

2023 Community Navigation of Eastern Ontario – 211 Eastern Ontario - Follow-up results report



Filters

Province ▼

211 Region of the ▼

County/Region ▼

City ▼

Community ▼

211 Eastern × ▼

Follow Up Team ▼

Contact Method ▼

Age ▼

Gender ▼

Language ▼

Date Range

01/01/2023 31/12/2023

Did inquirer follow up on referrals?	Total Call Reports
Yes	288
No	10
Unable to reach inquirer	10
Total	308

If yes, what was the result?	Total Call Reports
Help no longer needed	2
Inquirer follow-up in progress	144
Inquirer need met through 211 referrals	86
Inquirer need met through other resources	9
Inquirer needs not met when following up with referrals	12
Other	1
Total	254

If no, why?	Total Call Reports
Inquirer did not have time yet to follow up	5
Other reason	2
Received help elsewhere	1
Total	8

Would you use 211 again?	Total Call Reports
Yes	247
No	1
Total	248

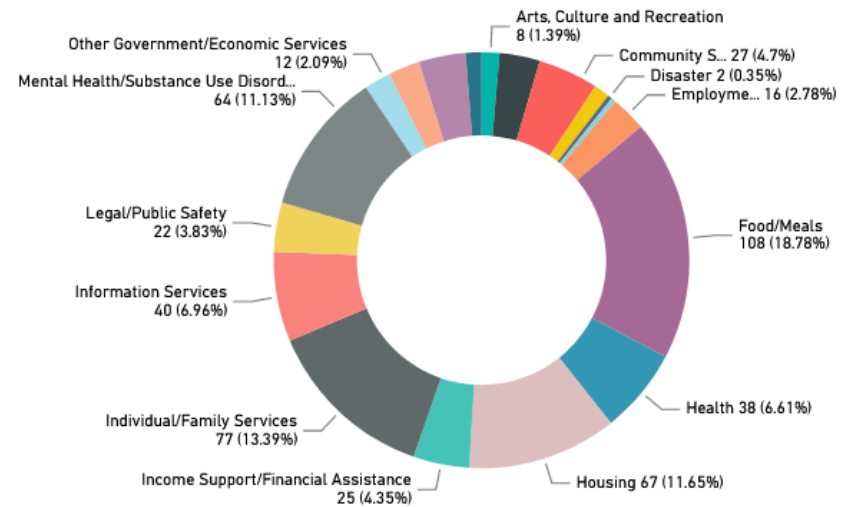
Follow Up Questions

Last Refreshed: 5/20/2024 11:51:00 PM

339

Total Follow Ups Completed

Total Completed Follow Ups by Need Category



Additional Assistance Provided	Total Call Reports
211 Information Specialist(s) provided further assistance	8
Total	8