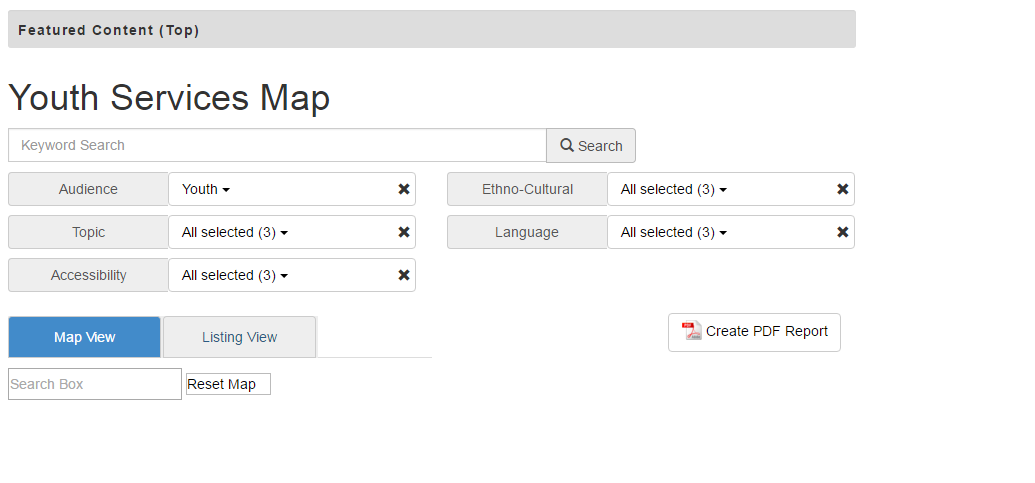
211 Website: <http://www.211toronto.ca/detail/en/80668>

<http://www.211toronto.ca/topic/Central%20Region/ORGANIZATION/YAP053/Toronto%20%28City%29>

Organization in this URL, is Topic in the

<http://testapi.findhelp.ca/services/rest/v1/topic/json?query=fht292&authToken=TSTcitytor&appRegion=Central%20Region>

We would need a list of topics.



Language – there are two language fields on the FID record..

Language can be English or French.. and I believe this means the translations of the information

There is "serviceLanguage"

serviceLanguages": "English; Somali",

So what are all the possible service languages.

On language.. topic api has it and you can specify it…I don't think you can select more than one.. and what happens if omitted

Unspecified LANGUAGE – APPEARS TO BE ENGLISH

Accessibility – also on the FID.

Ethno-Cultural --??

Topic --> There is a list of topic/sub-topics that drive to a logic ID: YAPxxx

* We will hard code this??

If you try the topic URL without a topic (try to getall), then it aborts.. so I think topic is required.

Query="" is required, and the value sent must be meaningful.. so what is ALL?? Probably not defined.

Audience – Youth.. and only Youth?? I don't see how we can get to anything else since the topic/sub topics are hard-coded and only contain youth.

serviceLanguages": "English; Somali",

Hi Steve, hi Tim,

I'm certainly not an expert on 211's data or API by any means, but I'll try to provide some guidance to your questions where I can:

1. Topic means the subject matter that a record is indexed under (e.g. Educational supports; Employment resources, LGBTQ resources, etc.).

The City has worked in partnership with 211 to create topics (15 upper-level topics), sub-topics, and sub-sub topic searches. These layers are built using 85 unique queries or "logics" (including Topics, sub-topics, and sub-sub topics).

Here's an example:

|  |  |  |
| --- | --- | --- |
| **Topic** | **Sub-topic** | **Sub-sub topic** |
| Education (for youth) | Adult upgrading and literacy | GED |

You can also see the results live on <http://www.211toronto.ca/youthmap>

I'm reattaching the most recent (final for now) logics by topic. I'm also attaching the layers and metadata template (lay-person definitions) with the results for 28 layers (topics and sub-topics), most of which we will be loading into [Wellbeing Toronto](http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=4209f40f9aae0410VgnVCM10000071d60f89RCRD) (a related project).

I think the queries could work by using these topic search logics and adding additional logics threads to the queries, depending on the criteria that users select.

1. Accessibility – During the meeting last week, I proposed having a "fully accessible" search option; however, after seeing the results, I noticed that only a small percentage of records have that designation (perhaps 5-10%). After working with the data, I think it would be prudent to have a "Partially accessible" search and a "Fully accessible" search.

I imaging that a search may be constructed with:

* + Not Accessible/Unknown = "Not Accessible", "Call for Details", "Unknown", or "Not Applicable"
  + Fully Accessible = Fully Accessible
  + Partially Accessible = anything else (any other text tends to describe portions of the buildings that are physically accessible). Rob mentioned that the City has standards for "partially accessible" search results. I think these might have been created in partnership with 211Toronto, if I remember correctly.

Note: Users will have the added benefit of being able to view the complete accessibility details (text description) when they hover over the record summary or view the full.

1. I don't have insights on how to make the API function better (sorry! Tim, I hope you do ); however, I'll let you know the rationale for including eligibility upfront: When our youth advisory group did some testing with 211Toronto's search results, they found it cumbersome and frustrating to weed through many options that were not relevant to them before finding something that was useful. They requested eligibility upfront so that they could discern whether or not to invest in looking at the rest of the data. In particular, age eligibility was especially relevant to our youth testers. We don't want our users to give up on their searches.

I hope this helps!

I'll be away from my usual desk for much of the day tomorrow (at 200 Wellington, 16th Fl.), so drop by (I'll be at Shelley's desk) or shoot me an email if you'd like to discuss more.

On 211.. can you click to suggest changes:

<https://centralontario.cioc.ca/feedback.asp?NUM=MET3094&Ln=en-CA>

languages are on this page.. althought there is an 'other'

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Languages \*** | |  |  | | --- | --- | | English |  | | French |  | | American Sign Language (ASL) |  | | Arabic |  | | Chinese (Cantonese) |  | | Chinese (Mandarin) |  | | Dutch |  | | Farsi |  | | German |  | | Hindi |  | | Italian |  | | Ojibway |  | | Polish |  | | Portuguese |  | | Punjabi |  | | Russian |  | | Somali |  | | Spanish |  | | Tamil |  | | Ukrainian |  | | Urdu |  | | Interpretive Services |  |  Add New Languages You must use a valid language name from the languages checklists.  Name    Add  **Other / General Notes** |  |
| **Fees** |  |  |
| **Accessibility** |  |  |

# Data Notes:

I notice the JSON data contains lots of "\*" in "services, hours and accessibility properties in particular.

In the display of services on the 211 page, it appears they process the data to format "\*" with a line break

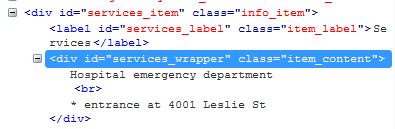
<http://www.211toronto.ca/detail/en/80016>

The service field can contain HTML, so users can enter <b> and <br> as well.

Example: 80016

<http://testapi.findhelp.ca/services/rest/v1/orginfo/JSON?authToken=TSTcitytor&fid=80016>

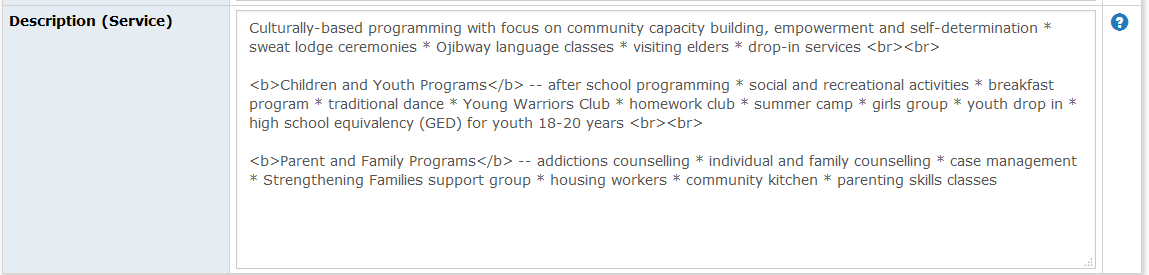
"services":"Hospital emergency department \* entrance at 4001 Leslie St"



119752 is a better example

"eligibilityNotes":"Aboriginal people, including First Nations, Inuit and Metis \* self-identified Native"

"services":"Culturally-based programming with focus on community capacity building, empowerment and self-determination \* sweat lodge ceremonies \* Ojibway language classes \* visiting elders \* drop-in services <br><br>\n\n<b>Children and Youth Programs</b> -- after school programming \* social and recreational activities \* breakfast program \* traditional dance \* Young Warriors Club \* homework club \* summer camp \* girls group \* youth drop in \* high school equivalency (GED) for youth 18-20 years <br><br>\n\n<b>Parent and Family Programs</b> -- addictions counselling \* individual and family counselling \* case management \* Strengthening Families support group \* housing workers \* community kitchen \* parenting skills classes"



Help on screen 211 screen

# Description (Service)

#### Mandatory

**Must** be completed for every record.  
  
Use one or two sentences to concisely describe the organization.  
  
This is the formal/official description. Do not use abbreviations in this field, and all numbers should be entered as digits. Enter using a statement of purpose followed by a short form list or brief description of major services.   
  
**Note For CIC Staff**  
If there exist separate and distinct organization and program records for a particular organization, the main or "parent" organization record should contain a listing of services and programs, and each individual service or program record should have a full description of those particular services/programs.

[ [Close Window](javascript:parent.close()) ]

Hi Steve,

Sophie has already contributed some of the information you need. Hopefully I can clarify further.

For your issues 1&2, **you will be calling on a pre-built search from the list Sophie provided**. **These are described in the API documentation as “topic searches”.** They work similarly to quick searches except the query parameter contains an identifier for a specific search that has been set up beforehand. These identifiers are in the logics spreadsheet that Sophie shared in the “LOGIC ID” column.

An example call will look something like this:

<http://testapi.findhelp.ca/services/rest/v1/topic/json?authToken=TSTcitytor&query=YAP001>

This provides the results for the Aboriginal Youth query.

For your issue 3, I will follow up with our editors to get you a better idea of the vocabulary commonly used in the accessibility field.

Issue 4: You are correct that gathering eligibility notes will require additional API queries. I don’t foresee a great performance impact as the orginfo queries are generally very fast. I will investigate further and let you know.

Tim Corkill  
Web Developer  
416-392-4605 Ext. 301