

Keewatin Tribal Council Inc.

Referral Unit – Update.

November 24, 2022

KTC Referral has been experiencing very high call volumes daily at 5:00 PM, when calls are transferred from Winnipeg Referral Office to KTC Afterhours. This creates longer wait times for clients calling in after 5:00 PM.

KTC afterhours receives calls and provides services to all 63 First Nations of Manitoba and 44 First Nations of North Western Ontario (Sioux Lookout Area)

KTC Referral has increased the number of workstations and staff to help with the increase of calls to prevent long wait times for client.

Calls transferred from Winnipeg Referral at 5:00 PM and total calls handled for each day.

DATE	Nov 14	Nov 15	Nov 16	Nov 17	Nov 18	Nov 19	Nov 20	Nov 21	Nov 22	Nov 23
Calls Transferred	88	83	97	89	89	Weekend 24 hrs		72	58	57
Total Calls Handled	366	318	554	450	357	594	695	235	393	354