



INFORMATION REPORT

TO: Chair and Members Emergency & Community Services Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: May 14, 2012	
SUBJECT/REPORT NO: 2010 Ontario Works Client Survey (CS11009(a)) (City Wide)	
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SIGNATURE:	

Council Direction: Not applicable

Information:

In early 2011, the Ontario Works (OW) program conducted the last of three annual client satisfaction surveys. The survey covered services received during 2010 and was done to ensure the City of Hamilton's OW program is providing quality service to meet the needs of the participants, and to assist with ongoing quality improvement. The main goal was to understand the participant's view of service delivery.

To maintain the integrity of the survey results, the Social Development and Early Childhood Services Division of the Community Services Department conducted and interpreted the survey.

The survey results show that the overall satisfaction rate was 90% (either somewhat satisfied or very satisfied with the services they received). This number is a slight decrease from 2009, where 96.4% of respondents felt satisfied with the service. This slight decrease may be attributed to the increased caseload and large number of new employees that started in 2010.

The full report can be found in Appendix A to Report CS11009(a).

2010 Survey Results

Surveys were provided to participants over the four week period of January 31, 2011 to February 25, 2011. The surveys were distributed at all four Ontario Works' offices. A total of 292 surveys were distributed during the survey period and 179 surveys were

returned. The overall survey response rate was 61%. It is also important to note that the caseload was 13,521 in February 2011, therefore, only 2% of the caseload received the survey and only 1% responded. From an evaluation perspective, we are unable to use the findings to pinpoint anything with any scientific significance, however, the results help gauge or provide a general direction/perspective of how individuals feel. This survey is helpful in identifying areas that require further attention and investment of resources to problem solve rather than pinpoint issues and solutions.

91% of respondents felt that they were treated politely at reception and 95% felt they were treated with respect by the Case Manager.

Compared to the 2009 survey, some concerns were raised as follows:

- There was an increase in the proportion of clients who did not think the office location was easy to get to by public transit, car or by foot.
- There was a decrease in the proportion of clients who felt that staff was well informed about policies and requirements and explained information and/or requirements clearly.
- The overall satisfaction with the general services received during visits to the Ontario Works office or at meetings with an Ontario Works staff at an Ontario Works office was found to be slightly lower.

31% of respondents provided additional comments at the end of the survey. Some of the suggested areas for improvement included:

- provide or refer respondents to more support services such as food banks and physicians;
- increase social assistance rates;
- improve communication and relations between OW staff and participants;
- provide more opportunity for training, continued education and other upgrading;
- provide clear information on the process, requirements and services available;
- location related issues such as parking and accessibility; and,
- improving the income reporting system.

Next Steps

In review of the survey, there are a number of action items that can be pursued to improve the quality of service delivered through the Ontario Works program.

Recommendations are:

1. To create opportunities for staff to meet with program participants in neighbourhood locations to offer better service:

This is currently being done through staff attending home visits, housing complexes, and local agencies to meet with individuals and establish working relationships. In 2010, an outreach strategy was implemented and OW staff are present in many agencies

including McQuesten Community Centre, Living Rock, Eva Rothwell Centre, Flamborough Women Centre, St. Martin Manor, secondary schools, Community Centre for Media Arts and YWCA..

2. Ensure calls are answered in a timely manner and situations are addressed quickly:

A Customer Service Working Group was established in 2010 to formalize service standards which will address this concern. The current standard is that calls are returned within 24 hours. The ongoing challenge is that some people do not have access to a telephone. With the implementation of the new database for OW, there will be a message centre available.

3. Conduct a review of the information currently posted in offices and assess whether there are additional useful materials that can be posted or made available such as information related to Ontario Works policies and other available community resources:

- Material is currently reviewed and updated as new information becomes available. The Customer Service Working Group is preparing a pamphlet for participants which will summarize in one document definitions of various services provided by OW and outside agencies.
- Flat screen televisions have been installed in each OW Office. It provides information on new initiatives, resources, community events and supports, etc. The presentation is revised and updated monthly.
- A quarterly newsletter (VOICE) is mailed with the OW cheques. It contains updated information on services and benefits.

The results of the survey were reviewed by the Campaign for Adequate Welfare and Disability Benefits (CAWDB), Disability Action and Network Group (DANG) and OW/ODSP Operational Advisory Committee. They raised concerns regarding the implementation of the survey, including:

- The sample size of 292 surveys distributed may not capture the wide range of people that utilize Ontario Works.
- The method of distribution of the surveys. Suggestions included:
 - On-line version advertised in the OW Newsletter;
 - Distribution at the OW/ODSP Operational Advisory Committee Town Hall; and,
 - Distribution at neighbourhood hubs and community agencies.
- The cost of completing a survey when the money could possibly be spent differently to assist clients on assistance. They suggested having a person on social assistance do one to one surveys as a work project.

In response to the concerns above, staff feel that surveys are essential to make sure that the services provided meet the needs of the participants. The cost of the survey was minimal, as the implementation and analysis was performed by City of Hamilton

staff. As Ontario Works committed to completing the survey annually for three years, it was necessary to utilize the same methodology to allow for a consistent interpretation of results. As the third survey is now complete, staff are exploring other options to gain feedback from a larger number of participants from a variety of locations.

In addition to the information collected through the surveys, staff also:

- ◆ Track information on inquires and complaints that come through MPP's and Counsellors' offices or directly from participants. Analysis of this information helps identify themes in adverse legislative decisions, individual service concerns and general issues within OW offices.
- ◆ The Customer Service Working Group is creating a Feedback Card which will be available throughout the year at a variety of locations.
- ◆ Review of the survey questions and methodology prior to implementing another survey.

In addition to the action items listed above, the following initiatives have been or are being created to improve access to information and services:

- ◆ A letter insert to be included with system generated suspension letters that explains clearly what is required to release a payment, reminds the participant to call their case manager and also provides the contact information for legal aid;
- ◆ Sensitivity training for all Ontario Works staff through the SAIL program to assist in better understanding the needs of those we serve;
- ◆ Outreach Strategy implemented to increase presence in various community agencies (eg: housing units, women's centres, employment centres, food banks, etc.);
- ◆ Information Updates to community agencies to ensure they receive updated information and have a contact with OW who can assist with questions around eligibility;
- ◆ Partnerships with community agencies to improve referrals and information sharing; and,
- ◆ Improved multiple language interpretation and service. Several designated bilingual staff have been hired in order to comply with the French Language Services Act. In addition, an inventory of staff who speak more than one language has been completed and shared with all staff in order to assist with service to persons whose first language is not English.

ONTARIO WORKS CLIENT SERVICE SURVEY 2010 SUMMARY

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Social Development and Early Childhood Services Division

May 2011



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ONTARIO WORKS CLIENT SERVICE SURVEY 2010 SUMMARY

ONTARIO WORKS CLIENT SERVICE SURVEY 2010 SUMMARY

Introduction

Over the past few years, the Ontario Works department has been conducting annual client surveys as part of ongoing efforts to ensure the City of Hamilton's Ontario Works program provides quality services that meets the needs of clients. Data collected through the survey provide program managers and staff with an understanding of client perceptions and satisfaction with various aspects of the Ontario Works program and identifies aspects requiring improvement. The Ontario Works Client Survey for 2010 was conducted in February 2011 and collects feedback from clients based on their experiences with Ontario Works during the last few months of 2010. This document summarizes the results collected from the survey.

Survey Methods

The survey tool used to collect information for the Ontario Works Client Survey 2010 is based on the tool used for the Ontario Works Client Service Survey 2009. Although the 2010 survey tool is slightly different from the 2009 tool in terms of the survey format and question order, it essentially collects the same information which ensures that the results can be compared with the previous year's results. The 2010 survey tool is attached as Appendix A.

As in previous years, the Ontario Works Client Service Survey was distributed to individuals visiting the three Ontario Work office locations or at the Career Development Centre. Individuals were asked to complete the survey while in the office but were also given the option of taking the survey home to complete and returning it in a postage paid envelop.

Surveys were handed out by staff at the reception desks over a four week period between January 31, 2011 to February 25, 2011.

Completed questionnaires were deposited into survey return boxes located at each of the offices and forwarded to the Social Development Team staff for data entry and analysis.

Response Rates

A total of 292 surveys were distributed during the survey period and 179 completed surveys were received back. This translates into an overall survey response rate of approximately 61.3%. Compared to the overall response rate, the response rate at 181 Main was significantly higher and the response rates at 250 Main and 1550 Upper James were significantly lower. A detailed breakdown of the number of surveys distributed and collected and the corresponding response rates are provided in the following table.



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Location	Surveys Distributed	Completed Surveys Returned	Response Rate
181 Main Street	150	136	90.1%
250 Main Street	80	23	28.8%
1550 Upper James	51	11	21.6%
2255 Barton Street	12	9	75.0%
Total	292	179	61.3%

There was only one completed survey received through the mail. All others surveys were completed in one of the offices and returned in the survey return boxes.

The responses collected from respondents are summarized in the following sections of this document. The full detailed breakdown of responses for all survey questions can be found in Appendix B.

Demographics of Respondents

The following are some highlights of the demographic composition of respondents.

- The majority (66.5%) of respondents were between the ages of 25 to 54 years.
- There were slightly more males than females (50.3% vs. 41.3%).
- Many respondents identified themselves as single and living alone (31.8%), as single parents (21.2%) or living with a spouse or partner with children (14.0%).
- The majority (78.2%) of respondents identified English as the first language spoken growing up.
- Other languages identified as first language spoken include: Amharic, Arabic, Assyrian, Burmese, Cambodian, French, Hungarian, Polish, Portuguese, Russian, Somali, Spanish, Serbo-Croatian and Italian.
- Approximately 15.1% of respondents indicated that they had some special needs or disabilities.
- Approximately 22.2% of respondents with special needs or disabilities indicated that they didn't feel their needs were met. These respondents however did not provide any feedback in terms of services that would have helped them.

Visit to the Ontario Works Office

The majority of respondents identified "to attend an appointment" as the main reason for visiting the Ontario Works office. Other reasons identified included: to look for employment, to drop off or pick up items, and to provide or request information

Respondents were satisfied with most aspects of their visit into the Ontario Works office such as:

- staff at reception being polite (91.6%)



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- there was enough seating for the number of people in the waiting area (89.4%)
- the waiting area was clean (88.8%)

Although the satisfaction levels were still high, aspects of their visit where there was a slightly lower proportion of respondents satisfied include:

- the office was easy to get to by public transit, car or on foot (83.8%)
- there was information posted in the waiting area (83.8%)
- getting to the office during business hours was easy for me (82.7%)
- I waited in line less than 10 minutes before I could talk to someone (72.1%).

Of the respondents who identified themselves as having children, 31.7% felt that child-minding services were available, 14.3% did not feel that child-minding services were available and 46.0% indicated that this was not applicable to them.

Of the respondents who indicated that English was not their first language, 8.3% indicated that they were not informed of language interpretation services available to them.

Meeting with an Ontario Works Staff in the Ontario Works Office

Over sixty percent (62.0%) of respondents have had a meeting with an Ontario Works staff in the Ontario Works office in the past 3 months. The main reason for the meeting was most often identified to be:

- to update my Participation Agreement (PA) (33.0%)
- to attend an employment support appointment (31.8%)
- to apply for Ontario Works benefits (11.7%).

Aspects of the meeting most respondents were satisfied with include:

- staff treated me with respect (95.5%)
- staff listened to me (93.8%)
- staff were able to meet with me at the time we scheduled (92.9%)

As seen from the high levels of satisfaction above, the overall satisfaction with meetings was quite high. Aspects where the satisfaction levels were not quite as high include:

- I was able to book an appointment at a time that suited me (80.4%)
- staff told me about programs offered by the City and/or the community (79.5%)
- staff took the time to get to know me (75.0%).

Contacts with Ontario Work Staff

Forty-four percent (44.1%) of respondents indicated that they had met with an Ontario Works staff at a community agency location, 16.2% met with and Ontario Works staff at a neighbourhood location and 2.8% have had a home visit.

Although only 16.2% of respondents met with an Ontario Works staff at a neighbourhood location, this method of meeting was rated the highest by respondents in terms of:



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- being a good way for making it possible to apply for Ontario Works
- being a way to provide good service
- being a comfortable way to meet

Out of the three methods for meeting, meeting at neighbourhood locations was chosen most often as being a method for which more Ontario Works services should be made available. Almost half (48.0%) of respondents indicated this as opposed to only 34.6% for community agency locations and 16.2% for home visits.

Phone Calls to the Ontario Works Office.

Almost seventy percent (69.8%) of respondents indicated having called Ontario Works in the past 3 months. The main reasons for calling include:

- to ask a question (35.2%)
- to provide or request information (30.7%)
- to schedule and appointment (27.8%)

Of the respondents that called Ontario Works, 58.4% had spoken to someone on the phone while 37.6% had left a message. Most respondents who left a message felt the recording was understandable, clear, indicated whether the worker/staff was out of the office and provided instruction on what to do. However, there was less satisfaction from respondents about being called back within 24 hours and being given the option to press '0' to speak with someone if it was an emergency.

The feedback on calls to the Ontario Works office indicates there is some room for improvement in some areas such as ensuring the call is answered promptly and being directed to the right person.

Letters Received from Ontario Works

Over sixty percent (62.6%) of respondents indicated they had received a letter from Ontario Works in the past three months

The responses indicate that there can be some improvement made in each of the three aspects of sending letters to respondents, particularly in ensuring that respondents had at least 5 days after receiving a letter to respond to a deadline as 13.4% indicated they did not agree with this statement.

Interactive Voice Response (IVR) System

Approximately one-third (33.0%) of respondents indicated having used the Interactive Voice Response (IVR) System in the past three months.



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The satisfaction levels with the IVR were quite high as over 90% of respondents agreed that the IVR system was accessible, that they were able to follow the automated instructions and that it provided the information they needed.

Overall Service Satisfaction

The overall satisfaction was quite high with an average of about 90% of respondents feeling either somewhat satisfied or very satisfied with the services received during their visit to an Ontario Works office, their meeting with staff at other locations or calls to the office.

General Suggestions and Comments

Almost thirty-one percent (30.7%) of respondents provided some suggestions or general comments at the end of the survey. Many respondents used this opportunity to reiterate their general satisfaction with the Ontario Works program and services. Some suggestions for improved service included:

- Provide or refer respondents to more support services such as food banks and physicians etc
- Increase the amount of Ontario Works payments
- Improve communication and relations between Ontario Works staff and client
- Provide more opportunity for continued education, training, courses etc.
- Provide more and clearer information about process, requirements and services available
- Location related issues such as parking and accessibility
- Improving the income reporting process

Comparison with 2009 Survey

The survey collection period for the 2010 survey was increased by one week to a total of four weeks which although did yield a higher number of completed surveys compared to 2009 (179 in 2010 vs. 137 in 2009), the overall response rate in 2010 was lower than in 2009 (61.3% in 2010 vs. 72.1% in 2009).

Compared with the results from the 2009 version, the 2010 client survey results showed the following changes in client feedback.

- There was an increase in the proportion of clients who did not think the office location was easy to get to by public transit, car or by foot.
- There was a decrease in the proportion of clients who felt that staffs were well informed about policies and requirements and explained information and/or requirements clearly.
- The overall satisfaction with the general services received during visits to the Ontario Works office or at meetings with an Ontario Works staff at an Ontario Works office was found to be slightly lower.



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Recommendations and Conclusions

Based on the survey results, there are a number of follow-up items and actions that can be pursued to improve the services received through the Ontario Works program. The following are some of the key issues that can be reviewed.


- Gain a better understanding of the special needs and disabilities of clients and conduct a more in-depth assessment of how services can be tailored to better meet these clients
- Explore how to create more opportunities for clients to meet with staff at neighbourhood locations as this was identified as an ideal method for Ontario Works to offer services and may also address some issues identified with accessibility to the Ontario Works office locations
- Ensure that(48.0%) calls are answered promptly, are directed appropriately and ensure call backs are made within 24 hours
- Increase client awareness of the Interactive Voice Response (IVR) system so more clients can use this method to obtain information about their case information
- Conduct a review of the information currently posted in offices and assess whether there are additional useful materials that can be posted or made available such as information related to Ontario Works policies and other available community resources

While it is important to conduct ongoing assessment of client satisfaction, it should be noted that the same survey collecting general client satisfaction has been conducted for the past three years. For future assessments of client satisfaction, considerations should be made to revise the survey tool to focus on perceptions of the progress made with some of the issues identified over the past three cycles of this survey. This would serve as a good means of summarizing achievements made in improving services and identify outstanding issues which contribute to the ongoing strive towards providing excellent service.



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APPENDIX A – SURVEY TOOL



Ontario Works Client Service Survey 2011

Hamilton

We are asking for your feedback about your experiences with the Ontario Works program as part of ongoing efforts to ensure we provide quality services and strive towards excellence.

What you need to know about this survey:

- Your answers *will be* confidential
- Your answers *will not* be seen by Ontario Works (OW) staff
- Your answers *will not* affect your Ontario Works (OW) benefits or your Ontario Disability Support program (ODSP) benefits
- It will take about 10 minutes to answer this survey
- Your survey answers will be added to all other survey answers and summarized in a report that *will not* include any personal identity information
- This questionnaire is only available in English. We encourage you to get help from a friend, family member or interpreter to complete the survey if you need assistance with understanding the survey.

You do not have to fill out this survey but your answers will help us serve you better.


If you decide to fill out the survey:

- Complete the survey while in the Ontario Works office and put your completed survey in the survey box at the reception desk.
- If you wish to complete the survey at home, please ask the reception for a return envelope to mail your completed survey back.

If you have any questions or concerns about this survey please contact:


Louisa Wong
Community Services Program Analyst
Phone: 905-546-2424 ext. 6091
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Ontario Works Client Service Survey 2011

Hamilton

Q1. What is the main reason for your visit to the Ontario Works office today?
Please select one response.

- Provide or request information
- Attend an appointment
- Other ⇒ please specify : _____

Q2. Please tell us whether you agree with the following statements about your visit into the Ontario Works office.

	I agree	I do not agree	Does not apply
Getting to the office during business hours was easy for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The office location was easy to get to by public transit, car, or on foot.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I waited in line less than 10 minutes before I could talk to someone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff at reception were polite.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff at reception were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was enough seating for the number of people in the waiting area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting area was clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was information posted in the waiting area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child-minding services were available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was informed of language interpretation services available to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3. Have you had a meeting with an Ontario Works staff in the Ontario Works office in the past 3 months?

- Yes
- No ⇒ Please skip to Question 6

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Ontario Works Client Service Survey 2011

Hamilton

**Q4. What was the reason for your meeting with an Ontario Works staff in the Ontario Works office?
Please select all that may apply.**

- To apply for Ontario Works benefits
- To update my participation agreement (PA)
- Employment support appointment
- Special supports appointment
- Assignments and agreements appointment
- Rights and responsibilities review appointment
- Yearly financial review appointment (Consolidated Verification Process – CVP)
- To talk about appealing a decision that was made
- Overpayment Recovery appointment
- Family support appointment
- Eligibility review appointment
- Other ⇒ please specify : _____

Q5. Please tell us whether you agree with the following statements about your meeting with Ontario Works staff in the Ontario Works office.

	I agree	I do not agree	Does not apply
I was able to book an appointment at a time that suited me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff were able to meet with me at the time we scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff took some time to get to know me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was asked what my needs were.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff listened to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff were sensitive to my feelings and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	I agree	I do not agree	Does not apply
Staff seemed to be well informed about policies and requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff explained information and/or requirements to me clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff worked together with me in making decisions and plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff told me about programs offered by the City and/or the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. Which of the following contacts with Ontario Works (OW) staff have you had in the past 3 months?
Please select all that may apply.

- Had a meeting with an OW staff at a community agency
- Had a meeting with an OW staff at a neighbourhood location
- Had a home visit from an OW staff
- None of the above

Q7. Please tell us whether you agree with the following statements about methods of meeting with Ontario Works (OW) staff.

	Meeting at a neighbourhood location	Meeting at a community agency	Home Visits
This method of meeting makes it possible for me to apply for OW	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This method of meeting is a way for OW to provide good service to clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel comfortable meeting this way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think that more OW services should be available this way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8. Have you called Ontario Works in the past 3 months?

- Yes
- No ⇒ Please skip to Question 14.

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Q9. What was the reason for your call?
Please select all that may apply.

- Ask a question
- Provide or request information
- Schedule an appointment
- Talk about appealing a decision
- Other ⇒ please specify : _____

Q10. Did you speak to anyone on the phone?

- Yes ⇒ Please skip to Question 13
- No

Q11. Did you leave a message?

- Yes
- No ⇒ Please skip to Question 13

Q12. Please tell us whether you agree with the following statements about your experiences when leaving a message with Ontario Works. .


	I agree	I do not agree	Does not apply
The recording indicated whether the worker/staff was out of the office and what to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The recording was understandable and clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given the option to press '0' to speak with someone if it was an emergency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After I left a message, I was called back within 24 hours (or on a Monday if on a weekend).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Ontario Works Client Service Survey 2011

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Q13. Please tell us whether you agree with the following statements about your call to the Ontario Works office.

	I agree	I do not agree	Does not apply
Someone answered my call promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff answering the phone introduced themselves.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff answering the phone were polite.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff answering the phone were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was directed to the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. Have you received a letter from Ontario Works in the past 3 months?

Yes

No ⇒ Please skip to Question 16.

Q15. Please tell us whether you agree with the following statements about the letter you received from Ontario Works.

	I agree	I do not agree	Does not apply
When I received the letter I had at least 5 days to act before the deadline.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There were attachments to the letter that clearly outlined the information I needed to provide or what I needed to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The letter told me who to contact for help or for more information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Ontario Works Client Service Survey 2011

Hamilton

Q16. The interactive Voice Response (IVR) system provides clients with access to personal case file information and general information about Ontario Works. It is reached by calling 1-800-808-2268 and entering a 9-digit identification number followed by a 4-digit PIN. Have you used the IVR system in the past 3 months?

Yes
 No ⇒ Please skip to Question 18.

Q17. Please tell us whether you agree with the following statements about your call to the IVR system.

	I agree	I do not agree	Does not apply
I was able to access the IVR system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to follow the IVR automated instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The IVR system provides the information that I want to know.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It would be helpful if the IVR system told me about upcoming cheques, not only past cheques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18. How satisfied are you overall with the service received in each of the following contacts you've had with Ontario Works (OW) over the past 3 months?

	Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Very Satisfied	Does not apply
During your call to the OW office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During your visit to the OW office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At your meeting with an OW staff at an OW office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At your meeting with an OW staff at a neighbourhood location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At your meeting with an OW staff at a community agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At your home visit from an OW staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX A



Hamilton

Ontario Works Client Service Survey 2011

To help us understand your needs better, please tell us a bit about yourself.

Q19. What is your age?

- 15 years or younger
- 16 – 24 years
- 25 – 54 years
- 55 year or older

Q20. What is your gender

- Male
- Female

Q21. What is your family status?

- I am single and live alone
- I am single and live with my children
- I live with a spouse/partner/family member without children
- I live with a spouse/partner/family member with children
- Other => please specify : _____

Q22. Is English the first language you spoke growing up?

- Yes
- No => please indicate your first language: _____



ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX A



Hamilton

Ontario Works Client Service Survey 2011

Q23. What is your citizenship status?

- Canadian citizen
- Permanent resident
- Visitor / applicant for permanent residence
- Aboriginal
- Convention refugee
- Convention refugee – RAP / AAP
- Refugee claimant
- Minister's / Temporary resident permit
- Deportee – actionable
- Deportee – inactionable
- Student visa
- Visitor / tourist / temporary resident visitor

Q24. Do you have any special needs or disabilities?

- Yes
- No ⇒ Skip to Question 26

Q25. Were services available in a way that supported your needs or disabilities?

- Yes
- No ⇒ What would have helped you ? (e.g. Large print, TTY/TDD, accessible doors and elevators etc.)

Q26. Do you have any suggestions about how we can improve our services? Or any other comments in general?

Thanks for your input!



ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

APPENDIX B – DATA CHARTS

The following charts display the full response categories of each of the survey questions.

Figure 1. Age of respondents

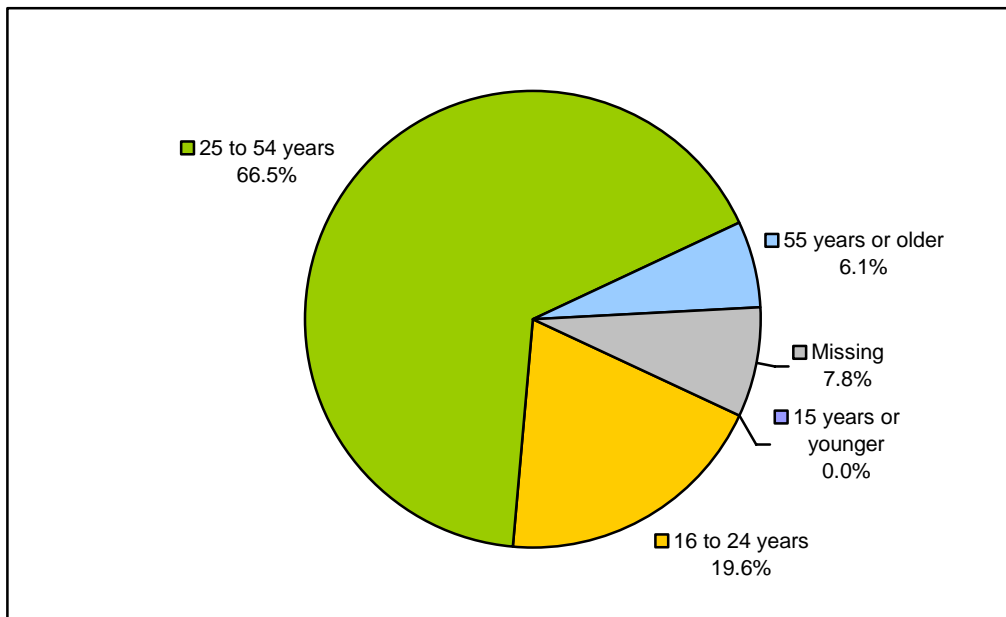
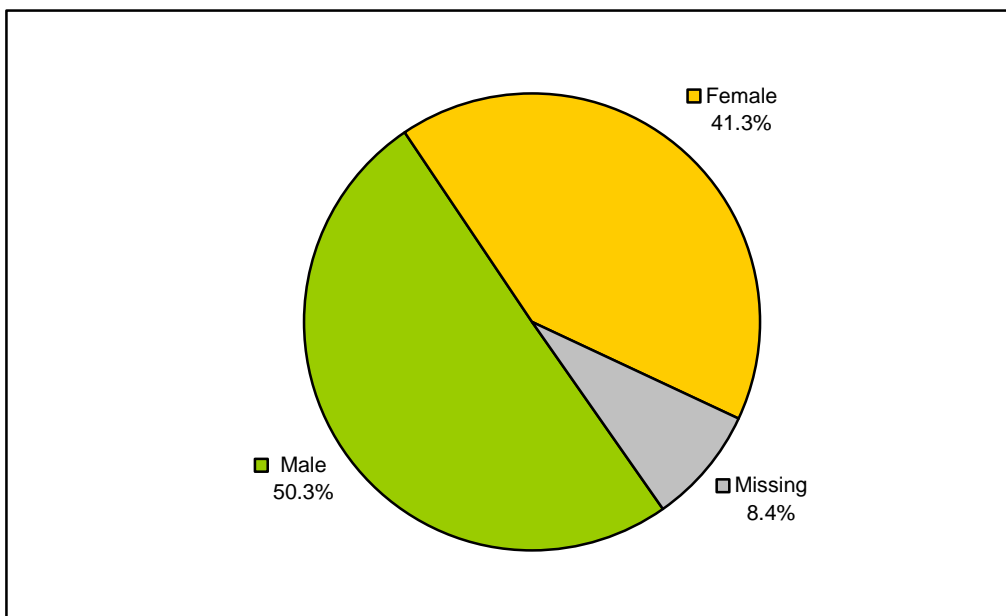


Figure 2. Gender of respondents





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

Figure 3. Family status of respondents

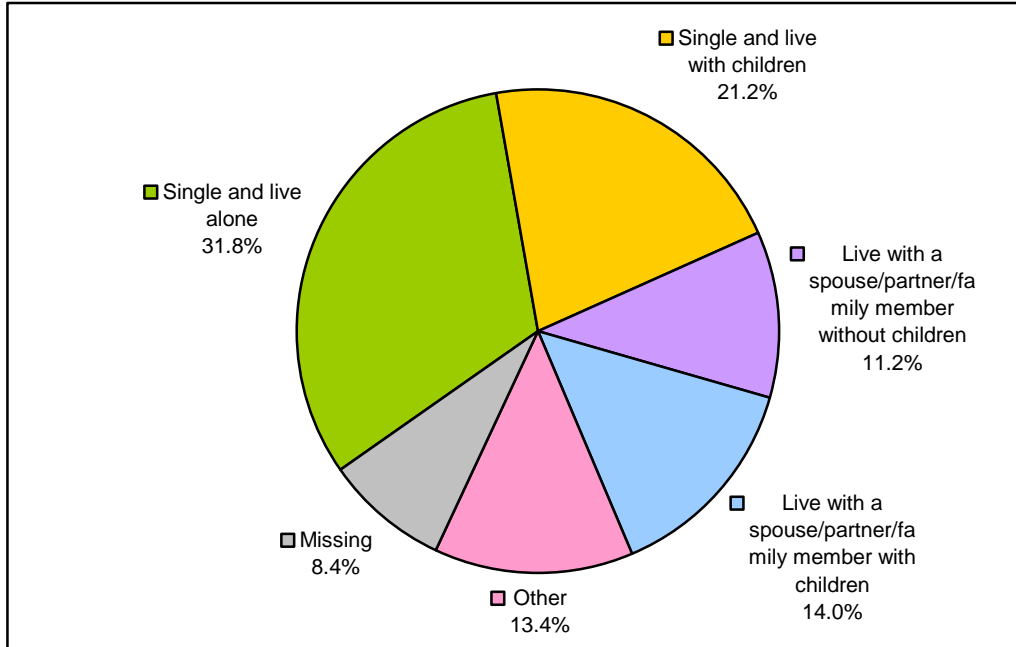
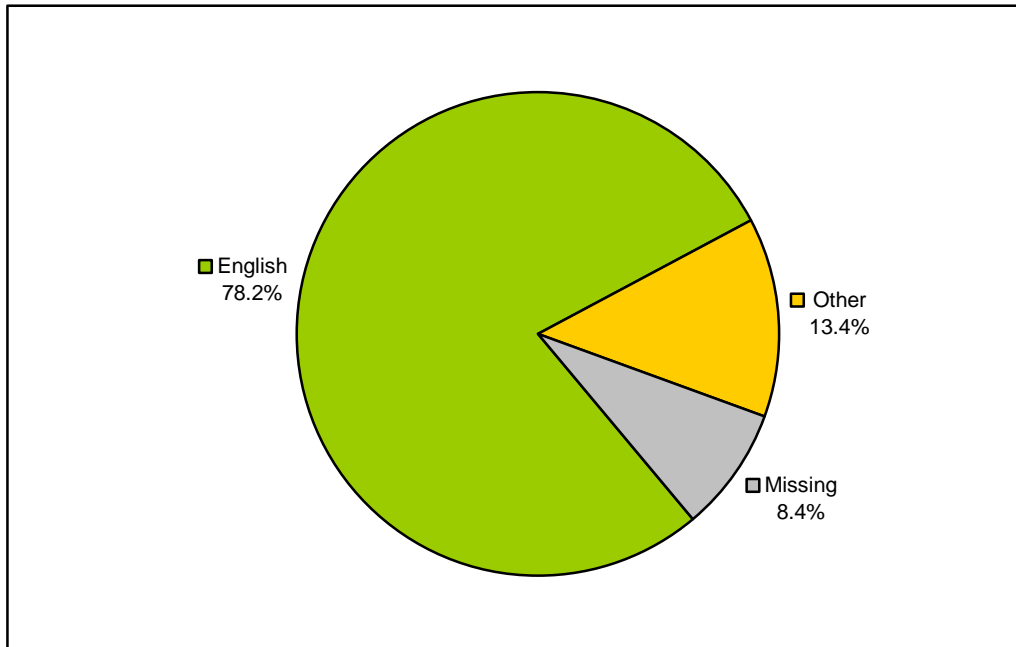


Figure 4. Respondents' first language spoken growing up





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

Figure 5. Citizenship of respondents

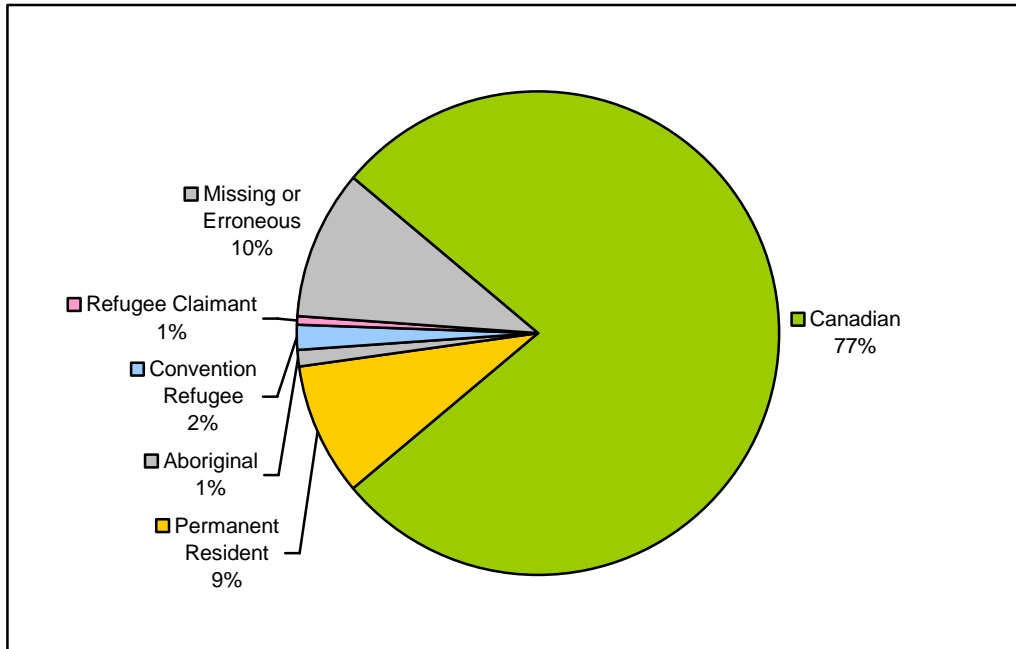
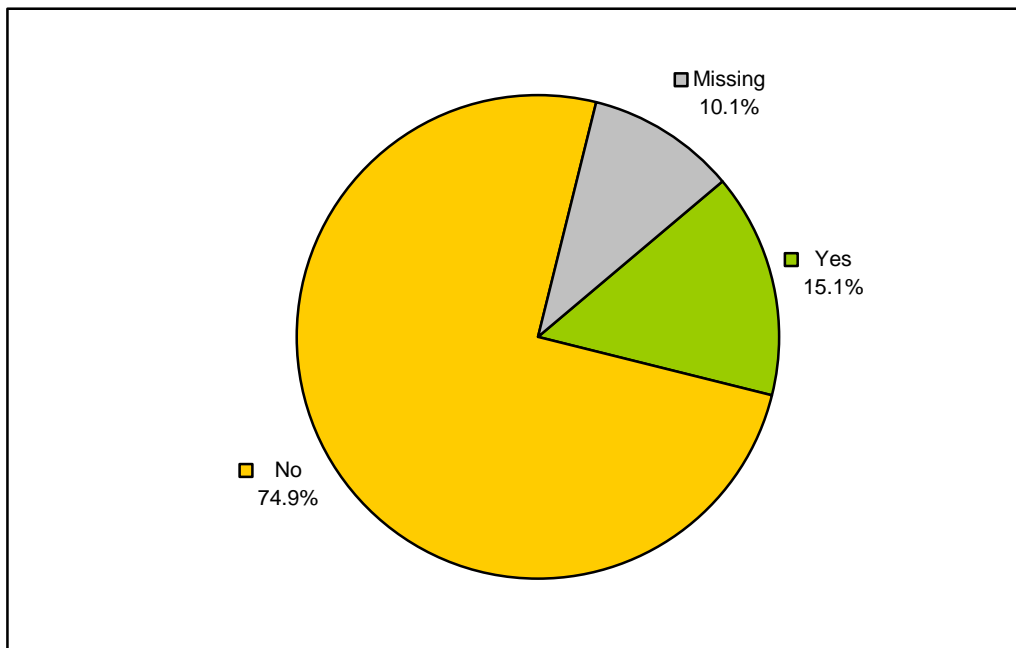


Figure 6. Respondents with Special Needs





**ONTARIO WORKS CLIENT SERVICE SURVEY 2010
- APPENDIX B**

Figure 7. Main reason for visit today

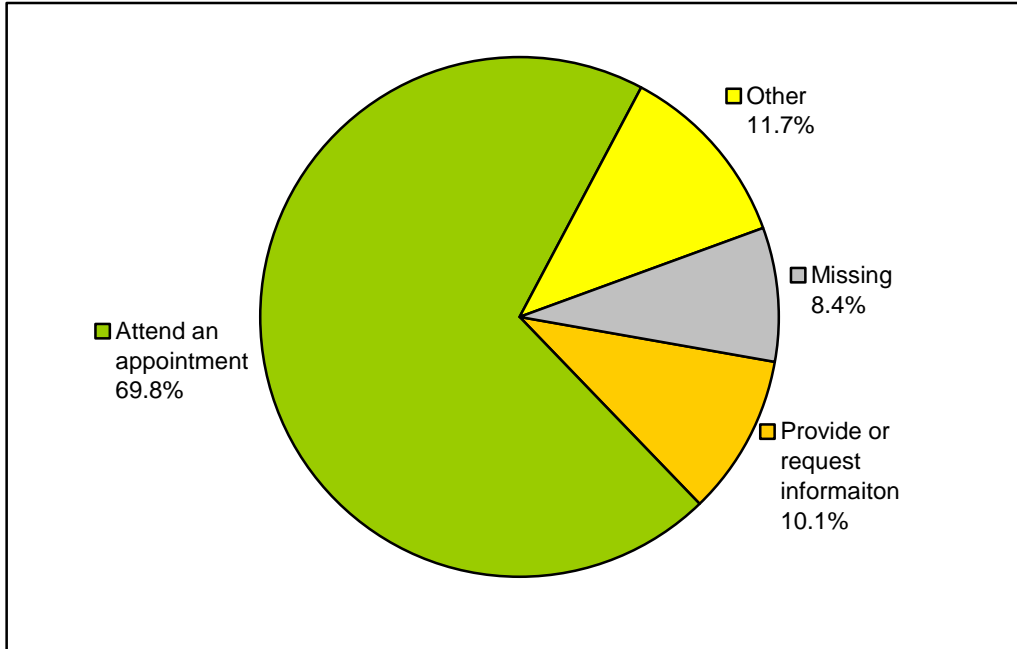
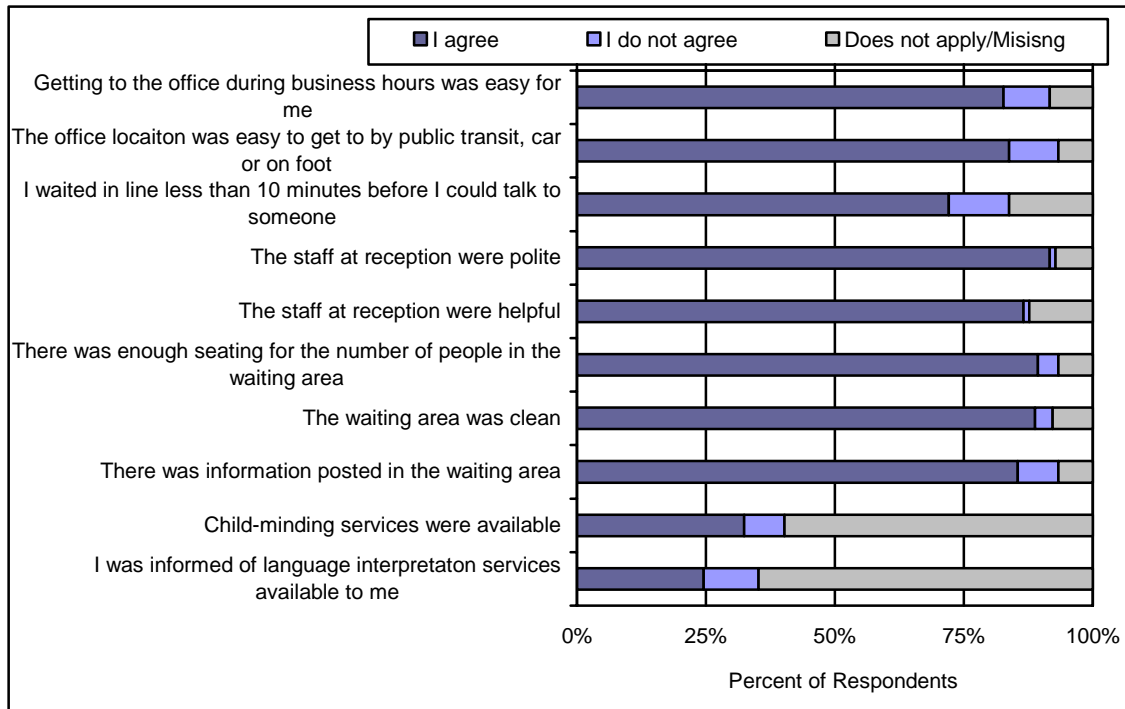


Figure 8. Respondents' Feedback about visit into Ontario Works office.





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

Figure 9. Respondents who have had a meeting with an Ontario Works staff in an Ontario Works office in the past 3 months

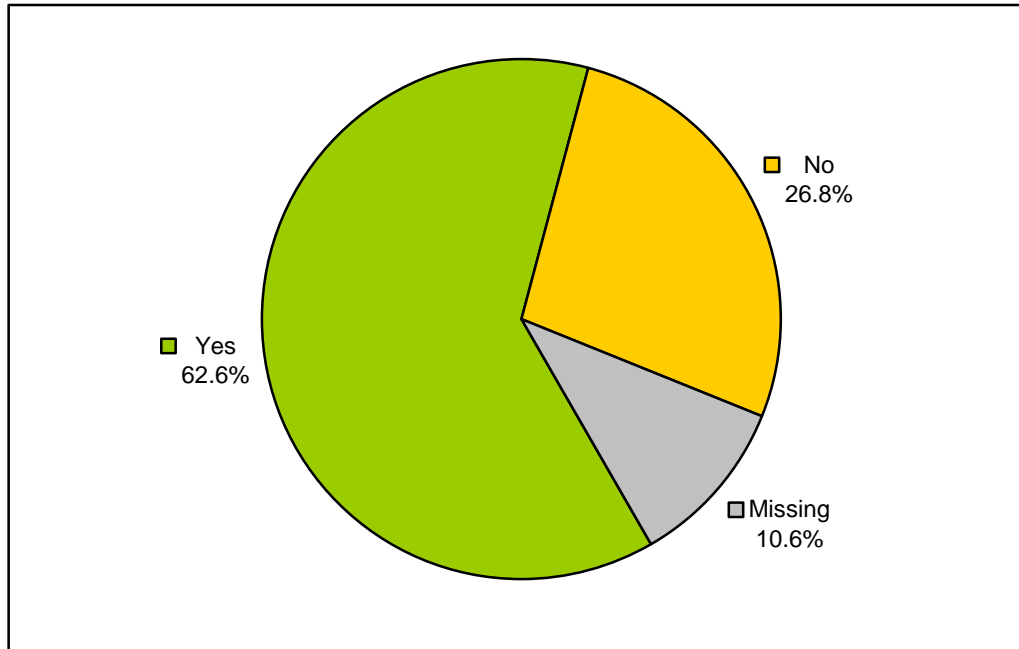
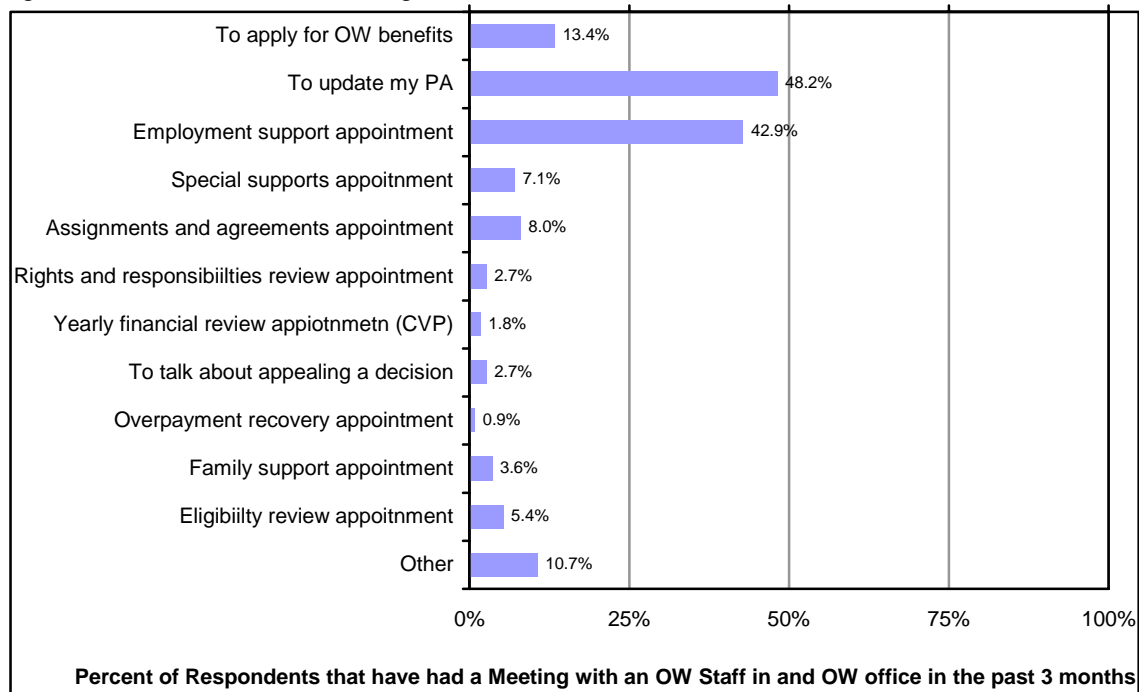


Figure 10. Main reason for meeting with an Ontario Works staff in the Ontario Works office





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

Figure 11. Respondents' feelings about the meeting with the Ontario Works staff in the Ontario works office

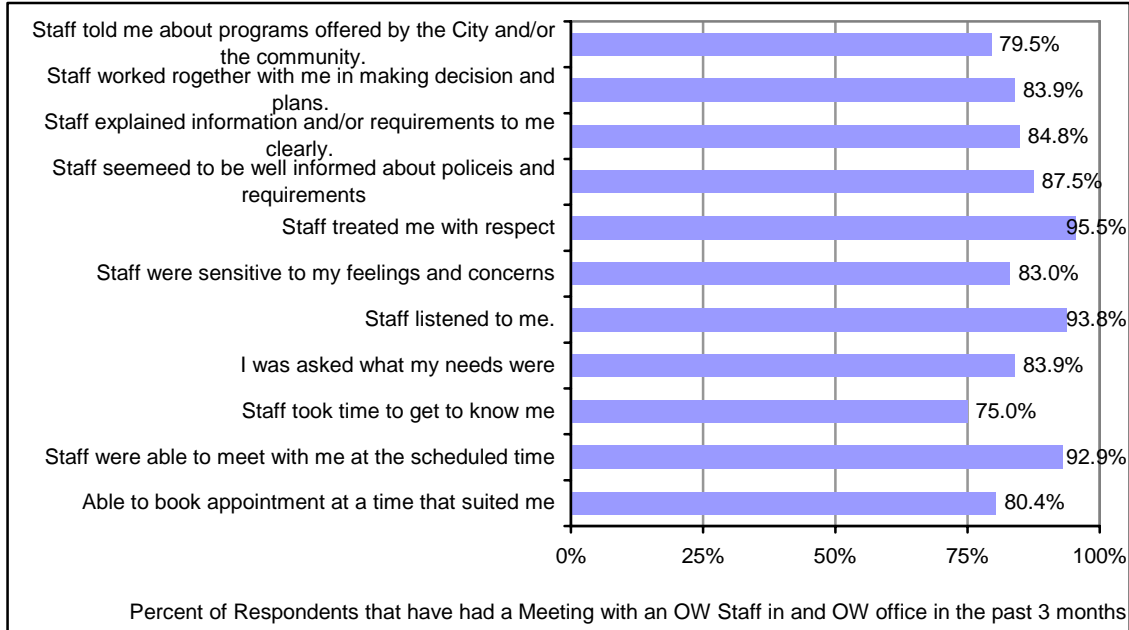
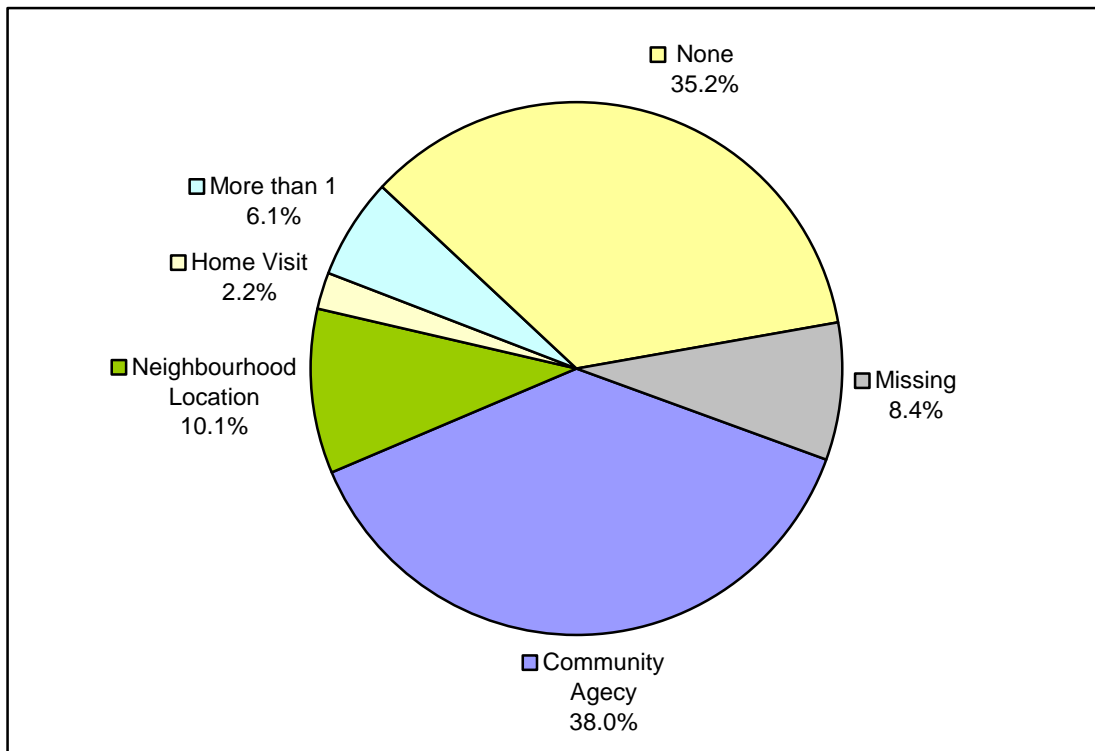


Figure 12. Respondents' contact with Ontario Works staff in the past 3 months





**ONTARIO WORKS CLIENT SERVICE SURVEY 2010
- APPENDIX B**

Figure 13. Respondents' attitudes towards various methods of meeting with Ontario Works staff

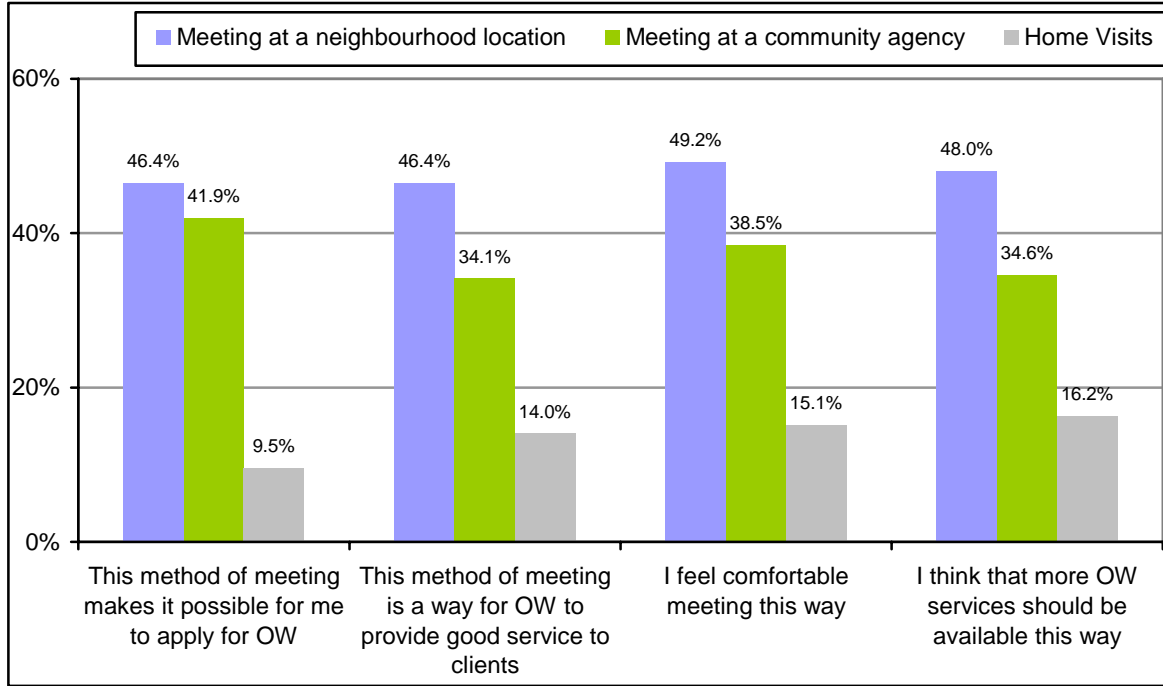
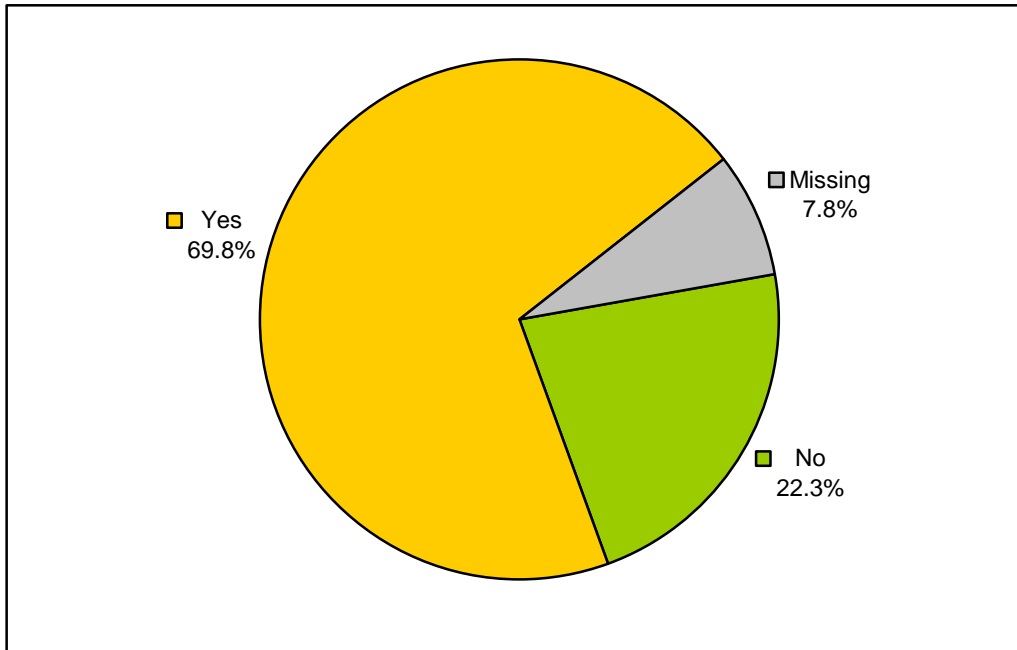


Figure 14. Respondents who have called Ontario Works in the past 3 months





**ONTARIO WORKS CLIENT SERVICE SURVEY 2010
- APPENDIX B**

Figure 15. Reasons respondents called Ontario Works in the past 3 months

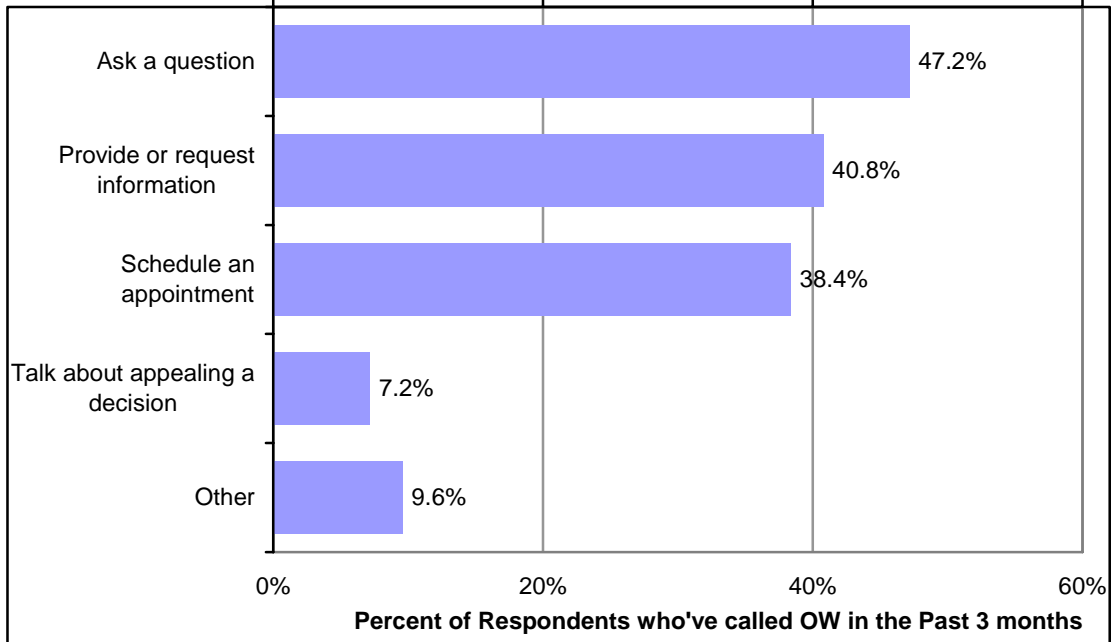
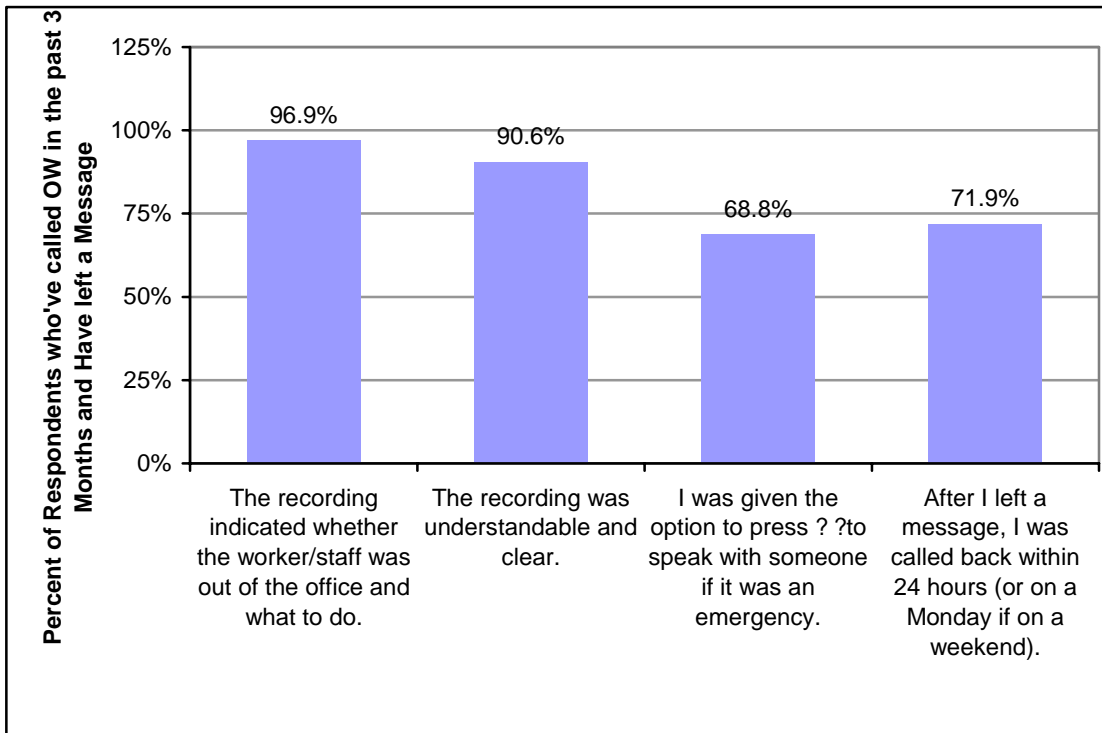


Figure 16. Respondents' feelings about their experience leaving a message with Ontario Works





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

Figure 17. Respondents' feelings about their call to the Ontario Works office

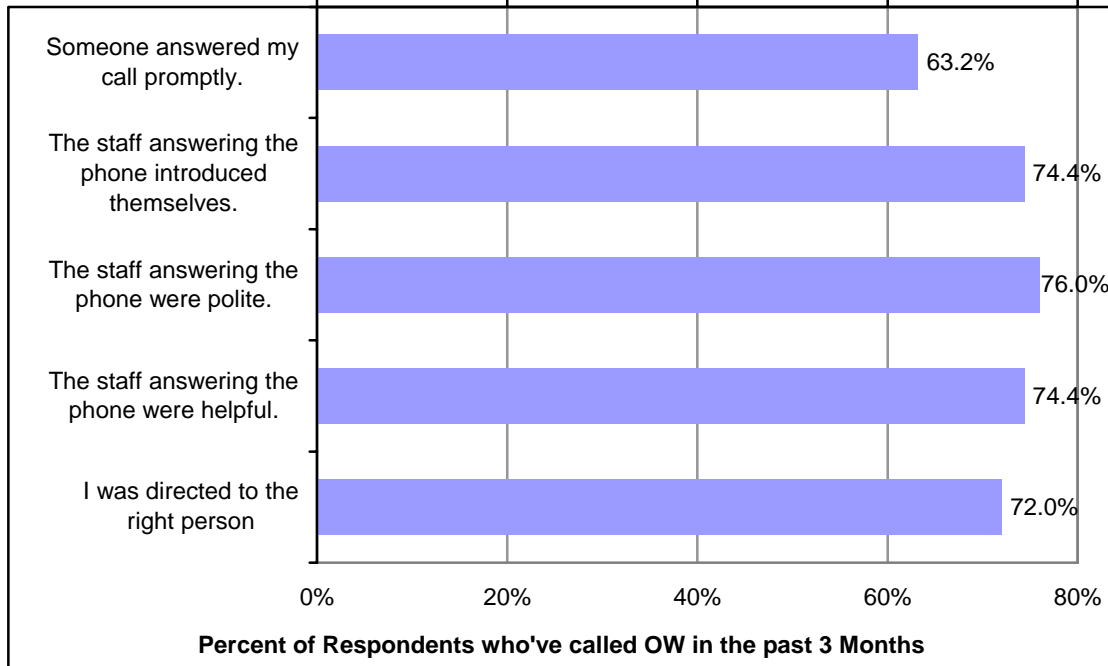
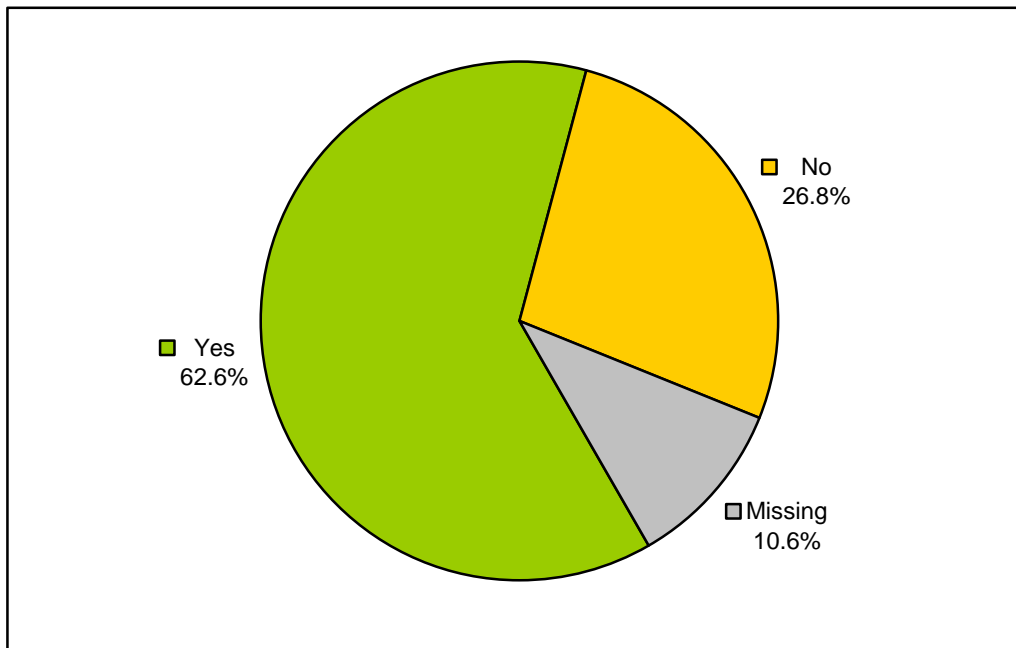


Figure 18. Respondents who have received a letter from Ontario Works in the past 3 months





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

Figure 19. Respondents' feelings about the letter received from Ontario Works

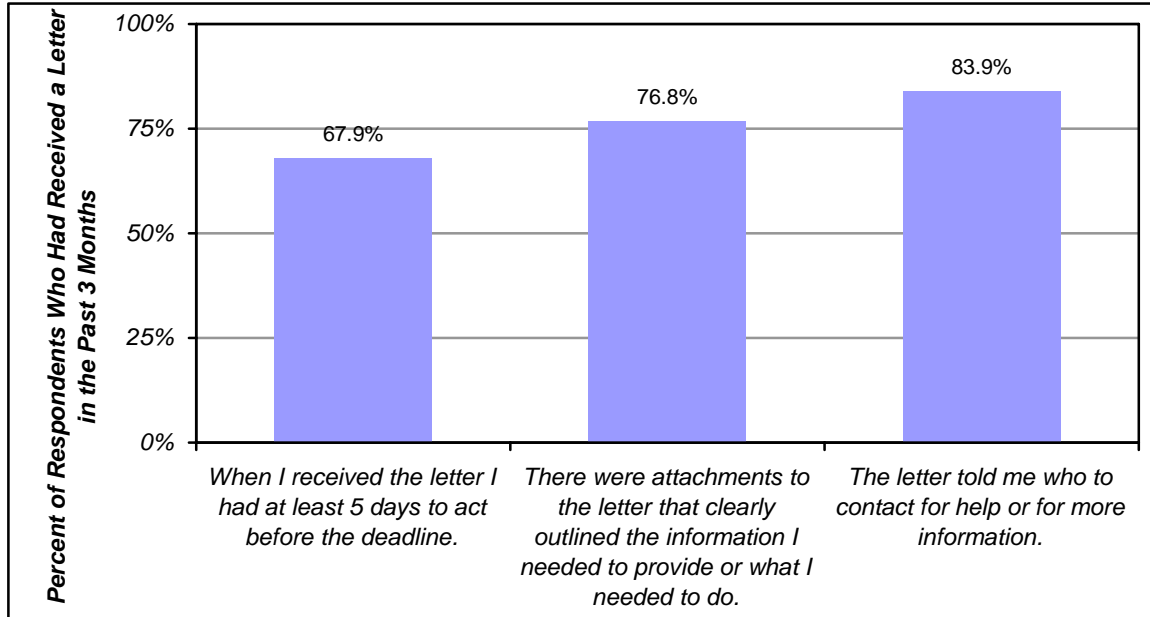
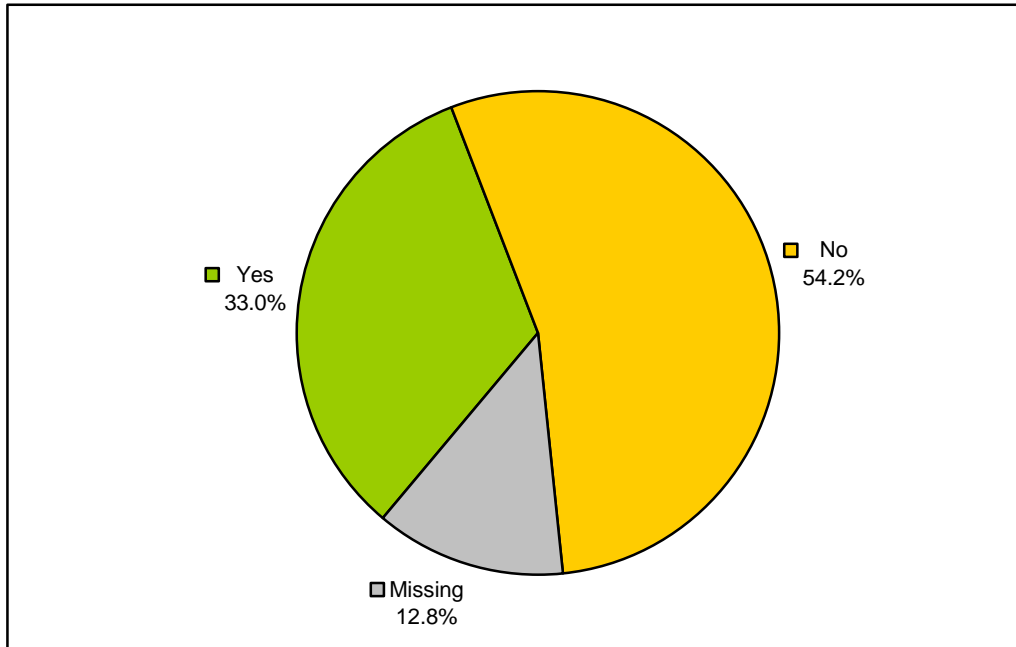


Figure 20. Respondents who have used the Interactive Voice Response (IVR) System in the past 3 months.





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX B

Figure 21. Respondents' feedback on the IVR system

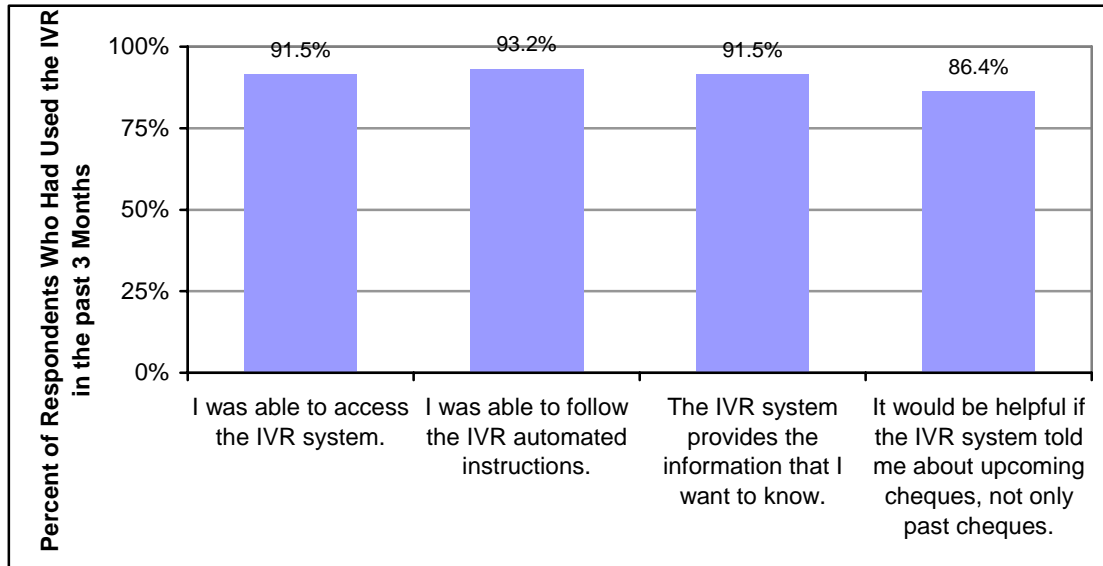
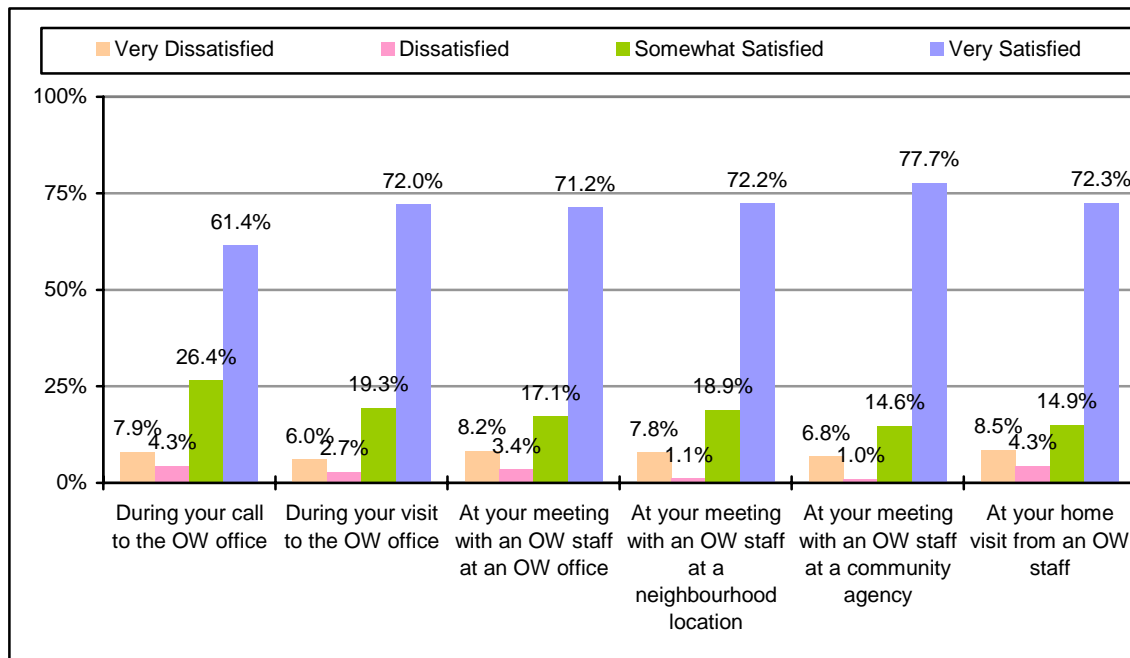


Figure 22. Overall ratings of satisfaction





ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX C

APPENDIX C – COMMENTS AND SUGGESTIONS

The following are the comments provided by respondents in response to the question "Do you have any suggestions about how we can improve our services? Or any other comments in general?". References to staff names have been replaced with the text '[Staff name]' and respondent name signatures if provided have been omitted.

- None
- Employers need to listen more and understand why certain info is relevant to situations ie. unable to get ROE from crazy work place!
- Canada post is not perfect, also it happens that mail is returned to OW by a room-mate that is uninformed about other roommates first and last names.
- All pretty good.
- Teach your workers that its not personal, people applying need help not bullshit.
- Yes, lots of them! like give people work for a wage!
- workers near my house
- My suggestions that I have about how you can improve your services is to be able to get food vouchers once every month. Help pay for your licence even if we don't have a job or looking for a job. And try to get more on our cheques single people don't get much. Pay for G1 and G2 and G. (We need transportation to find work) A lot of people can't or don't like the bus.
- have had problem get call backs from workers
- In 1995, OW payment were 663.00 I was lowered to 535.00. Cost of living since then has risen 300% low but safe apt. range between 560 to 700 when are the powers that be going to do something about raising our payment beyond 663.00
- Don't make people wait in the waiting room for 2 hours and that all workers are to answer the phone all the time.
- You should be allowed to talk on your cell phone in the office as it could be very important.
- Thanks to everyone who works here for all their hard work. I'm pretty sure I'd be dead if not for OW.
- I think people should get incentive to volunteer, so many hours for additional money each month depending on ability
- Self-employment program lacks detailed information and especially interpretation of policies. No written info on those policies, at least, none provided to me in writing, nor web site for FAQ's.
- The lady in the font desk is super great, thank you so much!!
- Came seeking information re: education upgrading. The 3 staff who helped were [Staff name], [Staff name] and [Staff name]. They were friendly, respectfully and exceptionally helpful. May all your offices be staffed with such efficient people - Thank you, [Client name]
- None come to mind.
- More skill upgrading through schools may help get off assistance faster and longer. grade 12 and up!
- I think that my worker should be more in touch with me, so maybe the only way you can improve is by getting workers to contact their people.
- Yes that workers should have more access to services to assist clients



ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX C

- politeness, respect, communication, general sense of well being, lack of prejudice against people for being different or having different outlooks on life.
- no
- yes contact your clients ASAP
- have more choices available for further education.
- none
- none
- No, not at the present time
- There needs to be more money made available to those seeking employment. Basic needs does not cover both food and transportation.
- If a women is followed by her ex partner or the member of the family like a son or brother OW should press the police to protect the women or woman [illegible] to run away to other cities.
- a better understanding of P.T.S.D.
- no
- No, Thanks
- none at present
- none at this moment
- Everything is good I just want to say thank you for all that you do, to all staff and everyone helping Thank you.
- nope.
- More access to programs and supports like food banks and meal programs.
- If they could up what a single person gets, that would be good for all involved. I get it you guys don't want people to get too comfortable living on "OW". But sometimes it comes down to clean clothes or not. Therefore making job searching impossible. No one wants to go out looking for a job in dirty or inappropriate clothes. Funds are limited therefore making life limited.
- I would like to hand in documents before the due date because it is hard to get to the office from where I live. And they tell me they cannot accept it when I get there.
- very prompt and good service.
- no your golden
- no comment
- thank you
- n/a
- no you're great!!!
- Department should provide sufficient funds to professional people to get in their profession e.g. exam fee, tuition fee, any kind of training
- Better location of office, parking
- None
- No
- Paid place to get help to work on back problems so I can look for work better.
- I think that OW could improve office wait times by offering an online income report. Having to travel to the office once a month to hand in only that is an unnecessary use of time.
- No
- No
- Good job dudes
- No
- I am satisfied and impressed with the exceptional service and information received from my OW caseworker.
- No



ONTARIO WORKS CLIENT SERVICE SURVEY 2010 - APPENDIX C

- No
- none at this time
- I was given a list of doctors receiving new patients. Out of 15 doctors 12 were not taking patients and the other 3 put me on a waiting list 5 months ago. I still have no doctor.
- Nope. People were very kind and informative. New area is more comfortable and inviting.
- No it was great
- nope
- I like the new office
- No
- none
- n/a
- I find that the services are amazing the way they are
- na
- n/a
- More school related programs should be available.
- No comment
- I believe that sometimes is not black and white when it comes to rules and that sometimes different circumstances change rules. Single parents need support and I find the system is not ideal when dealing with this. I'm a single mom and I received every road block there could be to seek employment. I did it cause i'm strong but thats not the case for every single parent.
- the service is very helpful thank you
- nope
- more trades related courses
- no
- none at the moment
- get real
- not really
- great workers - thanks for all their help!!
- When an office visit is required please provide bus tickets or transportation to attend meeting with that months check. Hard to get from Cope st. to Barton/Nash office.
- No
- No - thank you
- There was a mix-up with appointment scheduling but my worker was still able to see me after her appointment. I was very happy to hear I did not waste time coming down to the office on the wrong day.
- The system works well. I wish we could get rid out all automated phones and options and stick with real people.
- Just keep on smiling even if you are having a bad day. OK
- No you guy are doing a good job.