



Long Term Care

Journey of an applicant – June 2023

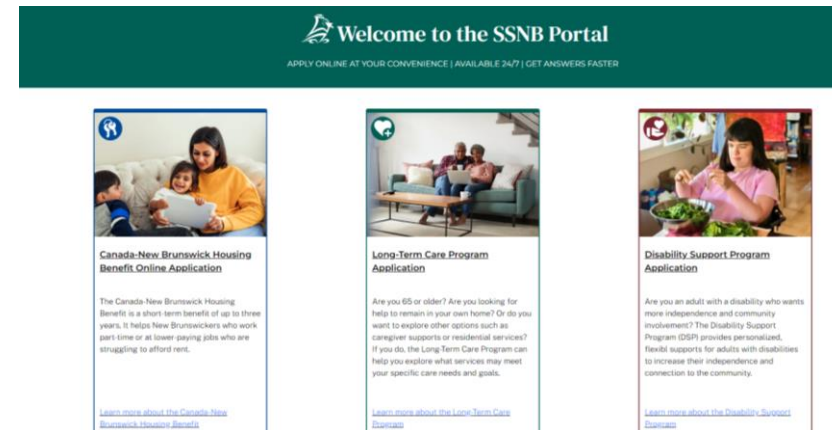
Register for LTC services

Register Online @ Social Supports NB 24/7

- Pre-screening tool (Takes approximately 5 - 10 minutes).
- Program application questionnaire

Register by phone by calling 1- 833-733-7835

- Name, DOB, phone, address
- Description of needs



Welcome to the SSNB Portal
APPLY ONLINE AT YOUR CONVENIENCE | AVAILABLE 24/7 | GET ANSWERS FASTER

Canada-New Brunswick Housing Benefit Online Application
The Canada-New Brunswick Housing Benefit is a short term benefit of up to three years. It helps New Brunswickers who work part time or at lower paying jobs who are struggling to afford rent.
[Learn more about the Canada-New Brunswick Housing Benefit](#)

Long-Term Care Program Application
Are you 65 or older? Are you looking for help to remain in your own home? Or do you want to explore other options such as caregiver supports or residential services? If you do, the Long Term Care Program can help you explore what services may meet your specific care needs and goals.
[Learn more about the Long-Term Care Program](#)

Disability Support Program Application
Are you an adult with a disability who wants more independence and community involvement? The Disability Support Program (DSP) provides personalized, flexible supports for adults with disabilities to increase their independence and connection to the community.
[Learn more about the Disability Support Program](#)



Intake at screening

Screening

Screeners will:

- Create basic tool for general information (Clients 65 +, NB resident)
- CRA financial Form will be sent out to applicant wanting financial support
- Flag in-hospital clients as “high priority”

Dedicated intake SW

Dedicated intake Social Workers will:

- Assign immediately hospital applicants for assessment
- Review all intakes and call clients *within* 5 days of Intake screening
- Triage and prioritize calls based on specific, pre-determined criteria
- Determine need for immediate support / interim services
- Provide information re: financial assessment process / calculator

Financial needs

Financial Needs Assessor will:

- Contact the applicant within 14 days to facilitate and support navigation of financial assessment process (forms, tools, etc.)

Intake assignment

Assessment Pathways

Dedicated LTC Intake SW will determine most appropriate pathway option for generic assessment to be completed, **regardless of status of financial assessment:**

- Option 1 - Phone assessment
- Option 2 - Zoom assessment
- Option 3 - In-person assessment

NOTE: Intake Social Worker will send the medical form to applicant for placement requests

Hospital Clients

- In-hospital applicants flagged as “high priority” in NBF
- Assigned immediately to Social Worker

Assessment and intake closure

LTC Generic Assessment

- Series of questions and which determines client unmet needs
- LTC generic will be able to determine with the client the case plan
- SW will request case plan approval
- Once approved case is open and service requisition are provided to Services Provider

Intake Closure

- Close intake after 30 days if financial documents have not been returned
- SW to send letter to advise of reason for closure
- SW are able to reactivate intakes, regenerate assessments

Questions