



	<b>REPORT No.: 2021-53</b>
<b>MEETING DATE: OCTOBER 21, 2021</b>	<b>DATE PREPARED: SEPTEMBER 27, 2021</b>
<b>SUBJECT: 2021 ONTARIO WORKS CLIENT SATISFACTION SURVEY</b>	

### **RECOMMENDATION**

For information only.

### **REPORT SUMMARY**

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with the results from the 2021 Ontario Works (OW) Client Satisfaction Survey.

### **BACKGROUND**

To help fulfill the 2020 Strategic Plan directive to enhance communication with clients, as well as to gauge the success of current initiatives and supports, Research and Social Policy previously conducted a survey of clients in receipt of OW assistance in 2016 and 2019. A similar survey was distributed in 2021 as part of the ongoing commitment to engage with clients.

The OW Client Satisfaction Survey was distributed with a letter detailing that the survey was voluntary and anonymous. The survey asked a variety of questions pertaining to the clients' experiences with TBDSSAB staff.

### **COMMENTS**

In 2021, 2,356 surveys were distributed to clients on the OW caseload. 194 surveys were completed and returned to TBDSSAB, representing 8.23% of the total caseload; the responses will represent the entire OW caseload 95% of the time, plus or minus 7%. This is a significantly lower response rate compared to the 2019 survey, which had 407 surveys returned, representing 13.6% of the total caseload. Possible reasons for low response rate include survey fatigue and other factors related to the COVID-19 pandemic.

Similar to the 2019 survey, clients from the City of Thunder Bay constitute the majority of respondents (86%). The 2021 survey had nearly twice as many respondents from other member municipalities compared to 2019.

Of note, 68.56% of respondents strongly agreed that OW program staff are knowledgeable (question 8b), which is a 5% increase from 2019. Including “somewhat agree” responses, positive responses account for 90.7% of the responses received regarding the knowledge of OW program staff, 1.8% higher than in 2019. Positive responses also account for 89.2% of responses received regarding consistent and clear information from OW program staff (question 11b). This is 4.4% higher than 2019.

The survey results indicate that there has been a decrease in caseworkers thoroughly explaining processes to clients, which may be attributable to decreased in-person service due to the COVID-19 pandemic. For example, in 2021, 6.5% less respondents reported remembering their caseworker explaining their rights and responsibilities (question 9d) than in 2019. Other examples include how to fill out a statement of income (question 9c) or how to make an appeal (question 9e). This is an area that may see improvement as services resume in-person.

One new question was added to gather insight into caseworker’s ability to meet life stabilization needs (question 9f). 72.92% of respondents responded yes when asked, “Has your OW caseworker worked with you to establish a plan for the future, understanding your needs and goals?”, 8.33% said no, and the rest indicated they couldn’t remember, it did not apply, or didn’t answer. Moving forward, with the change in focus from eligibility determination to case management, caseworkers will be able to spend the majority of client facing time in discussions about needs and goals.

In response to question 10, “Has your caseworker told you about helpful programs?”, satisfaction has, overall, decreased since 2019. For example, 14.3% fewer respondents reported having been told about OW Employment Programs, and there was a 10% decrease in the number of respondents reporting being told about subsidized housing programs. A large number of respondents left this question blank for 2021. This is an area that Social Assistance Programs management will ensure caseworkers focus on moving forward.

### **FINANCIAL IMPLICATIONS**



There are no financial implications related to this report.

### **CONCLUSION**

It is concluded that the 2021 OW Client Satisfaction Survey provides the TBDSSAB with reliable information pertaining to areas in which TBDSSAB staff excel and areas where services can be improved in the delivery of OW.

**REFERENCE MATERIALS ATTACHED**

Attachment #1 2021 Ontario Works Client Satisfaction Survey Report

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<b>APPROVED / SIGNATURE:</b>	
	William (Bill) Bradica, Chief Administrative Officer The District of Thunder Bay Social Services Administration Board
<b>SUBMITTED / SIGNATURE:</b>	
	William (Bill) Bradica, Chief Administrative Officer The District of Thunder Bay Social Services Administration Board



# 2021 Ontario Works Client Satisfaction Survey Report

## Year over Year Comparison of OW Client Surveys

# 13.64%

2019 Response Rate

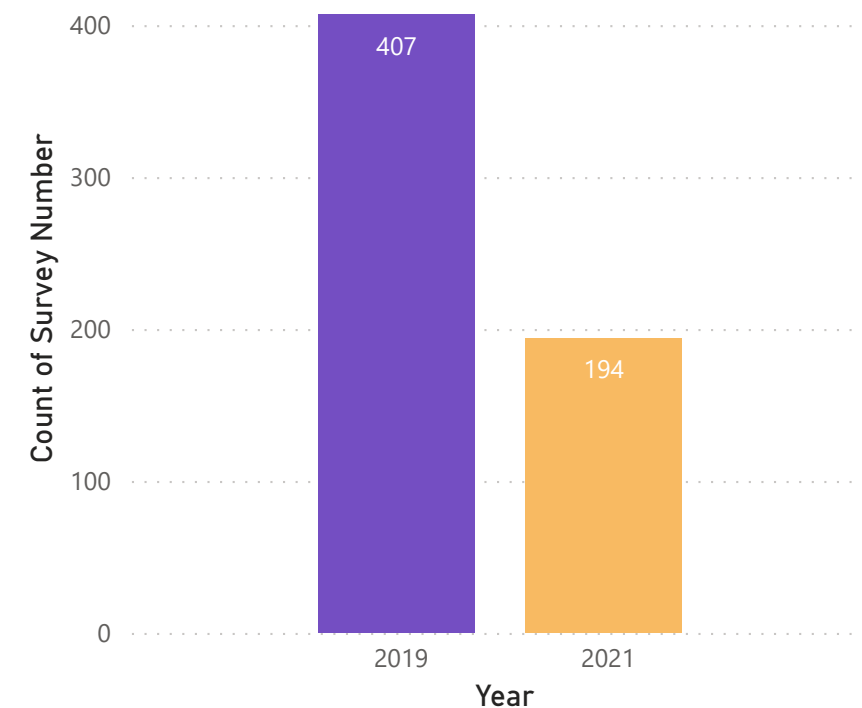
In 2019, 2,983 surveys were distributed to clients on the Ontario Works Caseload. 407 surveys were completed and returned to TBDSSAB, representing 13.6% of the total caseload, making the response rate statistically significant; the responses will represent the entire Ontario Works caseload 99% of the time plus or minus 6%.

# 8.23%

2021 Response Rate

In 2021, 2,356 surveys were distributed to clients on the Ontario Works Caseload. 194 surveys were completed and returned to TBDSSAB, representing 8.23% of the total caseload; the responses will represent the entire Ontario Works caseload 95% of the time, plus or minus 7%.\*

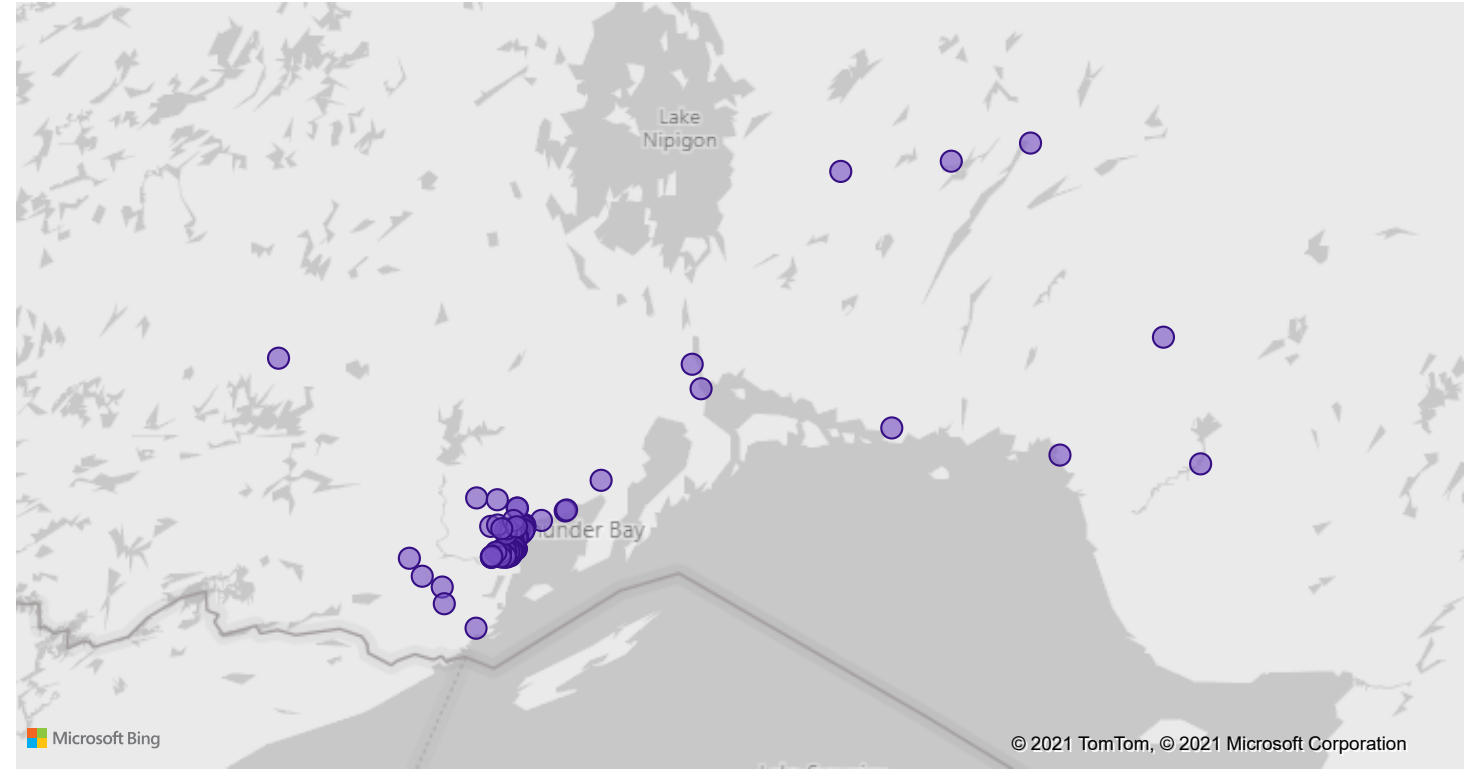
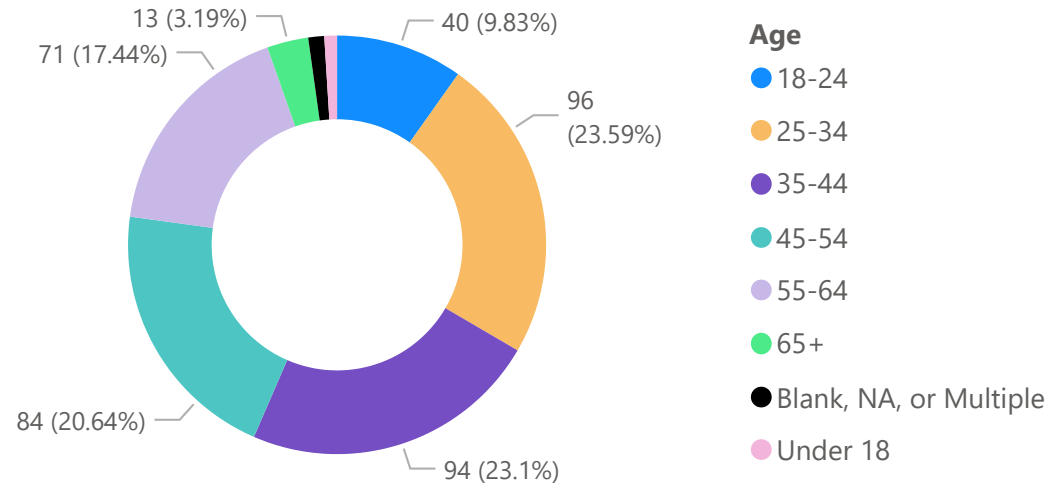
Survey Responses by Year



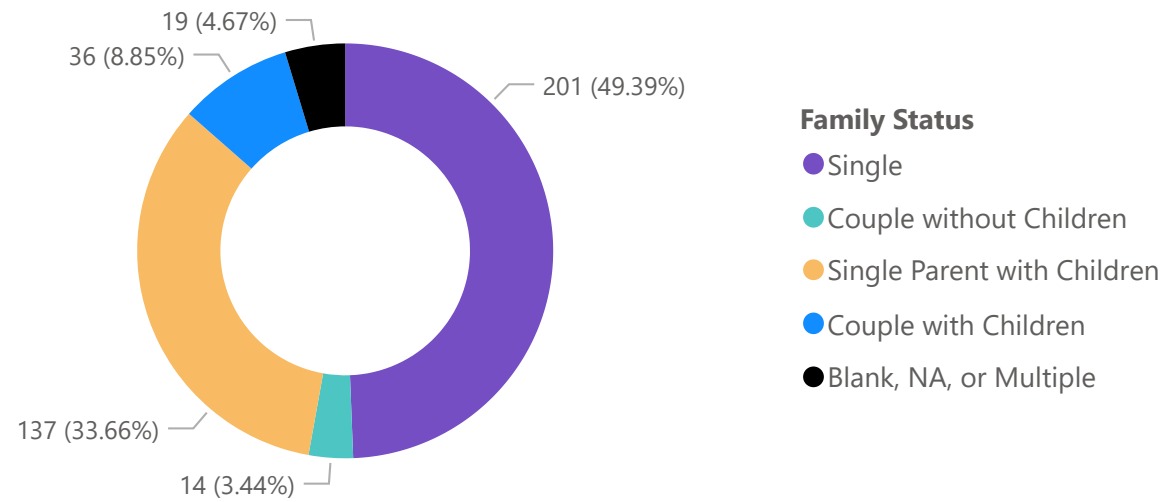
\*Note - we define statistical significance as a 10% response rate, or at a level of confidence of 95% with an error rate of +/- 5%. The response for 2021 can be used at the higher confidence level stated, but is prone to more error.

# 2019 Respondent Profile

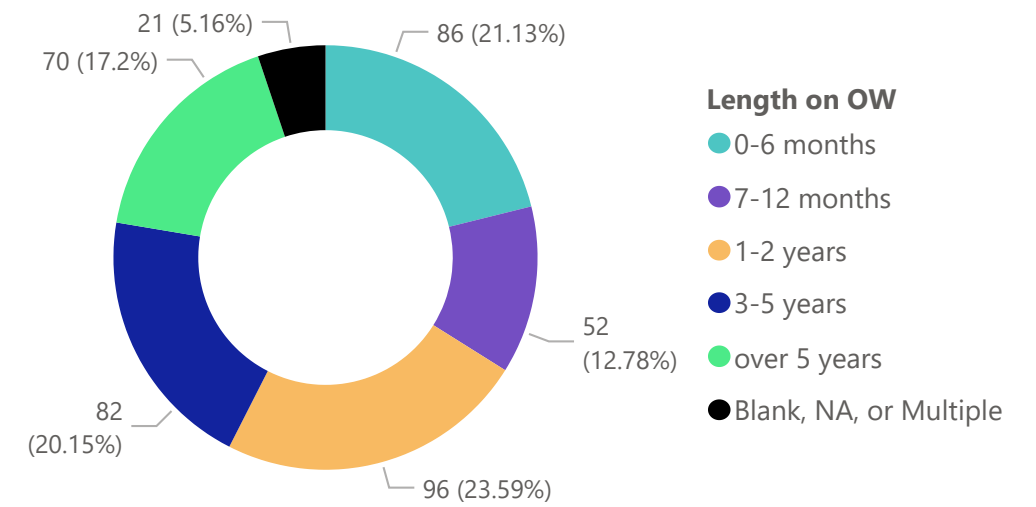
## Age of Respondents



## Family Status of Respondents

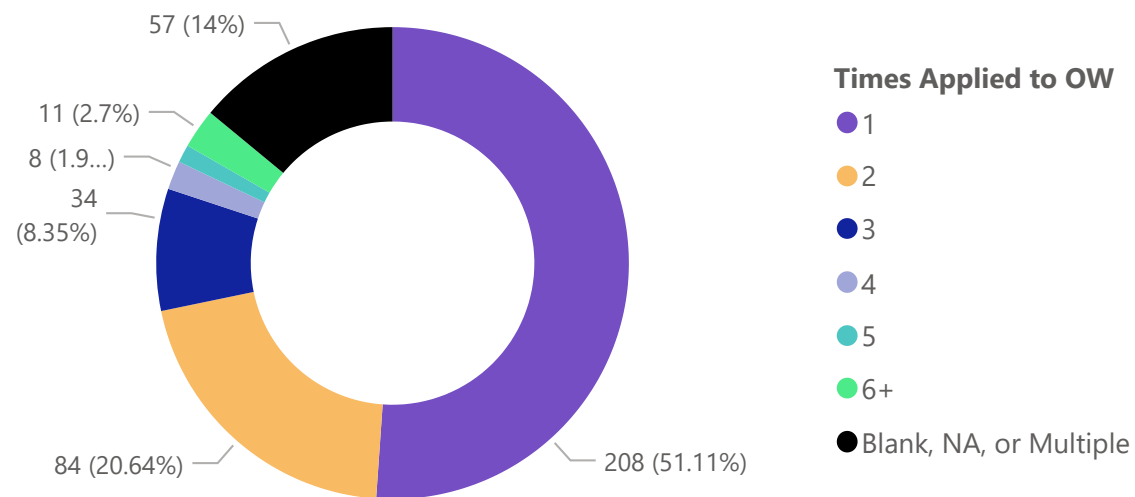


## Respondents' Length of Time on OW

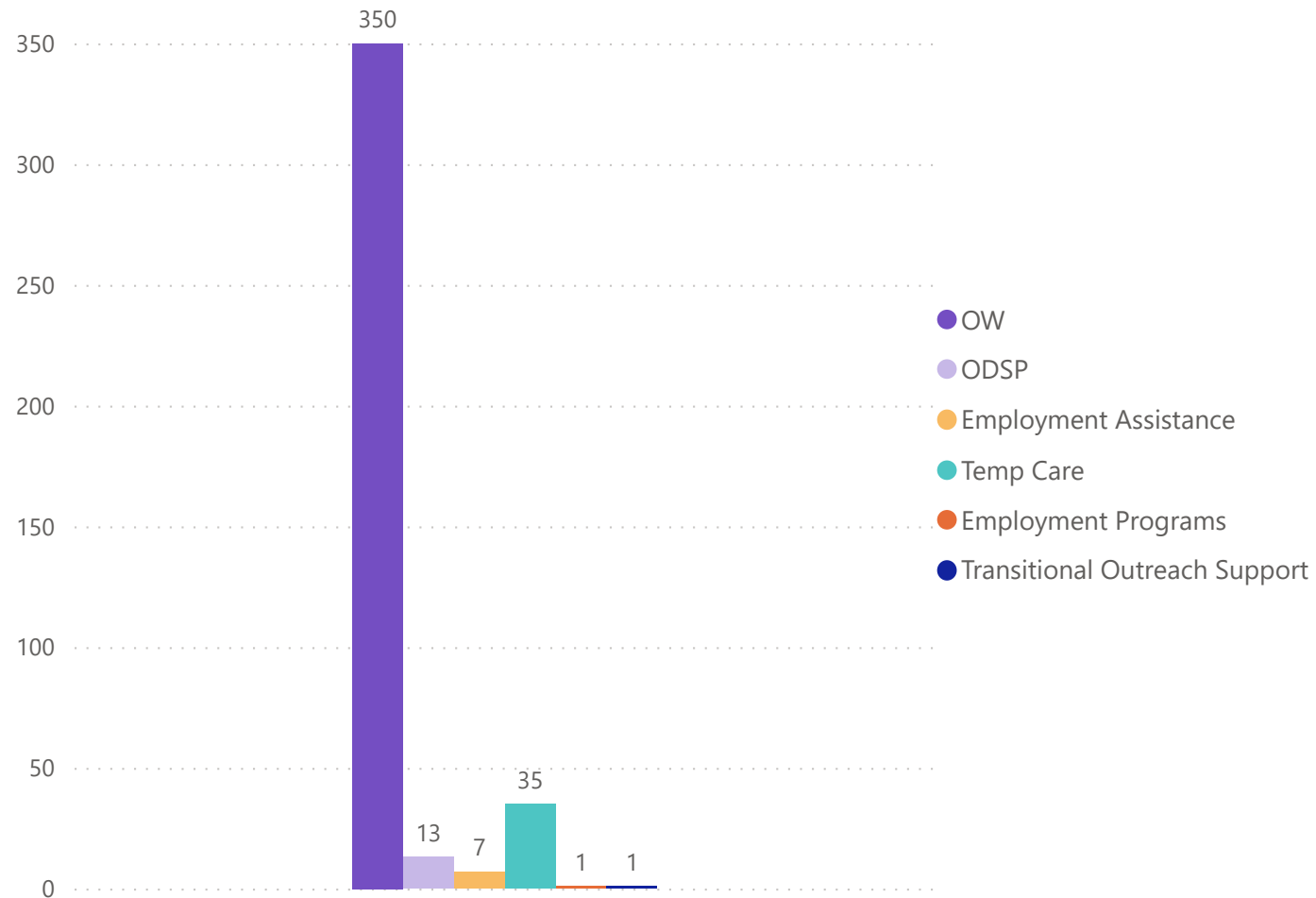


# 2019 Respondent Profile

## Number of Times Respondent Applied to OW

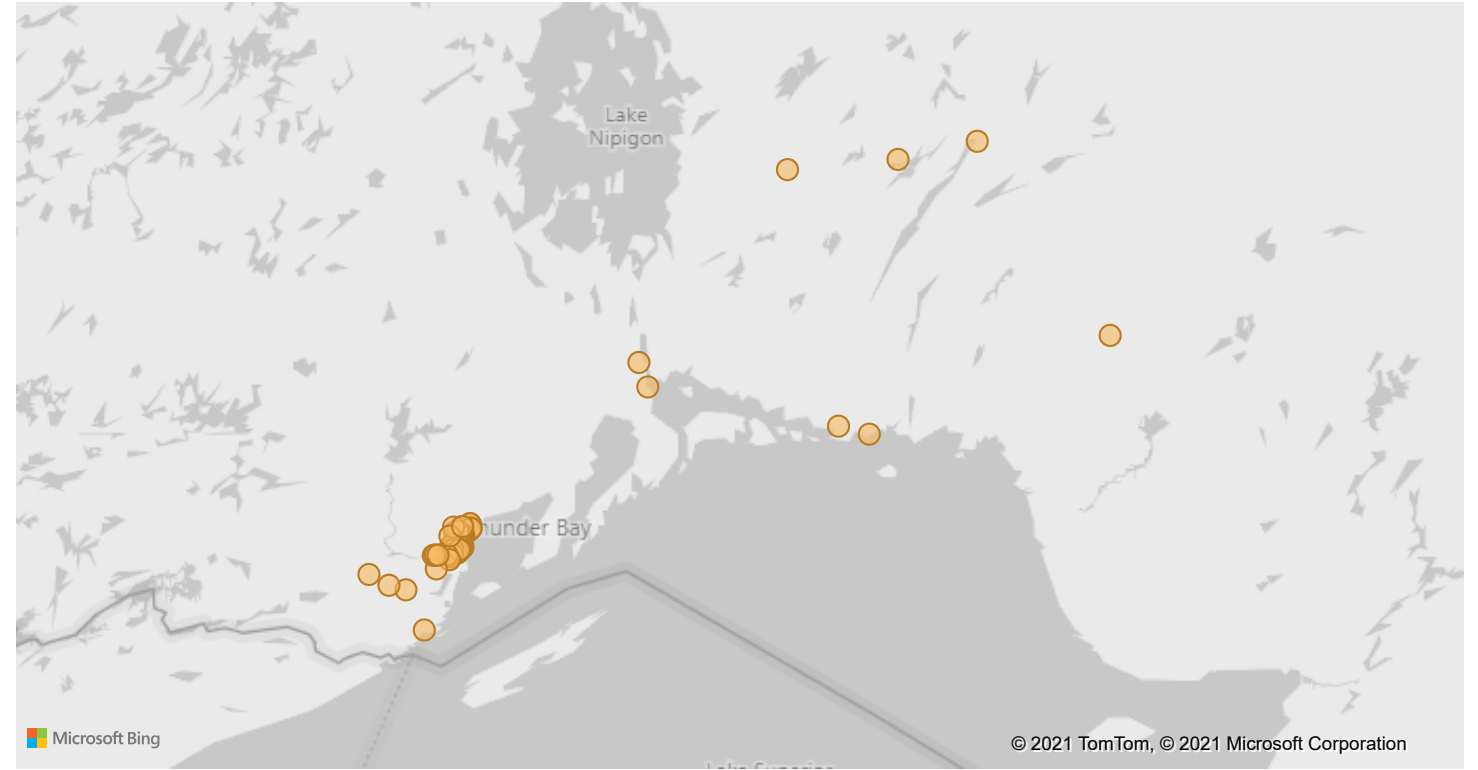
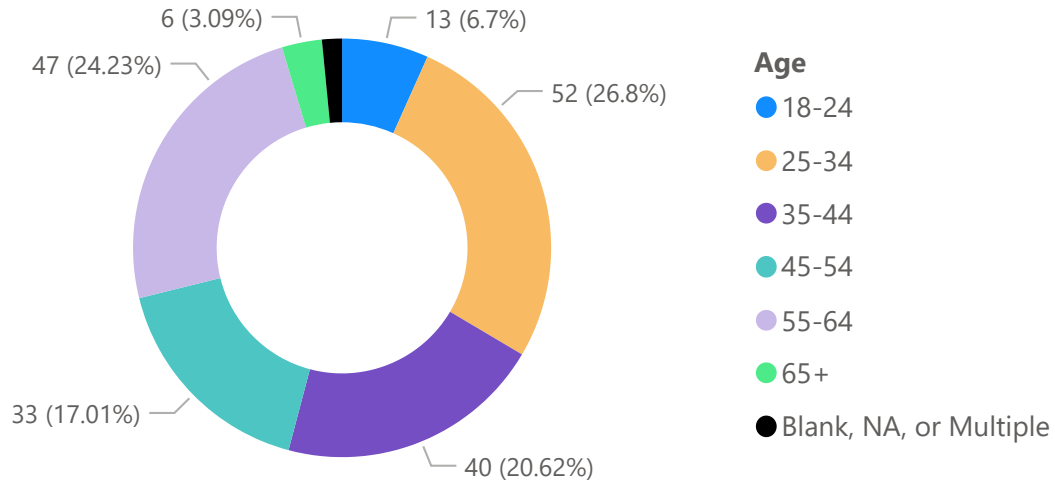


## Programs Respondents Receive Assistance From

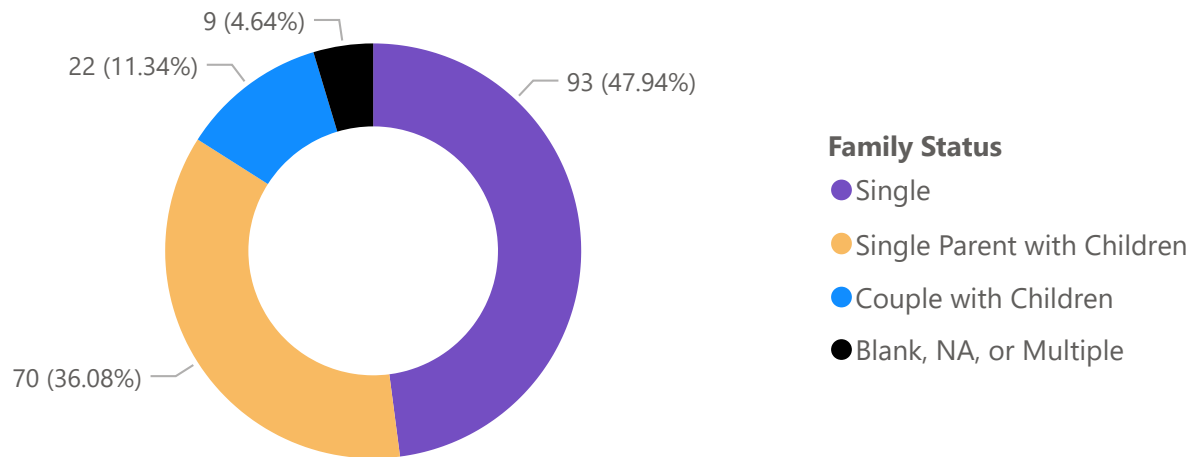


# 2021 Respondent Profile

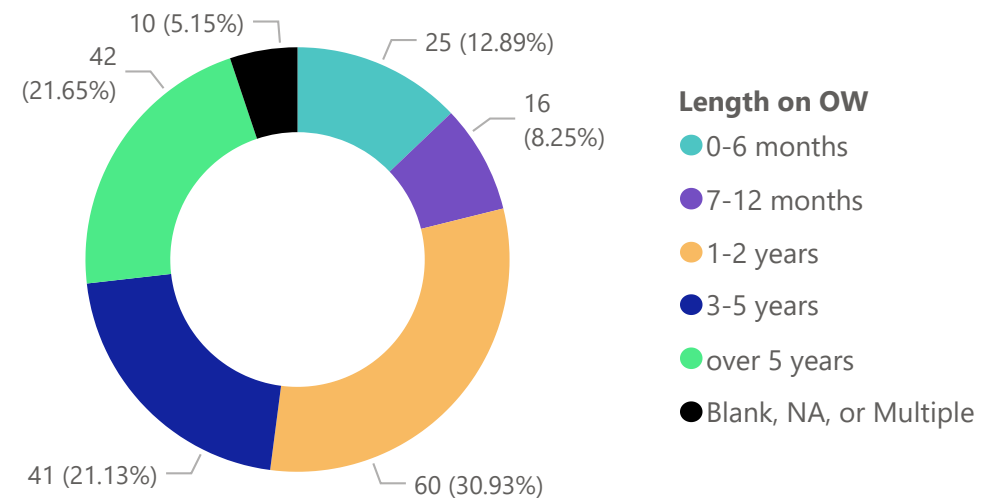
## Age of Respondents



## Family Status of Respondents



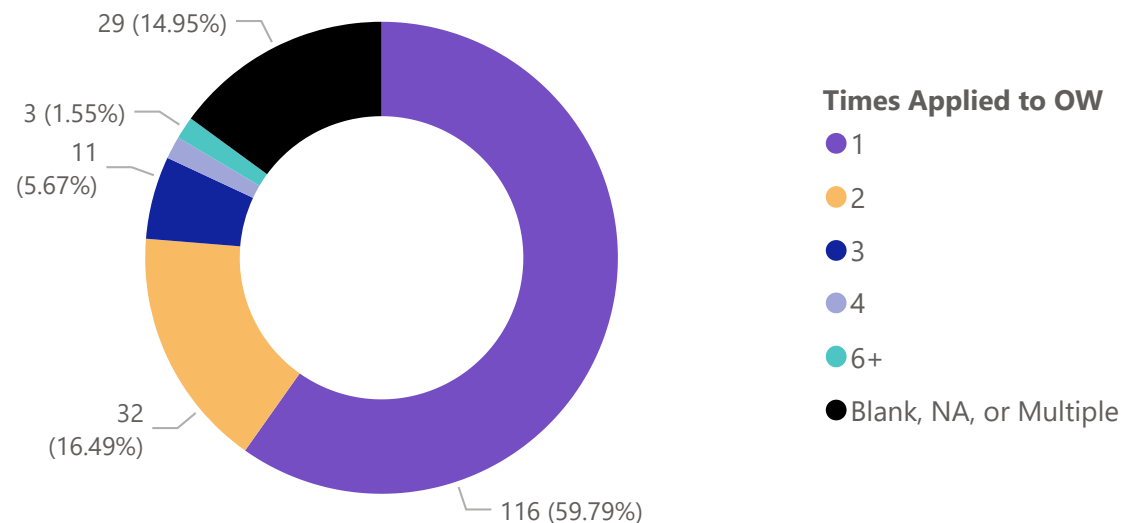
## Respondents' Length of Time on OW





# 2021 Respondent Profile

Number of Times Respondent Applied to OW

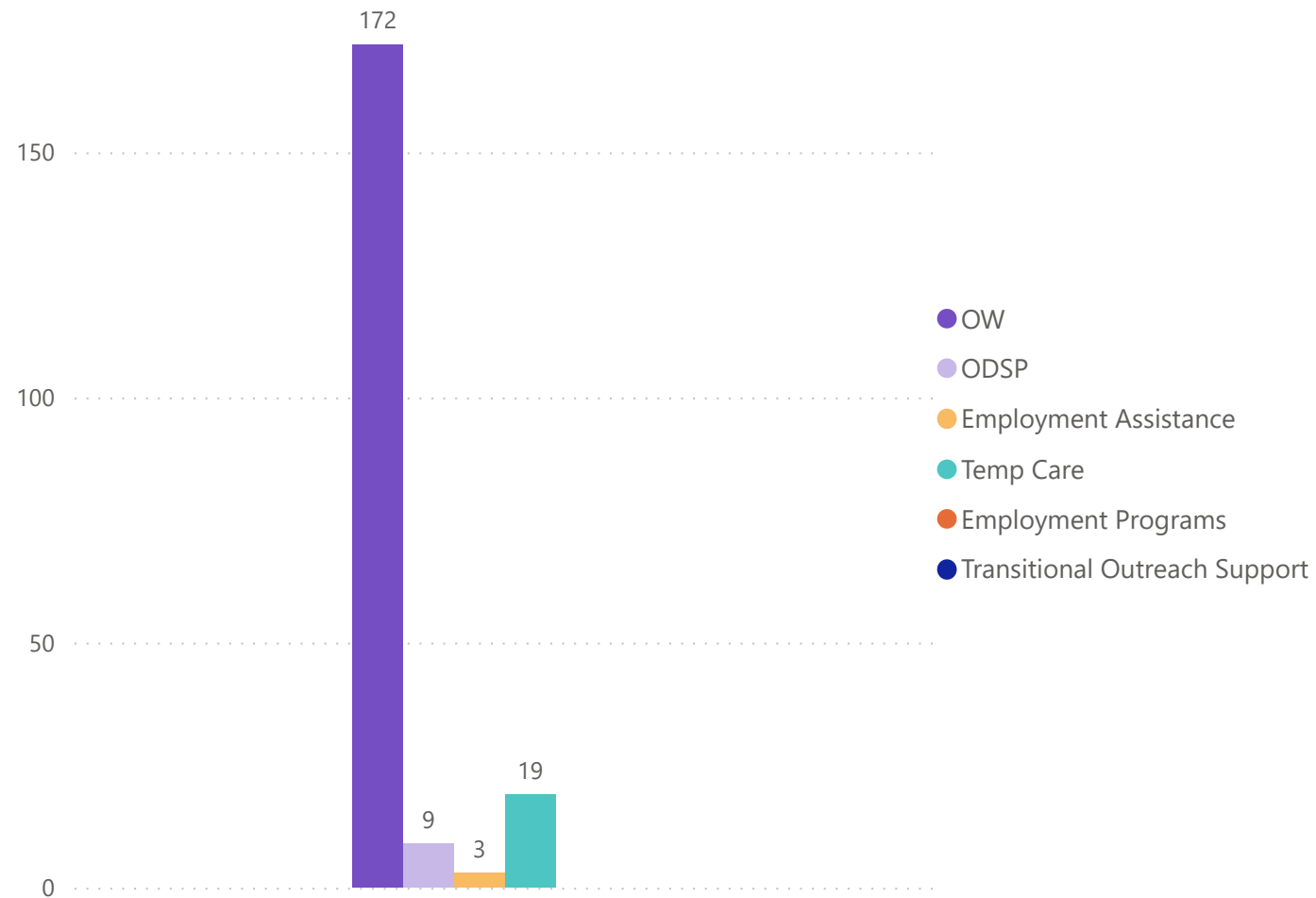


While not statistically significant, the results of the 2021 survey are similar to those of 2019 comparing the profiles of clients who responded. In both surveys, clients with a Single family status represented a smaller proportion of the responses (47.9%) than expected from the Ontario Works Caseload (64%).

Similarly to the 2019 survey, the proportion of clients aged 45 to 64 who responded to the survey in 2021 (41.2%) is much higher than the proportion of clients on the Ontario Works Caseload in that age range (21%).

25.3% of clients reported applying for Ontario Works more than once, which is a decrease from 2019 (34.9%).

Programs Respondents Receive Assistance From



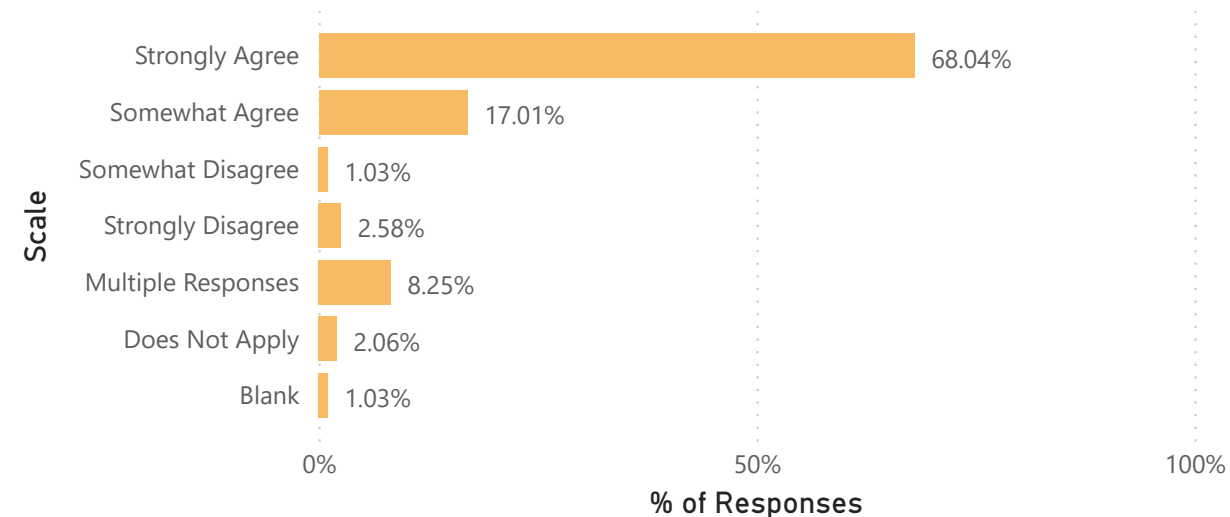
## 8a - Are OW program staff friendly, courteous and helpful?

Year	2019		2021	
	8a	% of Responses	8a	% of Responses
Strongly Agree	292	71.74%	132	68.04%
Somewhat Agree	89	21.87%	33	17.01%
Somewhat Disagree	14	3.44%	2	1.03%
Strongly Disagree	5	1.23%	5	2.58%
Multiple Responses	1	0.25%	16	8.25%
Does Not Apply	3	0.74%	4	2.06%
Blank	3	0.74%	2	1.03%
<b>Total</b>	<b>407</b>	<b>100.00%</b>	<b>194</b>	<b>100.00%</b>

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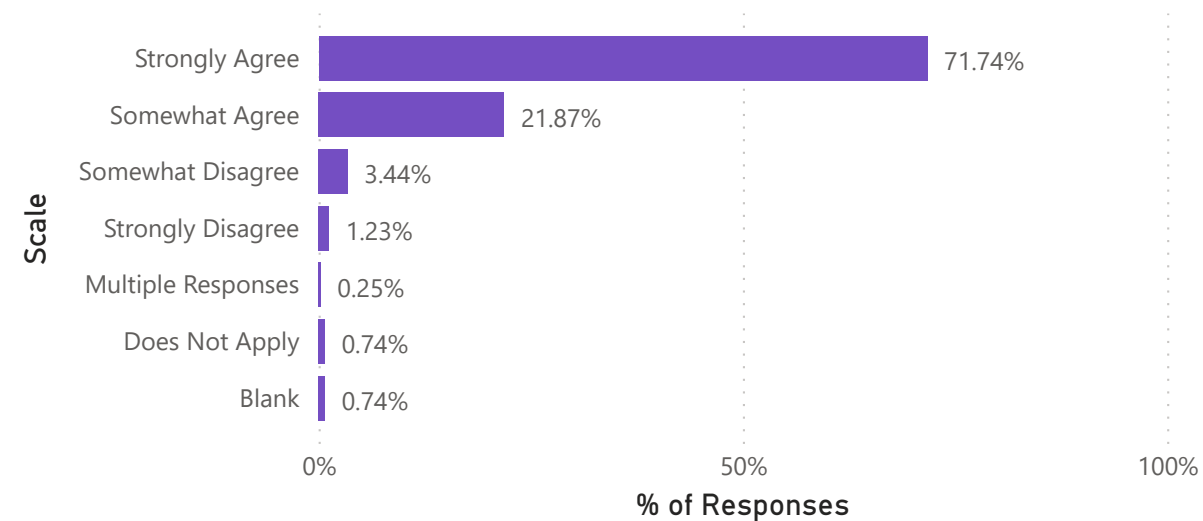
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, positive responses account for 85.1% of the responses received regarding the friendliness, courteousness and helpfulness of OW program staff. This is 8.6% lower than in 2019.

For 2021, 3.6% of responses were negative, a 1.1% decrease since 2019.

The increase in respondents who chose multiple responses, or Does Not Apply in 2021 may account for these changes (11.3% in 2021).

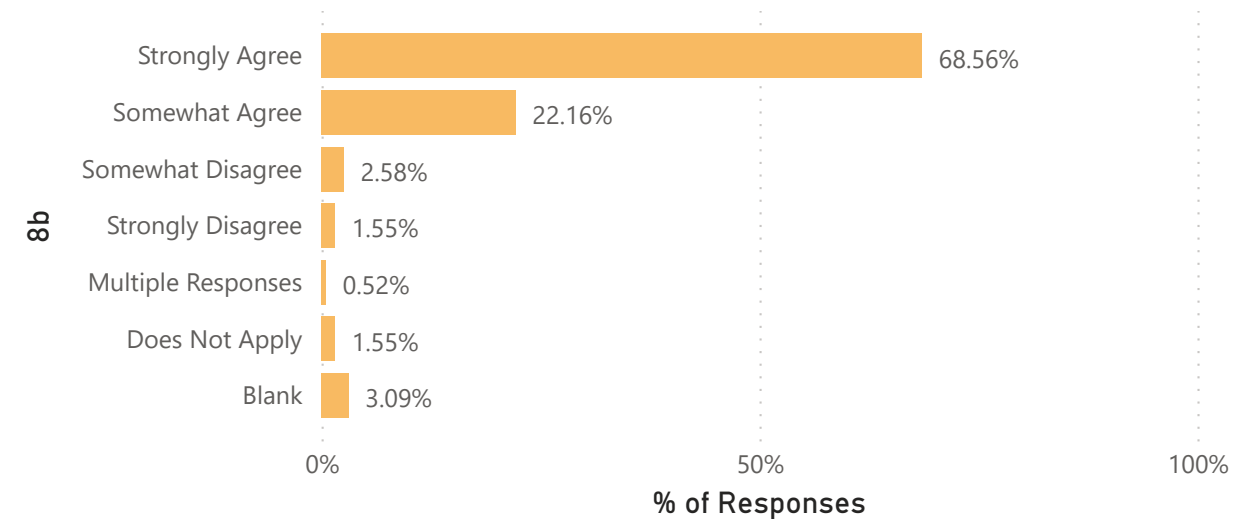
## 8b - Are OW program staff knowledgeable?

Year 8b	2019		2021	
	8b	% of Responses	8b	% of Responses
Strongly Agree	260	63.88%	133	68.56%
Somewhat Agree	102	25.06%	43	22.16%
Somewhat Disagree	23	5.65%	5	2.58%
Strongly Disagree	6	1.47%	3	1.55%
Multiple Responses			1	0.52%
Does Not Apply	2	0.49%	3	1.55%
Blank	14	3.44%	6	3.09%
<b>Total</b>	<b>407</b>	<b>100.00%</b>	<b>194</b>	<b>100.00%</b>

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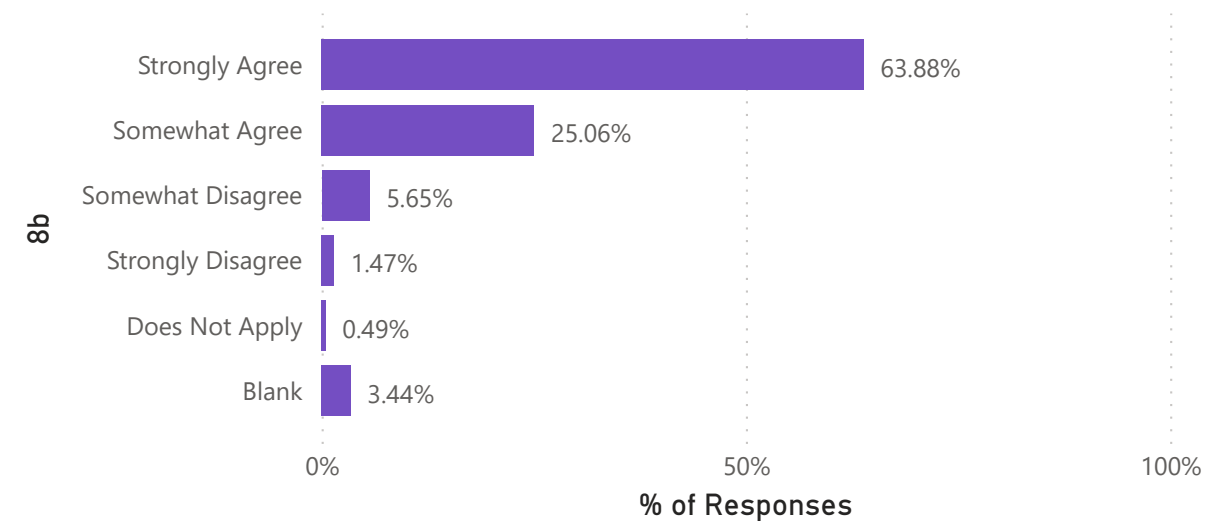
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, positive responses account for 90.7% of the responses received regarding the knowledge of OW program staff. This is 1.8% higher than in 2019.

In 2021, 4.1% of responses were negative, a decrease of 3%.

## 8c - Do OW program staff respect your culture?

Year	2019		2021	
	8c	% of Responses	8c	% of Responses
Strongly Agree	253	62.16%	122	62.89%
Somewhat Agree	68	16.71%	25	12.89%
Somewhat Disagree	16	3.93%	1	0.52%
Strongly Disagree	6	1.47%	4	2.06%
Multiple Responses	2	0.49%	3	1.55%
Does Not Apply	46	11.30%	35	18.04%
Blank	16	3.93%	4	2.06%
<b>Total</b>	<b>407</b>	<b>100.00%</b>	<b>194</b>	<b>100.00%</b>

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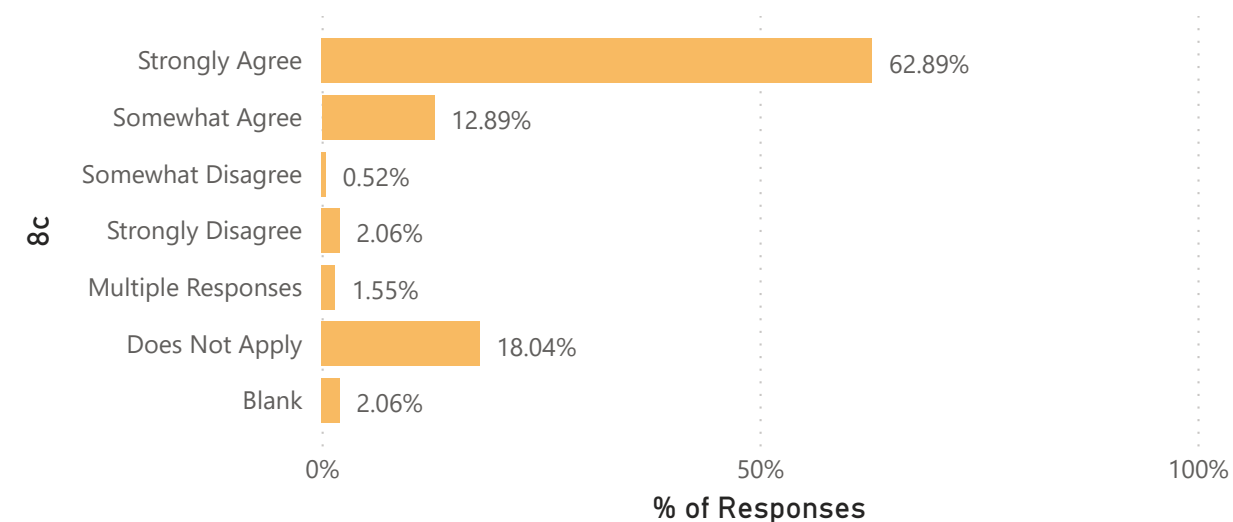
In 2021, positive responses account for 75.8% of the responses received regarding culture. This is 3.1% lower than in 2019.

In 2021, 2.6% of responses were negative, a 2.8% decrease since 2019.

The increase in respondents who chose multiple responses, or Does Not Apply in 2021 may account for this change (21.7% of responses in 2021).

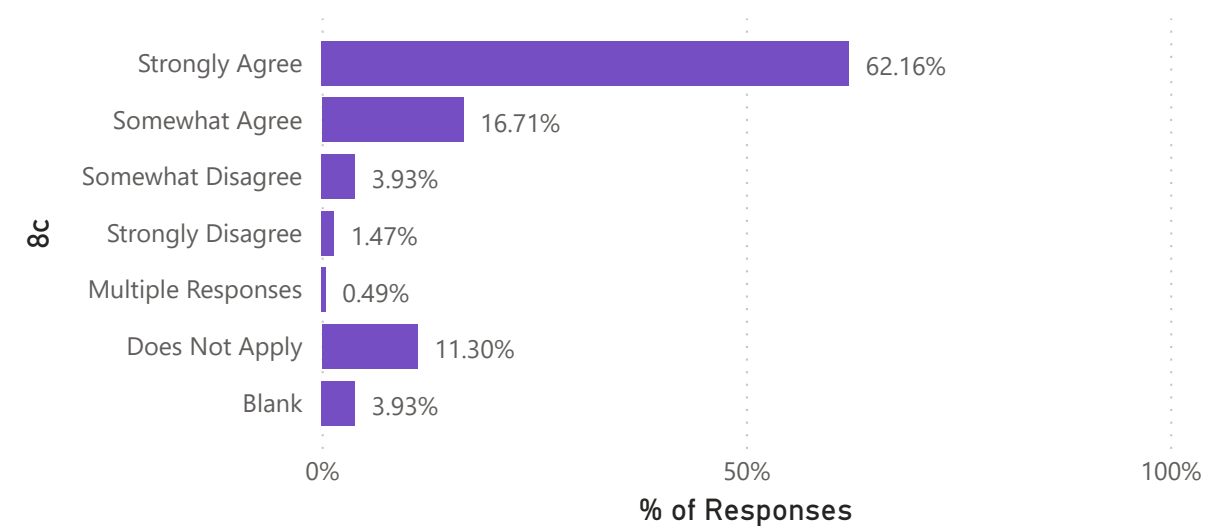
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



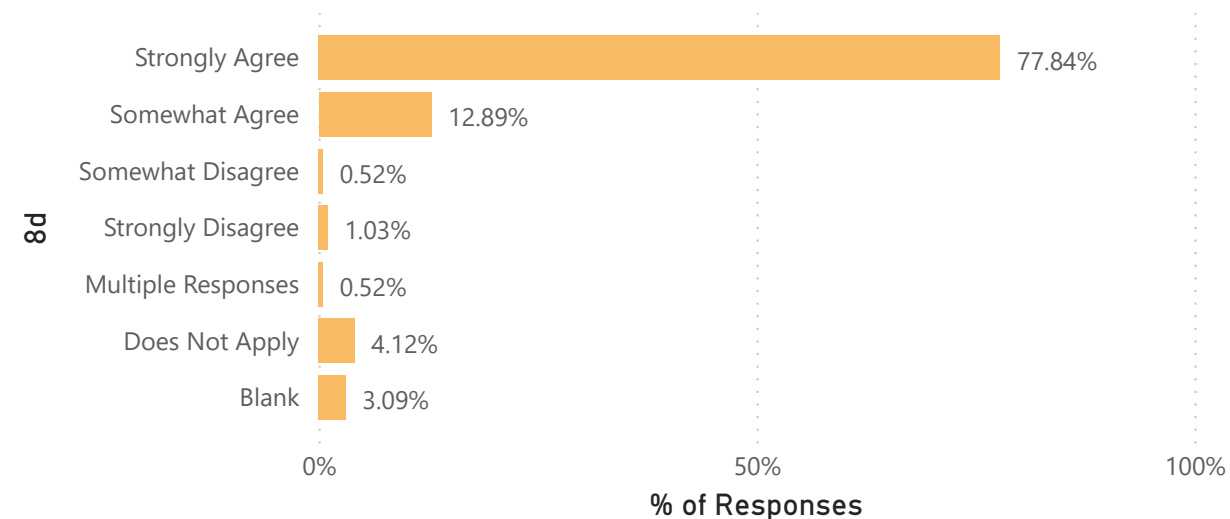
## 8d - Do OW program staff protect your privacy?

Year	2019		2021	
	8d	% of Responses	8d	% of Responses
Strongly Agree	292	71.74%	151	77.84%
Somewhat Agree	67	16.46%	25	12.89%
Somewhat Disagree	13	3.19%	1	0.52%
Strongly Disagree	9	2.21%	2	1.03%
Multiple Responses			1	0.52%
Does Not Apply	10	2.46%	8	4.12%
Blank	16	3.93%	6	3.09%
<b>Total</b>	<b>407</b>	<b>100.00%</b>	<b>194</b>	<b>100.00%</b>



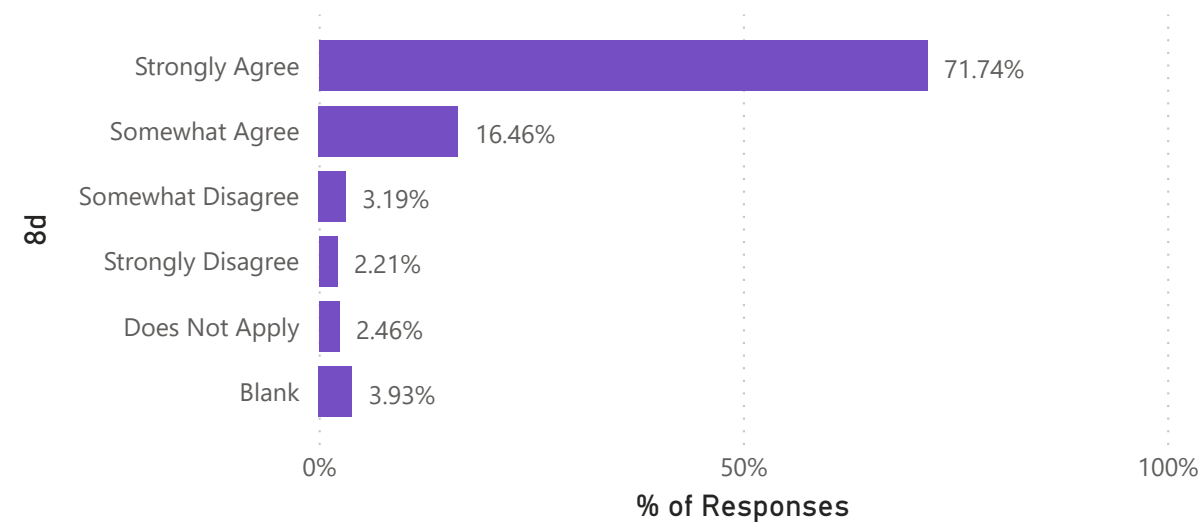
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, positive responses account for 90.7% of the responses received regarding the protection of client privacy. This is 2.5% higher than in 2019.

In 2021, 1.6% of responses were negative, a decrease of 3.9% from 2019.

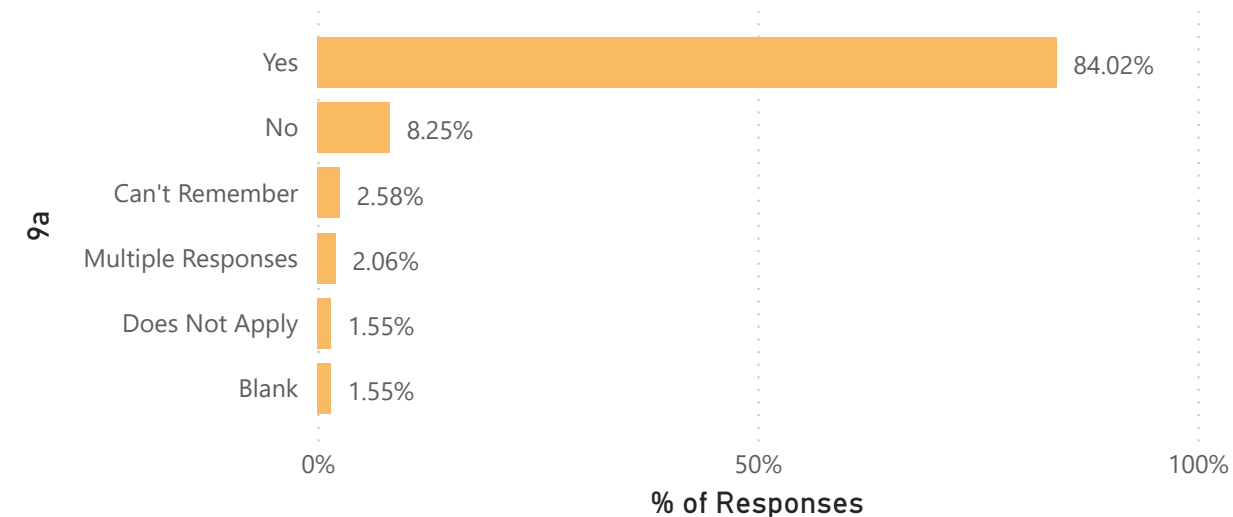
## 9a - Has your OW Caseworker let you know when you need to contact them?

Year	2019		2021	
	9a	% of Responses	9a	% of Responses
Yes	353	86.73%	163	84.02%
No	25	6.14%	16	8.25%
Can't Remember	16	3.93%	5	2.58%
Multiple Responses			4	2.06%
Does Not Apply	11	2.70%	3	1.55%
Blank	2	0.49%	3	1.55%
<b>Total</b>	<b>407</b>	<b>100.00%</b>	<b>194</b>	<b>100.00%</b>

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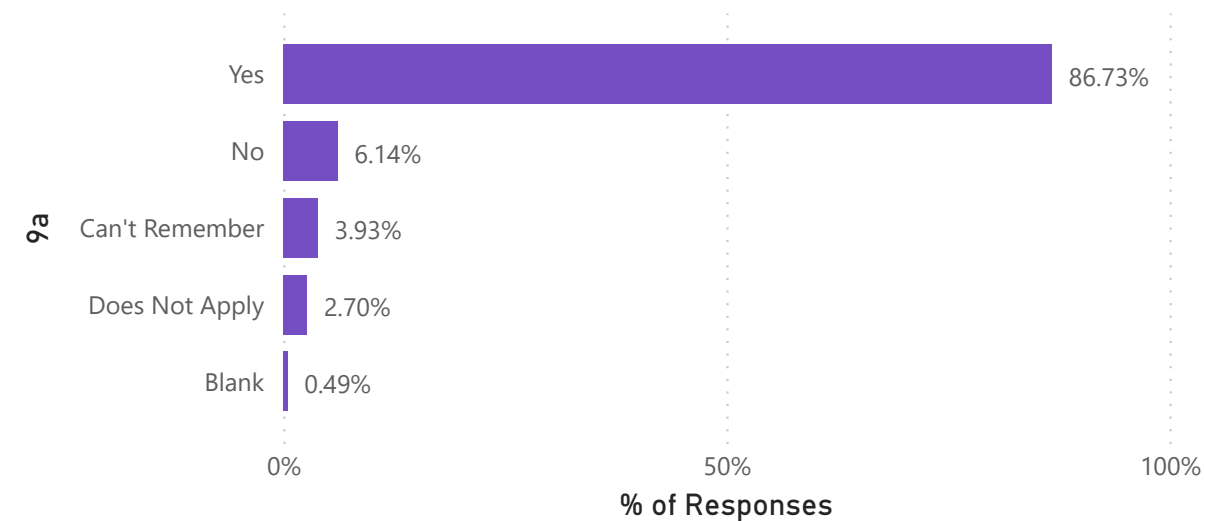
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, 2.7% less respondents reported remembering their caseworker explaining their rights and responsibilities than in 2019. There was also a 2% increase in the number of respondents who answered no to this question.

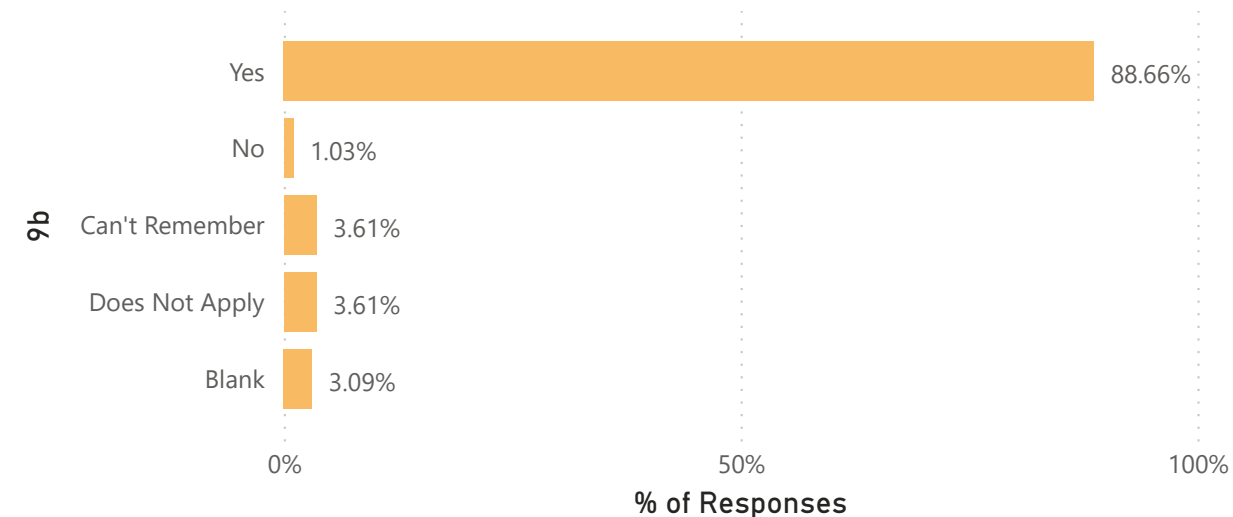
## 9b - Has your OW Caseworker explained when you need to report changes to your circumstances?

Year 9b	2019		2021	
	9b	% of Responses	9b	% of Responses
Yes	357	87.71%	172	88.66%
No	20	4.91%	2	1.03%
Can't Remember	14	3.44%	7	3.61%
Multiple Responses	1	0.25%		
Does Not Apply	12	2.95%	7	3.61%
Blank	3	0.74%	6	3.09%
<b>Total</b>	<b>407</b>	<b>100.00%</b>	<b>194</b>	<b>100.00%</b>



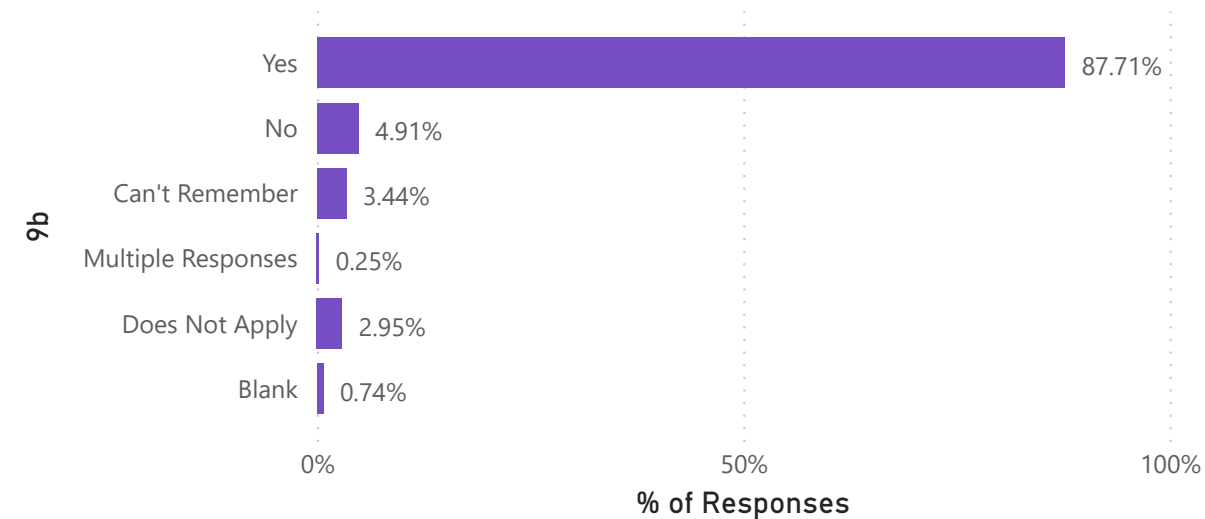
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, 0.9% more respondents reported their caseworker explaining when to report changes to their circumstances than in 2019. There was also a 3.9% decrease in the number of respondents who responded no to this question.

Responses including Does Not Apply or Can't Remember remained similar over the 2 years.

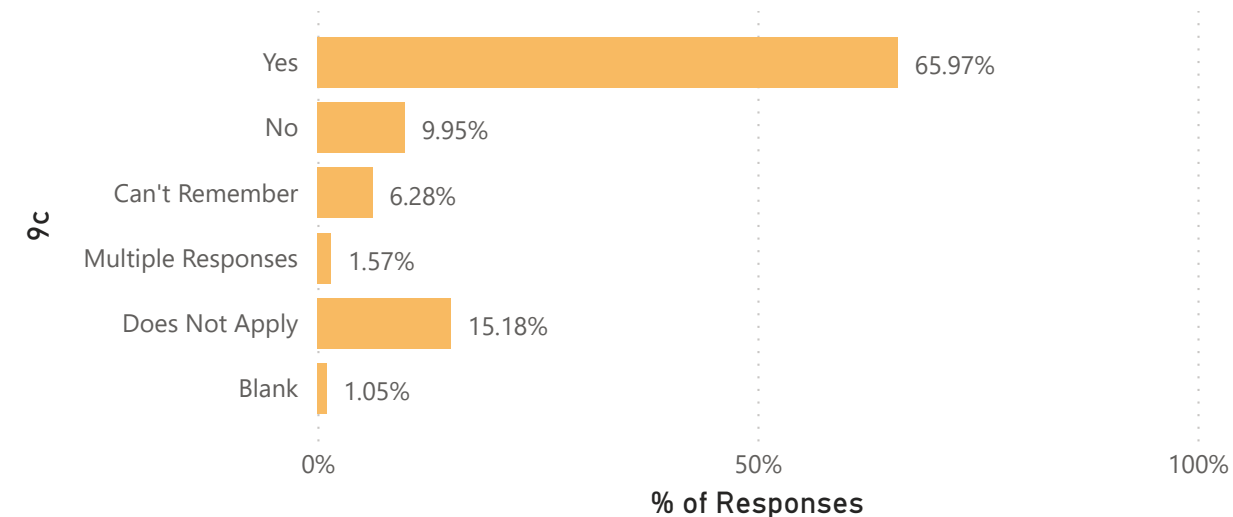
## 9c - Has your OW Caseworker shown you how to fill out your Statement of Income

Year 9c	2019		2021	
	9c	% of Responses	9c	% of Responses
Yes	312	77.04%	126	65.97%
No	46	11.36%	19	9.95%
Can't Remember	20	4.94%	12	6.28%
Multiple Responses			3	1.57%
Does Not Apply	26	6.42%	29	15.18%
Blank	1	0.25%	2	1.05%
<b>Total</b>	<b>405</b>	<b>100.00%</b>	<b>191</b>	<b>100.00%</b>

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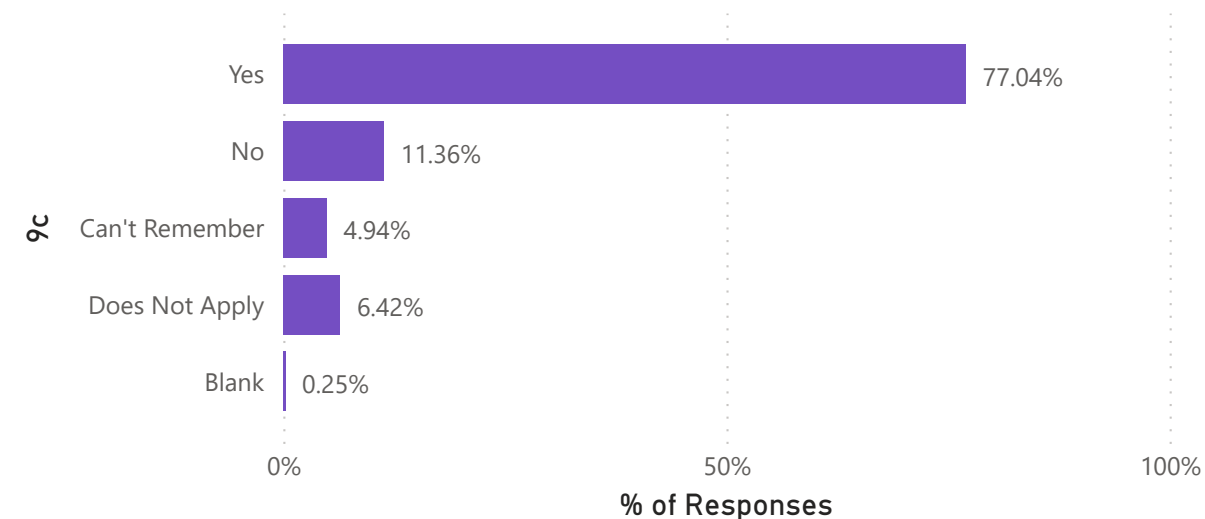
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, 11.7% less respondents reported being shown how to fill out their Statement of Income than in 2019.

There was also a 13.2% increase in the number of respondents who chose Does Not Apply, Can't Remember, multiple answers, or left it blank, which may account for some of the decreases.



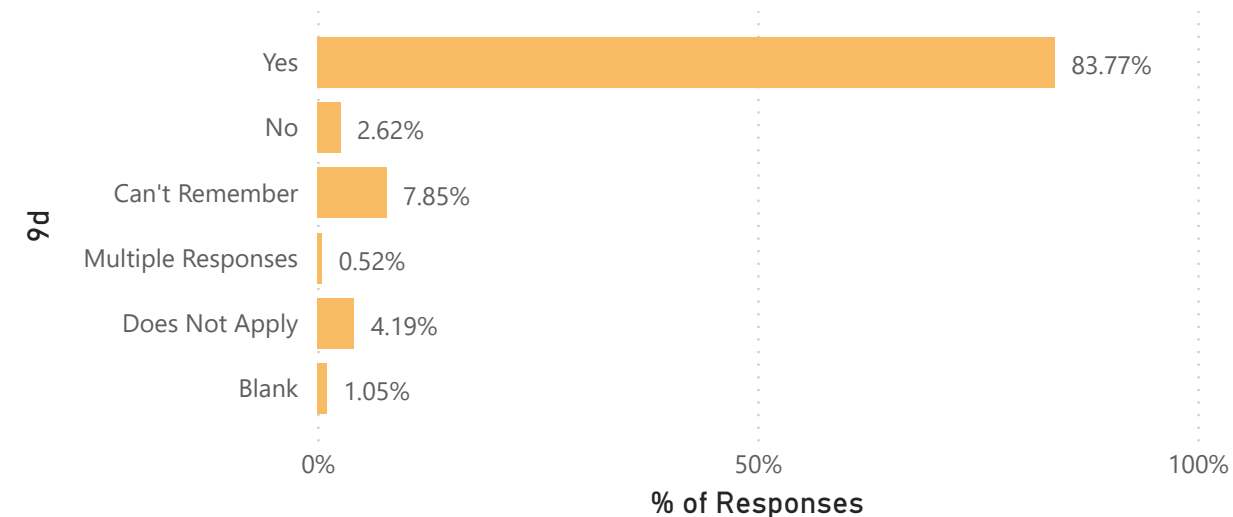
## 9d - Has your OW Caseworker explained your rights and responsibilities?

Year 9d	2019		2021	
	9d	% of Responses	9d	% of Responses
Yes	362	89.38%	160	83.77%
No	23	5.68%	5	2.62%
Can't Remember	13	3.21%	15	7.85%
Multiple Responses			1	0.52%
Does Not Apply	6	1.48%	8	4.19%
Blank	1	0.25%	2	1.05%
<b>Total</b>	<b>405</b>	<b>100.00%</b>	<b>191</b>	<b>100.00%</b>

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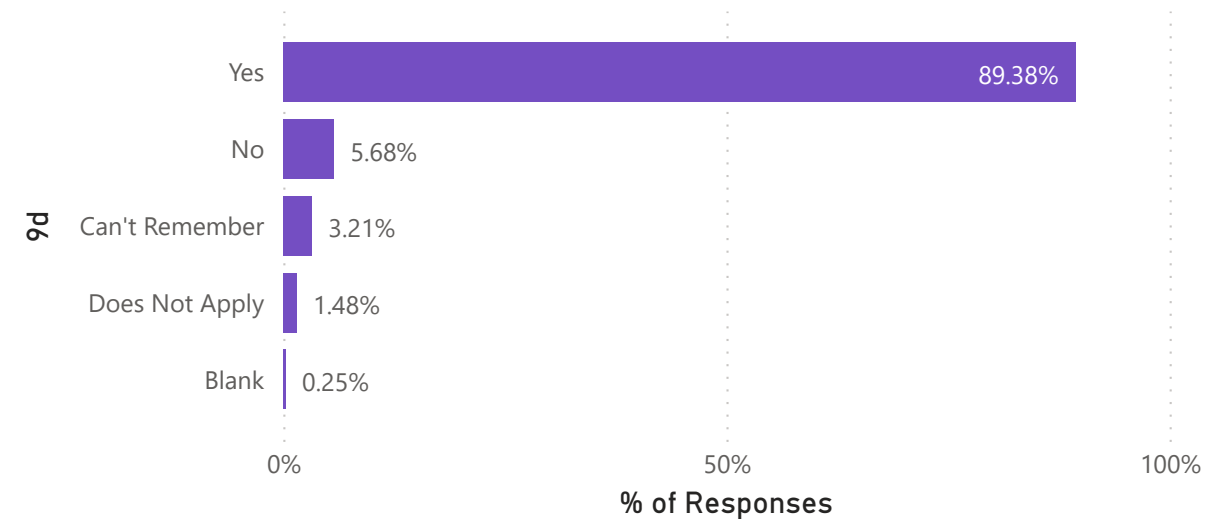
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, 6.5% less respondents reported remembering their caseworker explaining their rights and responsibilities than in 2019. There was also a 3.1% decrease in the proportion of respondents who answered no to this question.

There was also a 9.5% increase in the number of respondents who chose Does Not Apply, Can't Remember, multiple answers, or left it blank, which may account for some of the decreases.

## 9e - Has your OW Caseworker informed you of how to appeal a decision you disagree with?

Year 9e	2019		2021	
	9e	% of Responses	9e	% of Responses
Yes	290	72.14%	126	65.97%
No	51	12.69%	17	8.90%
Can't Remember	34	8.46%	24	12.57%
Multiple Responses	1	0.25%	2	1.05%
Does Not Apply	25	6.22%	20	10.47%
Blank	1	0.25%	2	1.05%
<b>Total</b>	<b>402</b>	<b>100.00%</b>	<b>191</b>	<b>100.00%</b>

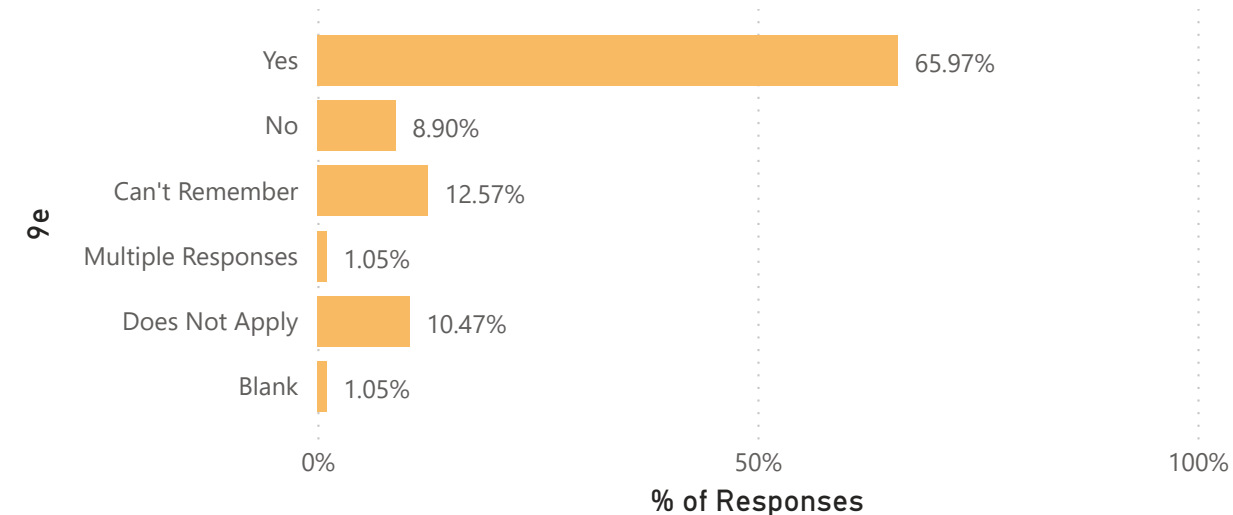
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In 2021, 6.3% less respondents reported being informed of how to appeal decisions than in 2019.

There was also a 10.1% increase in the proportion of respondents who chose Does Not Apply, Can't Remember, multiple answers, or left it blank, which may account for some of the decreases.

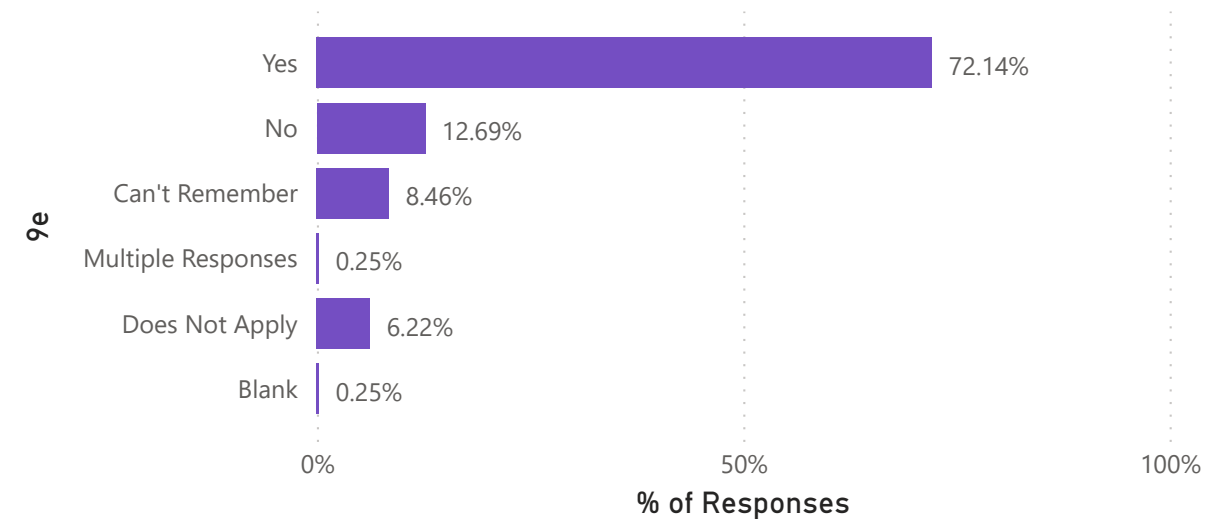
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019

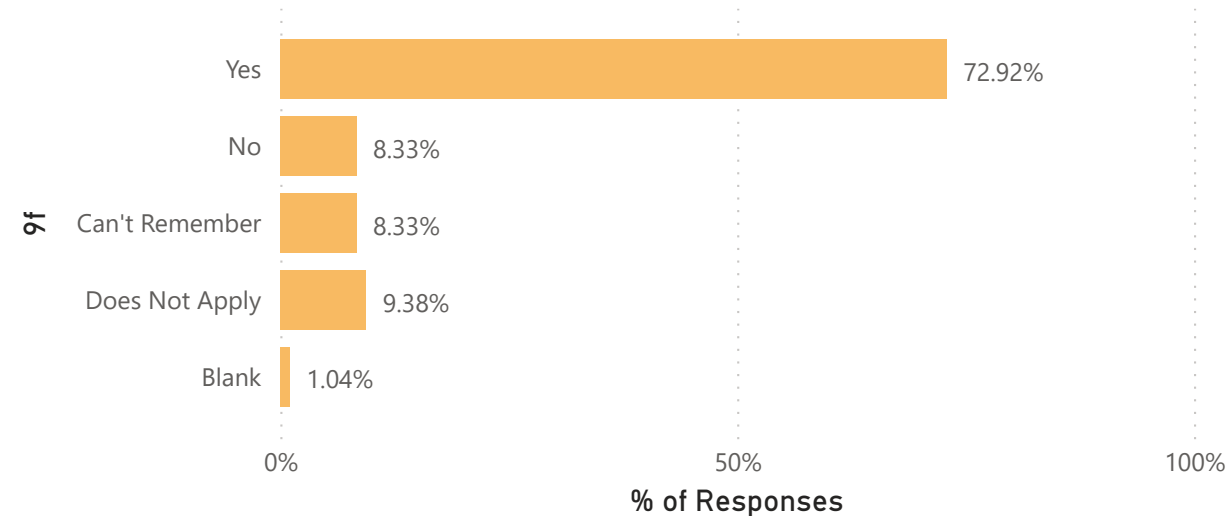


## 9f - Has your OW Caseworker worked with you to establish a plan for the future, understanding your needs and goals?

Year	2021		Total	
9f	9f	% of Responses	9f	% of Responses
Yes	140	72.92%	140	72.92%
No	16	8.33%	16	8.33%
Can't Remember	16	8.33%	16	8.33%
Does Not Apply	18	9.38%	18	9.38%
Blank	2	1.04%	2	1.04%
<b>Total</b>	<b>192</b>	<b>100.00%</b>	<b>192</b>	<b>100.00%</b>

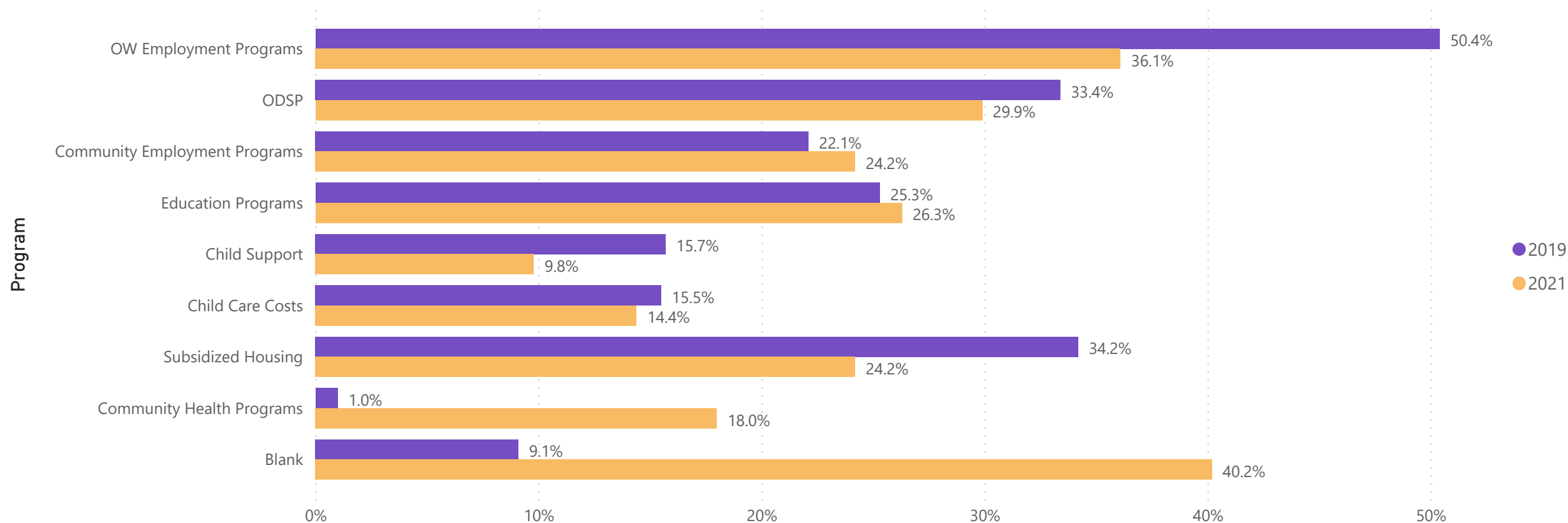
### 2021 Responses

Year ● 2021



9f is a new question for 2021, and has no comparable question for 2019.

## 10 - Has your OW Caseworker told you about helpful programs?



In 2021, 14.3% fewer respondents reported having been told about OW Employment Programs, and 3.5% fewer reported being told about ODSP than in 2019.

There was a slight increase in the number of clients told about Community Employment Programs (2.1%) and Education Programs (1%) over responses in 2019.

There was a 5.9% decrease in knowledge of Child Support, and 1.1% decrease for Child Care Costs. There was also a 10% decrease in the number of respondents reporting being told about subsidized housing programs in 2021.

A large number of respondents left this question blank for 2021.

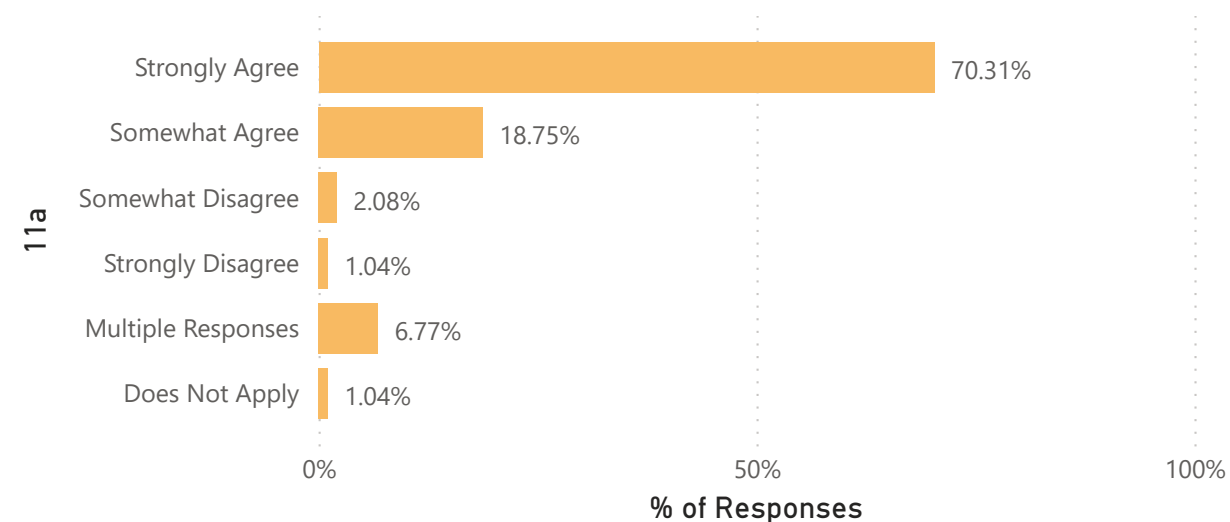
# 11a - I know who to get in touch with if I have a question or problem

Year	2019		2021	
	11a	% of Responses	11a	% of Responses
Strongly Agree	273	67.74%	135	70.31%
Somewhat Agree	106	26.30%	36	18.75%
Somewhat Disagree	14	3.47%	4	2.08%
Strongly Disagree	6	1.49%	2	1.04%
Multiple Responses			13	6.77%
Does Not Apply	4	0.99%	2	1.04%
<b>Total</b>	<b>403</b>	<b>100.00%</b>	<b>192</b>	<b>100.00%</b>

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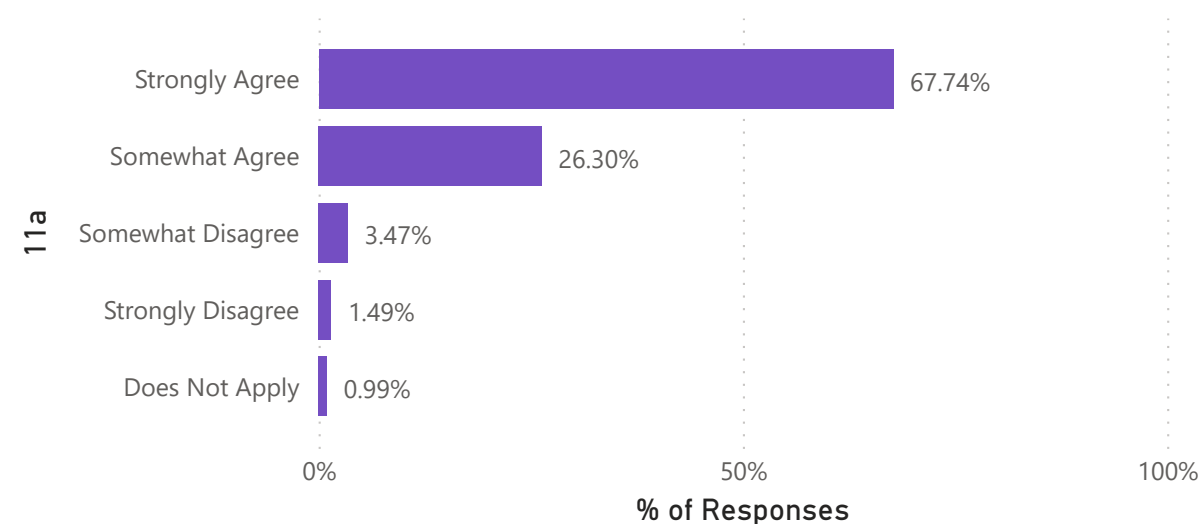
## 2021 Responses

Year ● 2021



## 2019 Responses

Year ● 2019



In 2021, positive responses account for 88.1% of the responses received regarding knowing who to contact with a question or problem. This is 5% lower than in 2019.

In 2021, 3.1% of responses were negative, a 1.8% decrease from 2019.

The increase in respondents who chose multiple responses, or Does Not Apply in 2021 may account for this change (6.8% increase in 2021).

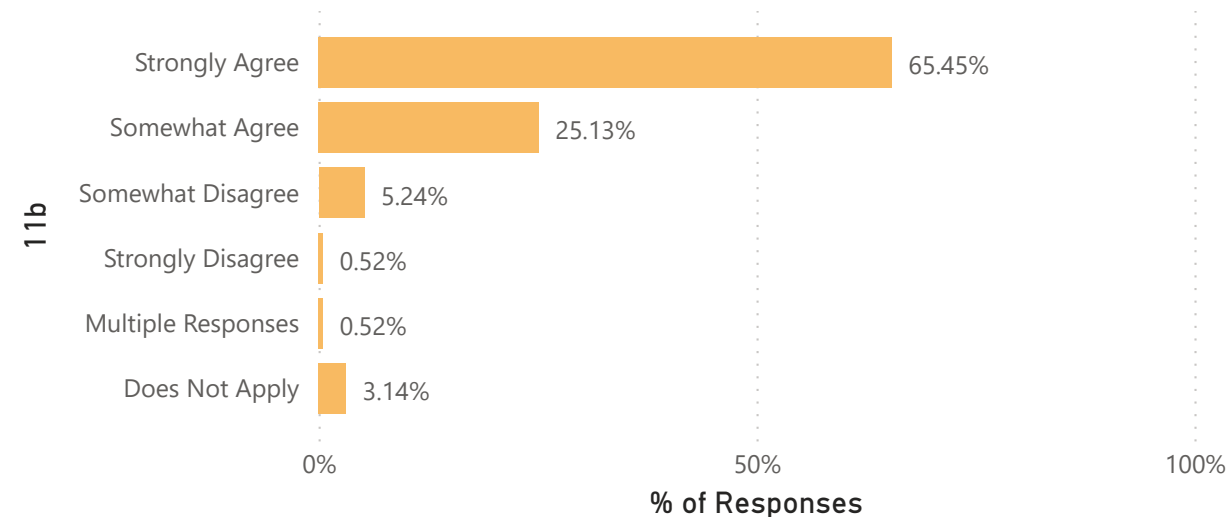
## 11b - I get consistent and clear information from OW program staff

Year 11b	2019		2021	
	11b	% of Responses	11b	% of Responses
Strongly Agree	224	55.72%	125	65.45%
Somewhat Agree	121	30.10%	48	25.13%
Somewhat Disagree	34	8.46%	10	5.24%
Strongly Disagree	10	2.49%	1	0.52%
Multiple Responses	2	0.50%	1	0.52%
Does Not Apply	11	2.74%	6	3.14%
<b>Total</b>	<b>402</b>	<b>100.00%</b>	<b>191</b>	<b>100.00%</b>

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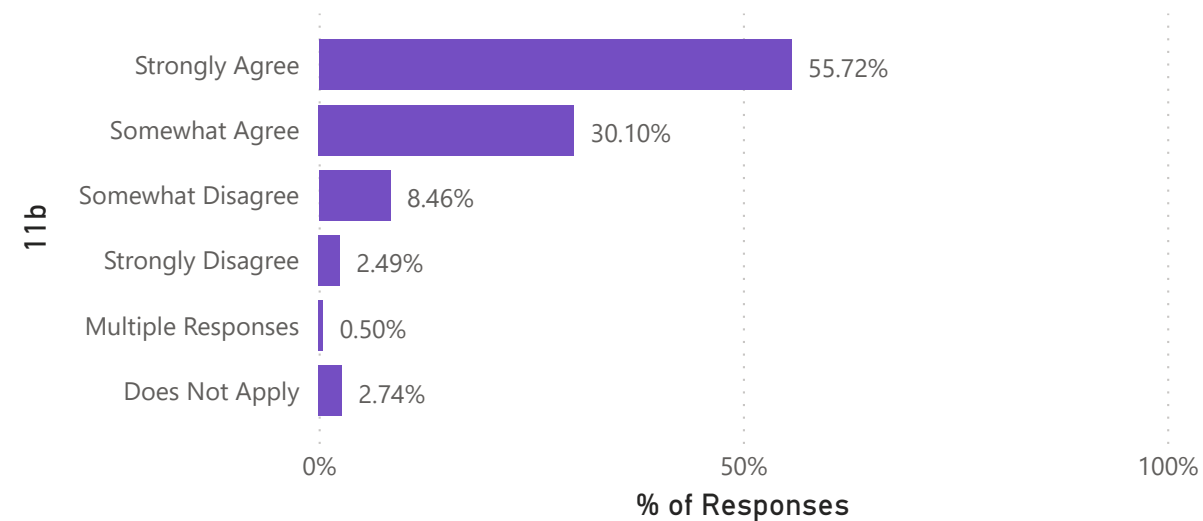
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, positive responses account for 89.2% of the responses received regarding consistent and clear information from OW program staff. This is 4.4% higher than in 2019.

In 2021, 5.7% of responses were negative, a decrease of 5.1% from 2019.

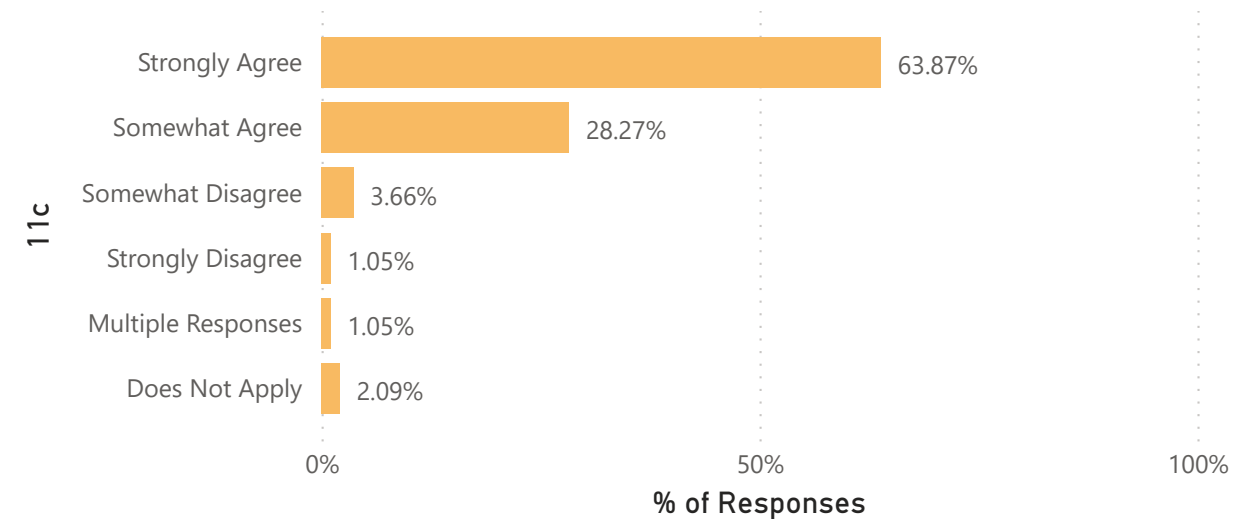
## 11c - Things are well explained to me

Year	2019		2021	
	11c	% of Responses	11c	% of Responses
Strongly Agree	252	62.22%	122	63.87%
Somewhat Agree	105	25.93%	54	28.27%
Somewhat Disagree	29	7.16%	7	3.66%
Strongly Disagree	12	2.96%	2	1.05%
Multiple Responses	2	0.49%	2	1.05%
Does Not Apply	5	1.23%	4	2.09%
<b>Total</b>	<b>405</b>	<b>100.00%</b>	<b>191</b>	<b>100.00%</b>



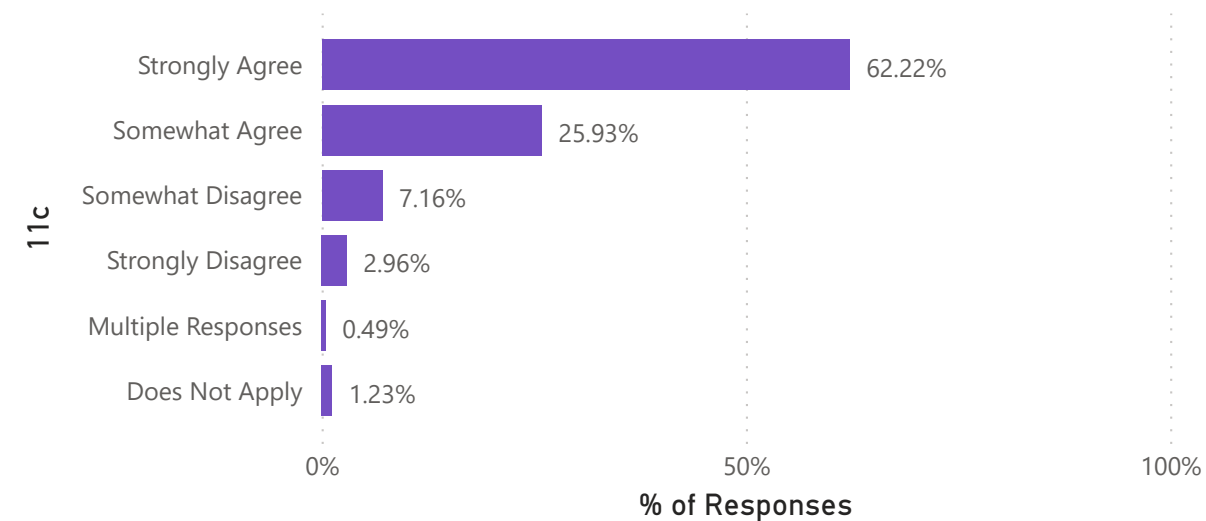
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, positive responses account for 90.7% of the responses received regarding things being thoroughly explained. This is 3.1% higher than in 2019.

In 2021, 4.6% of responses were negative, a decrease of 5.4% from 2019.

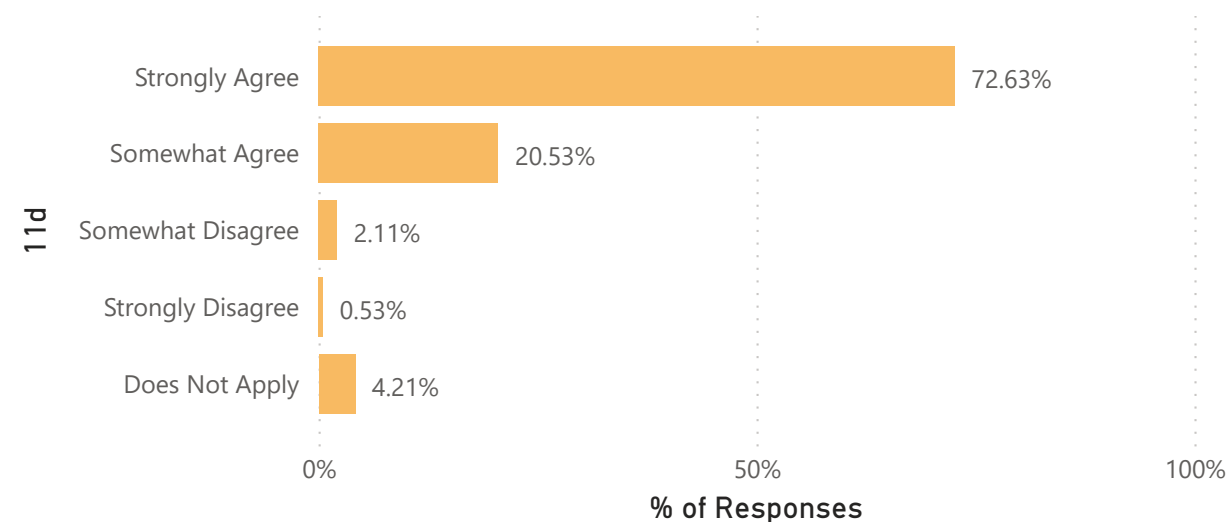
# 11d - I know what information I need to bring to my appointment

Year	2019		2021	
	11d	% of Responses	11d	% of Responses
Strongly Agree	299	73.83%	138	72.63%
Somewhat Agree	85	20.99%	39	20.53%
Somewhat Disagree	11	2.72%	4	2.11%
Strongly Disagree	4	0.99%	1	0.53%
Multiple Responses	1	0.25%		
Does Not Apply	5	1.23%	8	4.21%
<b>Total</b>	<b>405</b>	<b>100.00%</b>	<b>190</b>	<b>100.00%</b>

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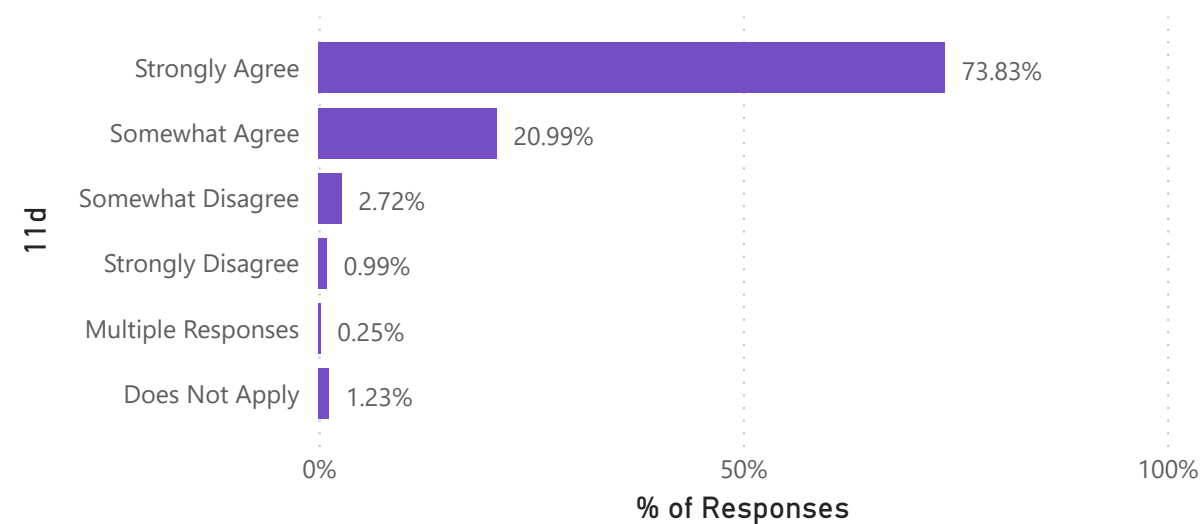
## 2021 Responses

Year ● 2021



## 2019 Responses

Year ● 2019



In 2021, positive responses account for 91.2% of the responses received regarding knowing what information is needed for appointments. This is 3.1% lower than in 2019.

In 2021, 2.6% of responses were negative, a decrease of 1.1% from 2019.

The increase in respondents who chose multiple responses, or Does Not Apply in 2021 may account for these changes (4.2% increase from 2019).



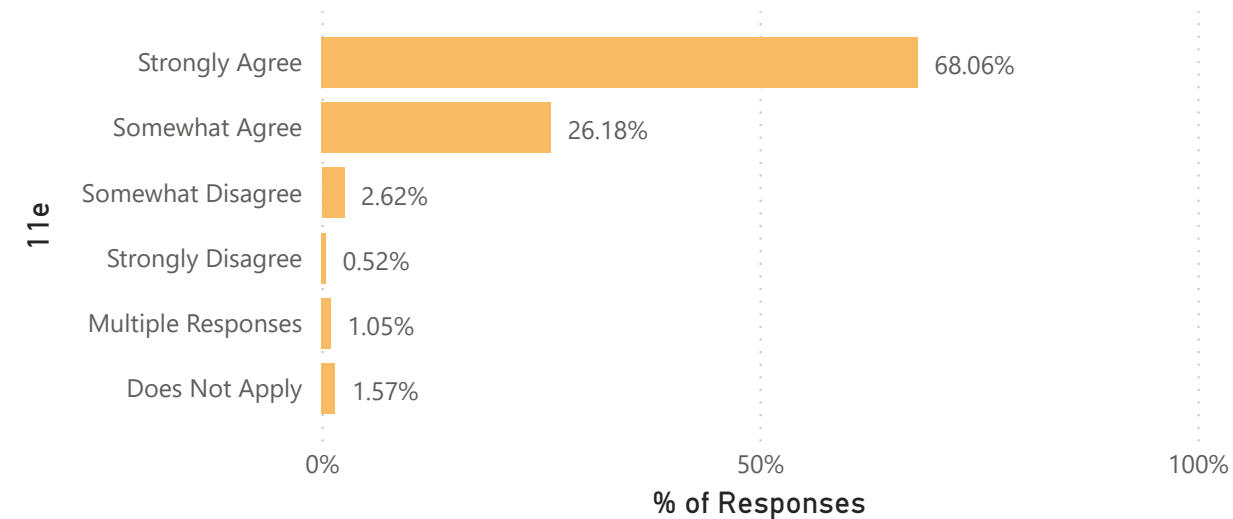
## 11e - I understand all the written information I receive

Year 11e	2019		2021	
	11e	% of Responses	11e	% of Responses
Strongly Agree	279	69.06%	130	68.06%
Somewhat Agree	95	23.51%	50	26.18%
Somewhat Disagree	20	4.95%	5	2.62%
Strongly Disagree	6	1.49%	1	0.52%
Multiple Responses			2	1.05%
Does Not Apply	4	0.99%	3	1.57%
<b>Total</b>	<b>404</b>	<b>100.00%</b>	<b>191</b>	<b>100.00%</b>



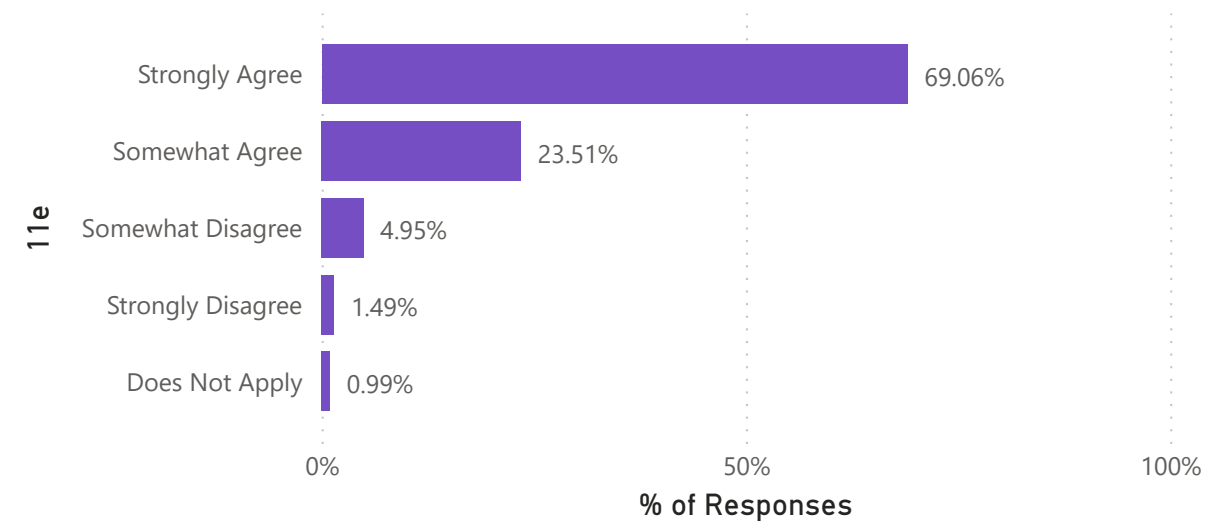
### 2021 Responses

Year ● 2021



### 2019 Responses

Year ● 2019



In 2021, positive responses account for 92.8% of the responses received regarding understanding written information. This is 0.9% lower than in 2019.

In 2021, 3.1% of responses were negative, a decrease of 3.3% from 2019.

