

# 211 New Brunswick Frontline Report | Oct 15, 2020 – Oct 14, 2021



## Connections



\* Data updated Oct 10, 2021

## Top 4 Needs Identified by Service Users

**15%**



Housing Assistance

**13%**



Community Information

**13%**



Health

**12%**



Legal / Public Safety

## Service Quality Indicators

**91%** Satisfied / Very Satisfied

**81%** Had Issues Resolved

**75%** Felt Better Prepared

## Service Navigator Reflections



**Affordable Housing**



**Emergency Shelter**



**Utility / Energy Assistance**



**Emergency Food**



**Safety Advisories**



**Crisis Intervention**

## Caller Story

► 211 follows up with callers who may be vulnerable to ensure they get the services they need and to offer additional support. In August a 211 Service Navigator followed up with a senior who needed home modifications because of a mobility issue. The Service Navigator wanted to find out how the resources that had been offered worked out and to offer additional support.

The senior had contacted the original referrals and explained to the Service Navigator what she had found. The Navigator asked a few follow up questions and realized there was more support the senior could access. She provided information about additional supports through NB Housing and explained how they worked.

The senior was eager to contact the additional referrals but felt overwhelmed with all the information that was provided so the Service Navigator offered to advocate on her behalf. A warm transfer was made to NB Housing and the Service Navigator took the time to explain to the agent what the senior required and ensure that the new agent was able to assist her.

Follow up support and advocacy ensure that there is no wrong door to services and speed up the process to ensure the most vulnerable in our communities get the help they need, when they need it.

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