



BOARD REPORT

REPORT No.: 2025-40

MEETING DATE: OCTOBER 16, 2025

SUBJECT: 2025 ONTARIO WORKS CLIENT SATISFACTION SURVEY RESULTS

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 2025 Ontario Works (OW) Client Satisfaction Survey.

BACKGROUND

As part of the fulfillment of the 2024-2027 Strategic Plan directive to humanize human services and to assess the success of current programs and support services, the TBDSSAB conducted a survey of OW to gain feedback from its recipients. The previous surveys were conducted in 2019, 2021, and 2023.

Before distributing the survey, it went through an editing process, which was in line with the Blue-Sky Situation Analysis Report recommendations and objective 1.4 of the 2024-27 Strategic Plan: "To encourage advocacy and awareness through a plain language review." The structure and grammar of the survey was edited to be more in line with the reading level for service recipients.

COMMENTS

A total of 2,736 surveys were distributed to OW recipients in July 2025. The survey was primarily distributed through email to increase accessibility and ease of completion. Paper copy surveys were mailed to clients who did not have an email on file. We received 513 returned surveys, which represents 19% of the OW caseload. This is a significant increase in responses from the 2023 survey, which had a 7.5% response rate. The response rate is statistically significant, representing all TBDSSAB OW clients 95% of the time plus or minus 5%. Therefore, the results from the 2025 survey are a

more accurate account of the quality of services provided to clients than survey results in previous years.

Highlights of the 2025 Responses:

Demographics

- The majority of respondents reported living in the City of Thunder Bay (84%), while 15% reported living outside of the City of Thunder Bay.
- Clients ages 25-34 (27.5%) represent majority of the responses, followed by those ages 35-44 (22.8%), 45-54 (19.7%), then 55-64 (17%).
- Most respondents reported themselves as single (58.5%), or as single with dependents (27.7%).
- Around half (50.7%) of respondents have applied for OW once, and 41% report being on OW for less than a year, while 12.7% have been recipients for over five years.

Service Satisfaction

- Responses to service satisfaction questions indicate an overall positive view of interactions with TBDSSAB's OW staff as 94% of clients agree that their caseworkers (CWs) are friendly and respectful, 91% agree that staff give helpful information, and 90% agree that staff respect their culture/identity.
- When asked if clients "get clear and consistent information from OW staff" 87.3% agree.
- When asked "has your OW Caseworker helped connect you to any of the following services"¹, 49% of respondents were connected to employment programs; 42% to community health programs; 29% to education programs; 29% to ODSP; and 43% to housing programs. A new option was added this year to ask if their Caseworker has connected them to mental health and/or substance use supports (if applicable) and 34.9% responded "yes."
- Clients left comments about their feedback for the OW program. Over 50 positive comments were written about Caseworkers being helpful, supportive, and understanding. Several other themes emerged related to the quality of communication with Caseworkers and the impacts of inflation, food insecurity, and transportation of clients.

STRATEGIC PLAN IMPACT

This survey falls under the 2024-27 Strategic Plan for "Humanizing Human Services" by gaining feedback from clients about their experiences. As well as to "Encourage Awareness and Advocacy" through the organization-wide Plain and Welcoming Language Framework.

¹ Services in this context include childcare costs and supports; employment programs; ODSP; housing programs; community health programs; educational programs, and mental health and/or substance use supports.

FINANCIAL IMPLICATIONS

There are no financial implications related to this report.

CONCLUSION

It is concluded that the 2025 OW Satisfaction Survey addresses the Strategic Plan to humanize human services and encourage awareness and advocacy and has shown areas where Social Assistance programs are excelling. OW client feedback has shown a predominantly positive perception of the services TBDSSAB provides them and their interactions with OW staff.

REFERENCE MATERIALS

Attachment #1: [2025 Ontario Works Satisfaction Survey Results Summary](#)

Attachment #2: [2025 Ontario Works Satisfaction Survey](#)

PREPARED BY:	Carole Lem, Communications & Engagement Officer Tomi Akinyede, Supervisor, Research & Social Policy
SIGNATURE	
APPROVED BY	Ken Ranta, Chief Executive Officer
SIGNATURE	
SUBMITTED BY:	Ken Ranta, Chief Executive Officer



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

2025 TBDSSAB Ontario Works Satisfaction Survey Report

Tomi Akinyede

Supervisor, Research and Social Policy

Jenna Scali

Data and Research Analyst

September 2025

Introduction

As part of the fulfillment of the Strategic Plan directive to humanize human services and evaluate the success of current Ontario Works programs and services, The District of Thunder Bay Social Services Administration Board (TBDSSAB) conducted its biennial survey of Ontario Works (OW) to gain feedback from OW clients. This is the fourth OW Satisfaction Survey. Previous surveys were conducted in 2019, 2021, and 2023.

Survey Development and Distribution

This year's survey, like last year's Housing survey, started with the process of editing the questionnaire. This process is in line with the Blue-Sky Report and component of the Strategic Plan (1.4): "To encourage advocacy and awareness through a plain language review." The Data and Research Analyst (DARA) team, alongside the Communication and Engagement (CE) officer and Supervisor of Research and Social Policy (SRSP), built and used a plain language tool to assess the survey for its ease of reading and comprehension for all service recipients.

When the plain language review began, the survey started at a 3.6 reading level. This score aligned with the requirements for service recipients, which is a level 6 or lower. Despite that fulfilment, the review was still done to improve reading accessibility and provide more clarity to questions. We then held a focus group session with TBDSSAB OW Caseworkers (situated in the Thunder Bay and district offices) to receive feedback on the survey.

The main suggestions from Caseworkers, along with the Manager of Social Assistance, included re-wording questions (for language simplification) and merging questions that bore similarities for easier readability. We also added another statement under question #10 that asked if an OW Caseworker has helped connect the respondent to mental health and/or substance use supports. This addition will help us understand if we need to provide clients with further support for mental health and/or addictions. After the edits were made, the survey was reduced from 6 pages to 4.5 pages. The readability also remained at a grade 3 reading level.

In comparison to previous years, one of the important changes made to the 2025 OW survey was the decision to email the survey directly to OW service recipients, instead of mailing them. In the past, the survey was sent through mail, which has proven to

produce low response rates. The option of having it available online makes it easily accessible and a quicker process for clients to fill out. An email was sent to clients on July 7th, 2025, which included the survey letter and a link to complete the survey online. Once the survey was complete, they would be automatically directed to an optional ballot page to enter their names for a chance to win one of the draw prizes we offered. Multiple reminders to complete the survey were also sent by email. In addition to the online survey, we also sent out paper copies to clients that did not have an email on record. The survey was mailed to their address, along with an information letter, pre-paid return envelope, and draw ballot. The last day to complete the survey was August 8th, 2025.

Response Rate

A total of 2736 surveys were distributed to OW recipients, 2455 surveys were emailed to clients and 281 sent by mail¹. Of these surveys, 550 were completed, however, we found that multiple clients filled out the online survey more than once. Due to this discovery, we removed 37 duplicate responses. Therefore, a total of 513² surveys were counted. The number of respondents represents 19% of the OW caseload. This is a significant increase from the previous survey response rates, which in 2019 was 13.6%, in 2021 8.2%, and in 2023 7.5%. We strongly believe that the move to primarily distribute the survey through email, with weekly reminders, has increased participation from OW recipients. That said, the results from the 2025 survey paint a more accurate account of the quality of services provided to clients than survey results in previous years.

Response Analysis

Client Profile

The majority of respondents reported living in the City of Thunder Bay (84%), while 15% reported living outside the City of Thunder Bay³. When clients were asked about their age group, the results remained consistent with the 2023 survey. Table 1 below shows

¹ Of the 281 surveys sent by mail, 47 mailing addresses were the TBDSSAB HQ. The completion of these surveys was contingent on clients coming in during opening hours to collect their mail.

² From the total number counted, 15 responses were received by mail and 498 online.

³ 1% did not answer the question

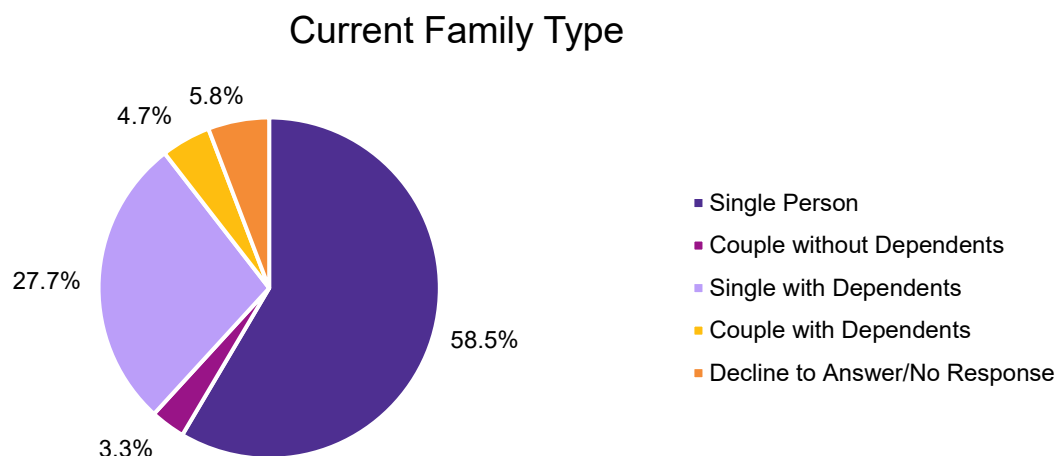
there was a slight increase of 4.2% of those ages 18-24, and a decrease of 4.5% of those ages 55+.

Table 1

Age	2023 Survey	2025 Survey
Under 18	1.5%	0%
18 - 24	5.9%	10.1%
25 - 34	25%	27.5%
35 - 44	24.5%	22.8%
45 - 54	19%	19.7%
55 - 64	20.6%	17%
65+	1.5%	0.6%
Decline to Answer/No Response	2%	2%

Respondents then reported their current family type. Responses remain very similar to the 2023 survey, with the majority (58.5%) being single, followed by single with dependents (27.7%).

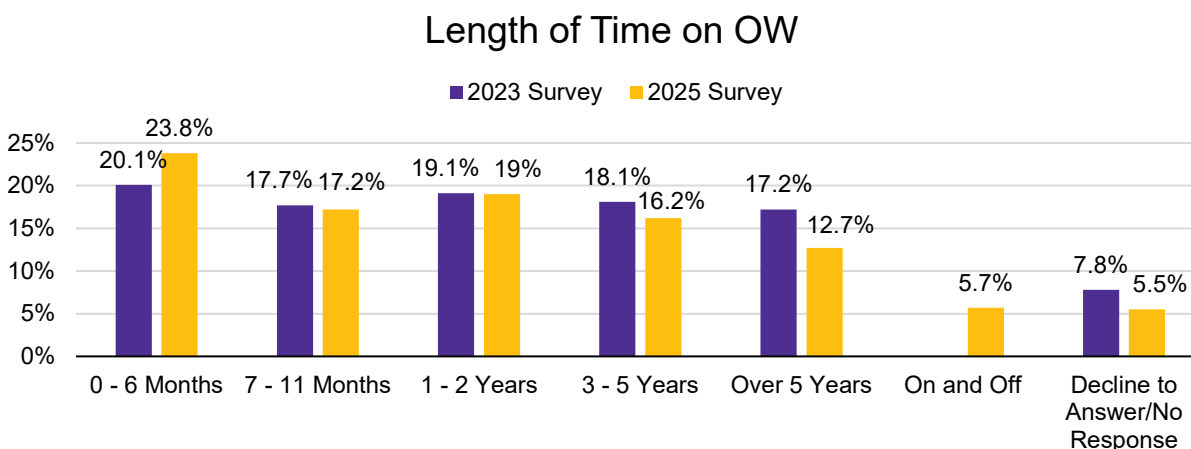
Figure 1



When asked the length of time they have been receiving OW⁴, 41% report being on it for less than a year, followed by 19.1% who have for 1-2 years. About 12% of respondents have been on OW for over 5 years.

⁴ The option "On and Off" was added as a new answer choice this year.

Figure 2



Shown in Table 2 below, around half (50.7%) of respondents have applied for OW once, followed by 25.5% who have applied twice.

Table 2

Times Applied for OW	2023 Survey	2025 Survey
One	52%	50.7%
Two	21.6%	25.2%
Three	10.3%	8.4%
Four	0.5%	1.4%
Five	0.5%	0.6%
Six or More	3.0%	0.8%
Does Not Apply/Decline to Answer	12.3%	13%

In comparison with the previous survey, there are more OW clients involved in various social assistance programs. Shown in Table 3 below, 9.1% more clients received Employment support through Employment Ontario⁵. There was also an increase in clients involved in the Ontario Disability Support Program (ODSP) and temporary care assistance.

⁵ This increase can also be attributed to the Ministry of Children, Community and Social Services shifting employment responsibility from the DSSABs and CMSMs to Employment Ontario.

Table 3

Which TBDSSAB Programs Are You Involved In? ⁶	2023 Survey	2025 Survey
Employment Supports Through Employment Ontario	4%	13.1%
Ontario Disability Support Program - ODSP ⁷	2.5%	8.2%
Ontario Works	79.4%	86.4%
Temporary Care Assistance	0%	4.1%
Outreach Worker	0.5%	1%
Decline to Answer/No Response	5.9%	5.7%

Service Satisfaction

Clients were then asked questions related to the quality of services provided by the TBDSSAB and OW program staff. Most responses for service satisfaction remain very positive, with clients responding to either “strongly agree” or “agree” when rating services provided. As noted in the analysis, responses from 2025 are compared to the 2023 survey, however, the former had 309 more responses. While percentages show similarities in this question, more clients selected “agree” and “strongly agree” than previous years.

Shown in Figure 3, when asked if staff are “friendly and respectful”, 93.8% of respondents agreed with the statement. Then, when asked if staff give “helpful information” the number remained very similar from 2023 to 2025, with 91.1% agreeing.

⁶ Respondents could choose all that apply so percentage totals will equal greater than 100%

⁷ The recipients of ODSP constitute non-disabled adults and spouses.

Figure 3

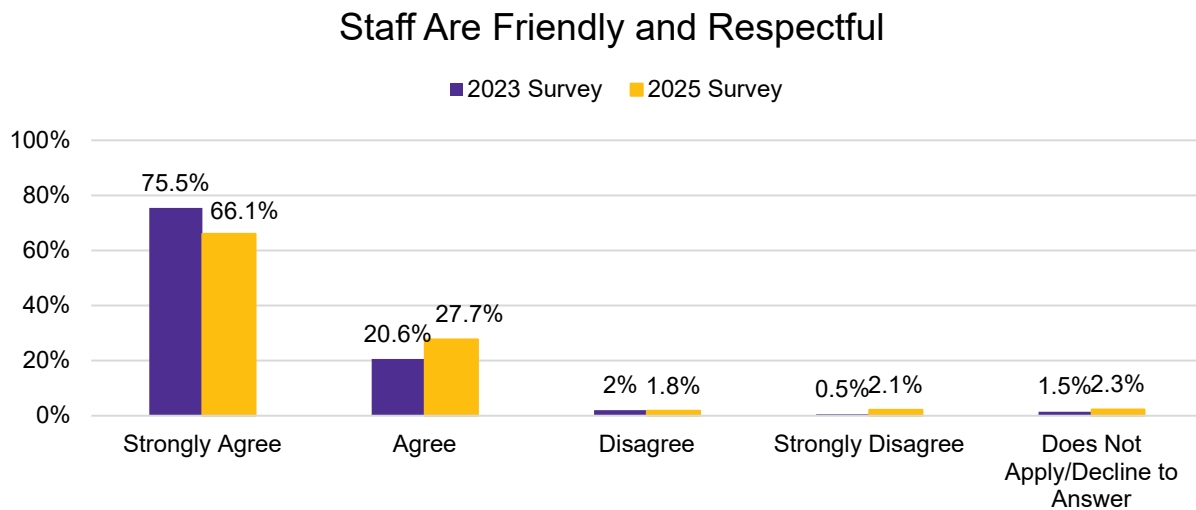
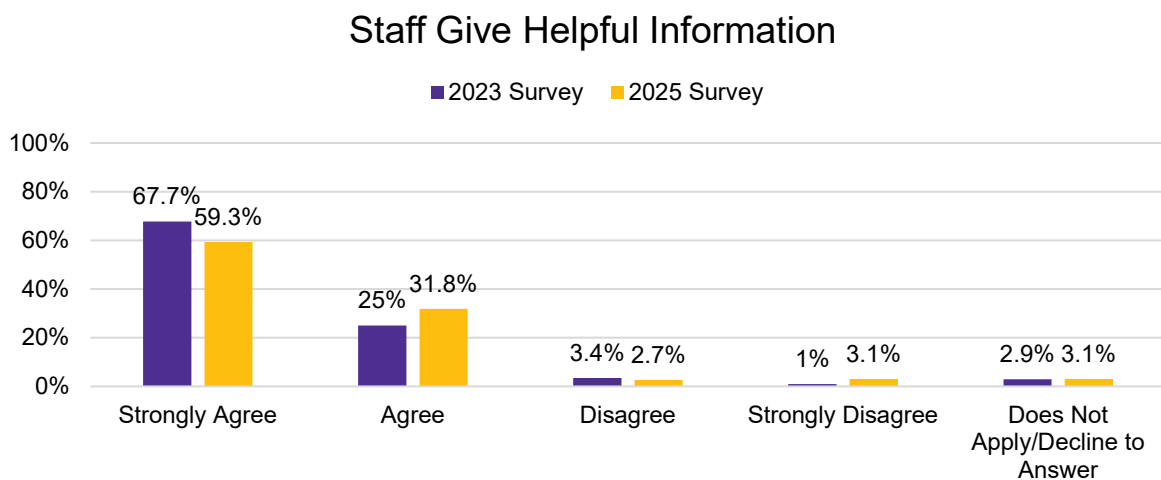


Figure 4



Next, clients were asked if staff respect their “culture and identity.” In the table below, there was a 5.7% increase in clients choosing “agree” and “strongly agree.” This increase highlights the work the TBDSSAB is doing in response to the recommendations in the Blue-Sky Situation Analysis Report.

Table 4

Staff respect your culture/identity	2023 Survey	2025 Survey
Strongly Agree	69.1%	61%
Agree	15.2%	29%
Disagree	0.5%	1.4%
Strongly Disagree	1%	1.8%
Does Not Apply/Decline to Answer	14.2%	6.8%

Regarding questions about privacy, over 90% of clients agree that staff protect their privacy, similar to the 2023-year survey.

Table 5

Staff protect your privacy?	2023 Survey	2025 Survey
Strongly Agree	80.9%	63.2%
Agree	13.2%	28.7%
Disagree	0%	1.9%
Strongly Disagree	1.5%	1.6%
Does Not Apply/Decline to Answer	4.4%	4.6%

Clients were asked if they knew who to contact with their questions or problems, and 90.1% of respondents agreed. In Figure 6, 89.5% of clients also agreed that things are well explained to them by OW staff members.

Figure 5

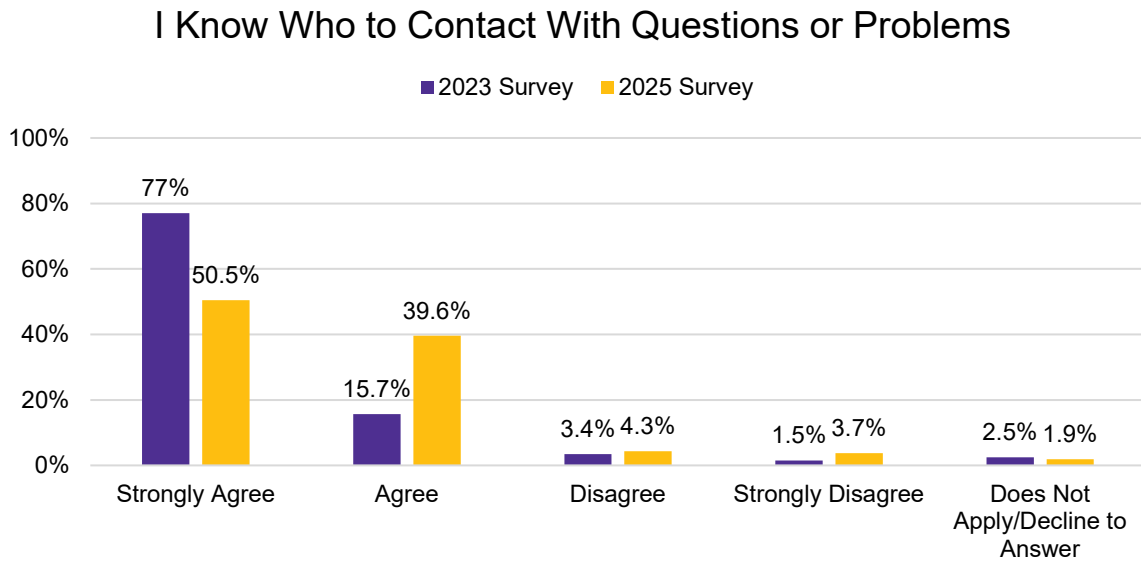
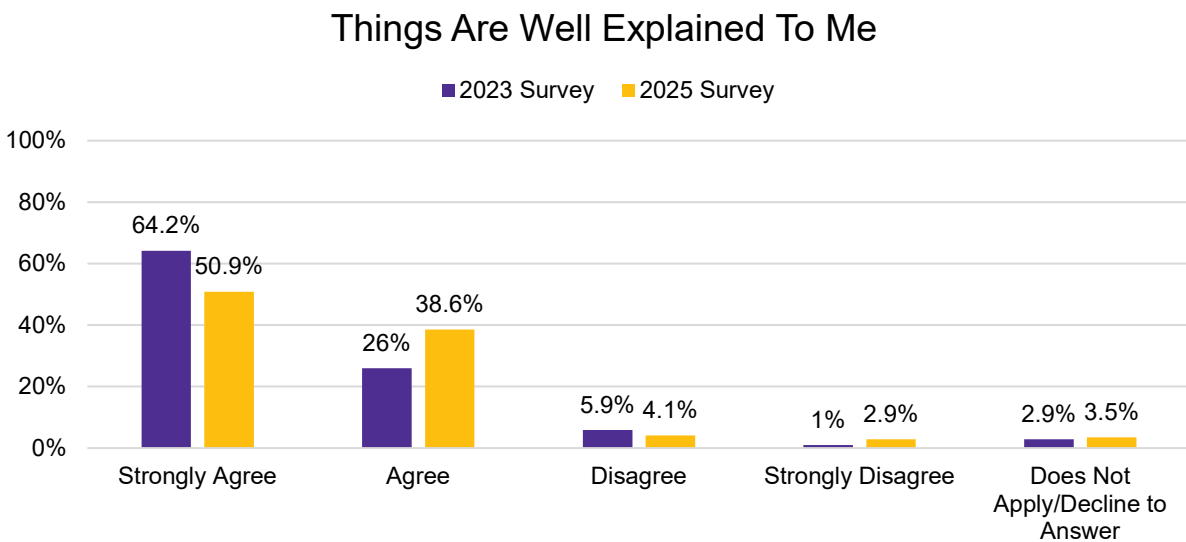


Figure 6



In terms of communication between Caseworker and client, as shown in the Tables (6 & 7) below, most respondents (87.3%) agree that they get clear and consistent information from OW staff. In addition, they know what information they need to bring to their appointments (93.6%).

Table 6

I get clear and consistent information from OW staff	2023 Survey	2025 Survey
Strongly Agree	65.2%	48.7%
Agree	24.5%	38.6%
Disagree	6.4%	4.9%
Strongly Disagree	2%	4.5%
Does Not Apply/Decline to Answer	1.9%	3.3%

Table 7

I know what information I need to bring to my appointment	2023 Survey	2025 Survey
Strongly Agree	77.0%	54.4%
Agree	18.6%	39.2%
Disagree	2.5%	2.7%
Strongly Disagree	0%	1.4%
Does Not Apply/Decline to Answer	2%	2.3%

When clients were asked if they understood all the written information they received, results are consistent with the 2023 survey, with 92.8% agreeing to the statement.

Table 8

I understand all the written information I receive	2023 Survey	2025 Survey
Strongly Agree	71.1%	52.1%
Agree	21.1%	40.7%
Disagree	4.4%	3.1%
Strongly Disagree	0.5%	2.1%
Does Not Apply/Decline to Answer	2.9%	2.0%

Next, the survey asked respondents if their OW Caseworkers have helped connect them to any of the following services shown in Table 9 below. Answerable options were

slightly modified for the 2025 survey to closer reflect the services provided. Mental health and/or substance use support was added as an option this year to understand the potential need to increase referrals to mental health and/or substance supports for TBDSSAB clients. When asked this question, 34.9% of respondents reported that they had been connected to mental health and/or addictions support, and 24% reported “no.”⁸

It is worth noting that some of the supports listed in the questionnaire might not be applicable to all clients (for instance, they would not be referred to childcare support if they do not have children). However, there is an increase in connected supports for employment programs, community health programs, and housing programs. There is a decrease in connected supports for child care and EarlyON programs, education programs, and ODSP.

Table 9

Has Your OW Caseworker Helped Connect You To Any of The Following Services?			
2023 Survey	% of Yes responses	2025 Survey	% of Yes responses
Child Care Costs (i.e. fee subsidy)	19.6%	Child Care Costs Supports (i.e. fee subsidy)	13.7%
Child Support	16.2%	EarlyON Child and Family Centres	10.1%
Community Employment Programs	41.7%	Employment Programs through Employment Ontario	49.1%
Community Health Programs	29.4%	Community Health Programs (Healthy Smiles, walk-in clinic, etc.)	41.7%
Education Programs	34.8%	Education Programs (ACE Program, Lakehead Adult Education Centre, etc.)	29%
Ontario Disability Support Services (ODSP)	43.1%	Ontario Disability Support Services (ODSP)	28.7%
Subsidized Housing	40.2%	Housing Programs (rent supplements, etc)	42.9%
N/A		Mental Health and/or Substance Use Supports	34.9%

⁸ 5.9% chose “decline to answer”, 37.6% chose “does not apply”, and 2.7% did not respond.

Clients were then asked if “staff let you know when you need to contact them” and if “staff let you know when to report changes.” Both statements remain very similar to the previous year, with majority of respondents agreeing with the statements (shown in Figures 7 and 8 below).

Figure 7

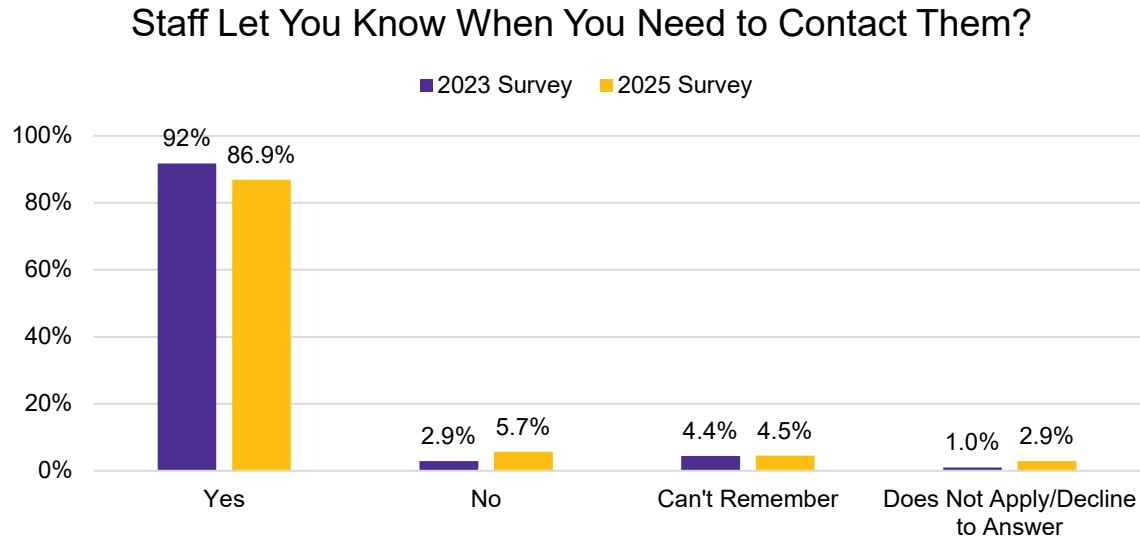
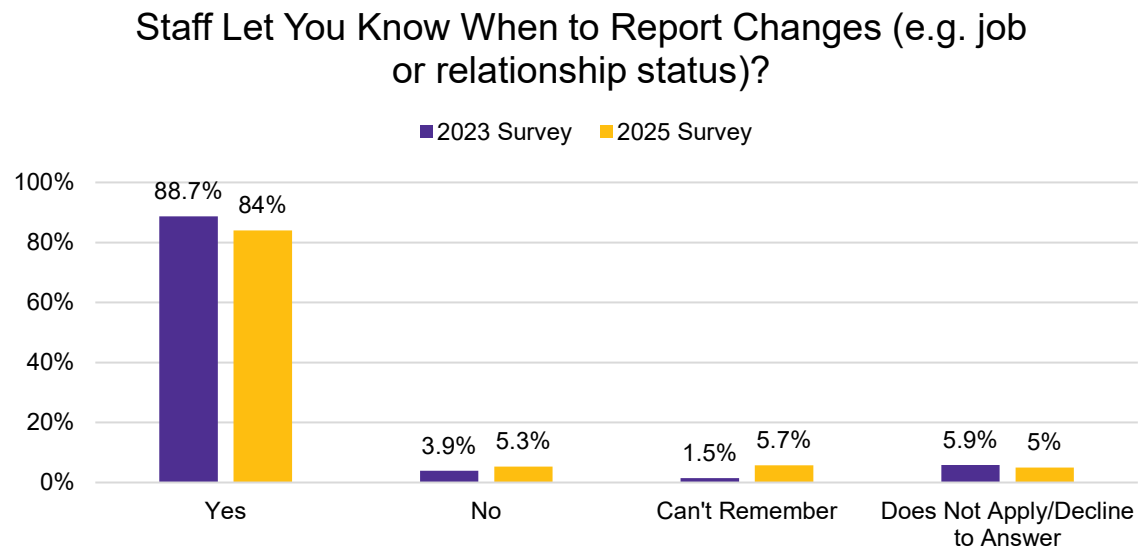


Figure 8



When asked the statement “has an OW Caseworker explained your rights and responsibilities?” 86.9% of respondents responded “yes”, which is an increase from last survey.

Table 10

Explained your rights and responsibilities?	2023 Survey	2025 Survey
Yes	84.8%	86.9%
No	4.9%	4.3%
Can't Remember	6.9%	5.5%
Does Not Apply/Decline to Answer	3.4%	3.3%

Many respondents (66.1%) agreed that their OW Caseworker told them how to appeal a decision they disagreed with, while 13.7% responded “no.”

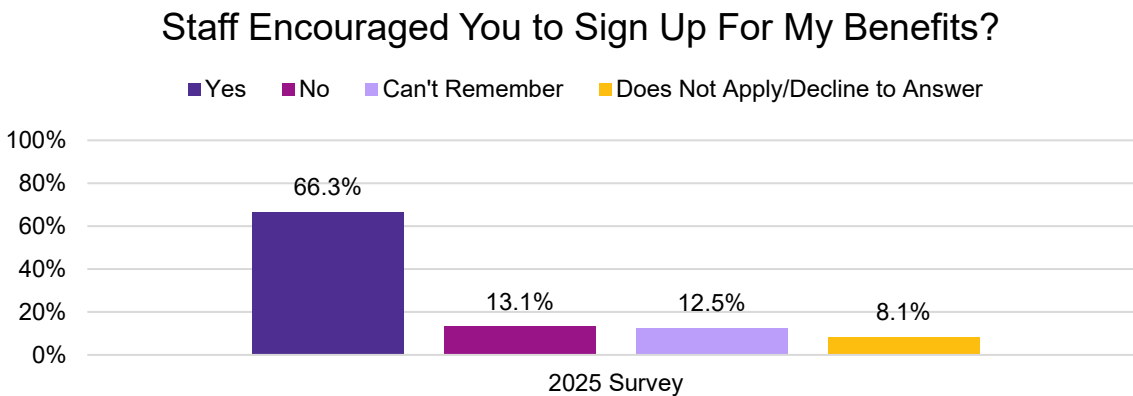
Table 11

Told you how to appeal a decision you disagree with?	2023 Survey	2025 Survey
Yes	62.8%	66.1%
No	18.6%	13.7%
Can't Remember	8.8%	10.1%
Does Not Apply/Decline to Answer	9.8%	10.1%

A new question was added this year to ask clients if their Caseworker has encouraged them to sign up for My Benefits⁹. This question helps us understand if more information needs to be given to clients about My Benefits. A total of 66.3% responded “yes” to the statement, while 13.1% responded “no.”

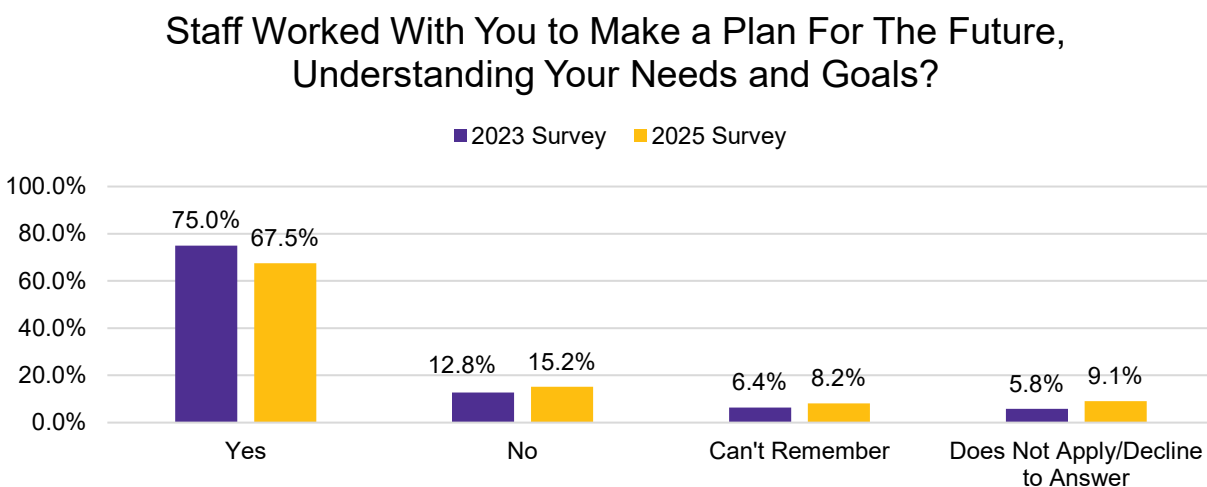
⁹ My Benefits is an online portal available to all social assistance applicants, members, and trustees and gives them access to their cases, application, and the ability to report any changes.

Figure 9



Then, as shown in figure 10 below, 67.5% of respondents answered “yes” when asked if OW staff worked with them to plan for their future.

Figure 10



The final question allows respondents to leave comments about anything they wanted to share as feedback to improve the TBDSSAB’s Social Assistance Programs. Over 50 positive comments were left about client’s satisfaction with the program, specifically about working with their Caseworker. One client shared,

“I wanted to say that my Caseworker¹⁰ is such a good fit for this job. I suffer from anxiety, and he has made me feel so comfortable working with him. Thank you.”

The positive comments left from clients about their Caseworkers highlight the quality of work and well-intentioned approach that staff are providing to clients.

¹⁰ Names of staff members were removed for privacy reasons and replaced with “my Caseworker” instead.

Outside of the positive relationships respondents have with their Caseworkers, there were many other comments that were left that reflected other perceptions of the program. However, it is beyond the scope of the report to fully showcase them. Regardless, we believe that they are worth being included. As such, we have analyzed the comments and created themes, based on similarities. If you were interested in reading these themes, we have included them in "[Appendix A](#)."

Conclusion

The results from the 2025 OW Satisfaction Survey have demonstrated that OW clients are predominantly positive with the quality of service they receive. The majority of respondents agree that OW staff are friendly, communicative, and provide helpful and clear information. Despite many of the responses reflecting positive experiences working with Caseworkers, we also flagged some of the negative comments. Many of these comments highlight the limitation of the funds they receive as OW clients; with many respondents saying they felt the rates were low and often times, only covered their rent, leaving them with very little amounts to fend for themselves. While the increase of OW rates are out of the TBDSSAB's control, we felt it necessary to flag these comments as it offers an opportunity for the organization to provide more client awareness about social assistance programs. To close, we believe that the results (positive and negative) of this survey will continue to help improve the quality of service for OW clients throughout the District of Thunder Bay.

Appendix A

Several themes emerged from client comments/feedback on the OW Satisfaction Survey that address clients' perception about OW staff members and the program itself.

Clients' perception of OW Caseworkers

Negative experiences:

Despite many respondents reporting positive interactions with their case workers, there were some comments provided that focused on several issues that clients experienced. For instance, respondents noted that they have had communication issues with Caseworkers, where calls were not being returned, clients are given inconsistent information between staff, and client paperwork not being sent.

One client stated,

"My Caseworker takes months to reply to my benefits and withholds and ignores request supports like gas and hydro arrears. It's been months and still no reply after months of too many of my messages."

While these comments are not displayed to call for punitive measures, they are provided here to provide a balanced representation of the comments left by respondents. These comments help highlight certain areas where the quality of communication between clients and Caseworker can continue to improve.

Positive experiences:

As mentioned in the main report, many respondents had very positive comments to share about their Caseworkers. These comments reported staff being extremely helpful, supportive, and understanding.

This client says,

"My Caseworker was very accommodating to my needs and requirements. She is an excellent worker."

The positive feedback left from clients about their Caseworkers highlights the quality of work that staff are providing for clients.

Clients' perception of the OW program/feedback about the program

The second important theme that emerged relates to clients' perceptions about the social assistance programs they have experiences with. Themes included the impacts of inflation, food insecurity, and transportation.

OW Rates and Inflation

The rise in the cost of living was reported as a main concern in respondent comments. There were over 20 comments explaining that the OW rates should be re-assessed as the cost of living has significantly increased.

This client wrote,

“Please update the living and shelter allowance to better reflect the 2025 inflation market. Ontario Works has not been updated or given any kind of increase in years and it's getting hard to survive for the month on roughly 300 dollars per person, you can only choose to pay bills or buy food and the food banks aren't enough to keep people going.”

The last increase to OW rates was seven years ago, in October 2018. As a single person, the maximum one can receive is \$733, with \$390 covering shelter allowance and \$343 covering basic needs. Clients voice their concern that the rates are no longer sufficient to cover the cost of basic living expenses.

Food Security Support

Related to the rise in inflation, respondents express that the increasing costs of food has significantly impacted them.

One client shares,

“I feed myself by going to the food bank as that is the only way I can keep myself fed, I cannot afford the basics like spices or even milk and bread to last throughout the month.”

Respondents' comments about food insecurity point to the need to again, increase rates of OW, but also to provide more food assistance and/or share more about available food programs in the city to clients.

Transportation Supports

Several clients report on the issues they have with transportation. The transportation benefit at the TBDSSAB changed as the Employment program was moved to Employment Ontario. The TBDSSAB still provides the benefit, but we no longer provide it for job-related reasons (i.e. ride to work, ride to interviews, etc.), we refer clients to Employment Ontario instead. The transportation benefit is now given primarily for medical reasons, and other situations at the discretion of the Caseworker/staff member. However, due to this shift in funding, clients are experiencing the impacts of this change.

This client writes,

“Reinstate the transportation benefit (funding for monthly bus pass) as this has greatly reduced my ability to get around reliably to look for work and seek services”

While clients can still receive funding for certain transportation necessities, the change in the employment program has caused disruptions for OW clients.

The impact of OW on clients

Lastly, the OW program has had various impacts on clients' lives. Many respondents shared that OW has positively impacted them.

This client expresses their gratitude for the program,

“I’ve never experienced financial hardship in my adult life and after a recent separation while going through court proceedings, I was in need of support to keep a roof over my son’s head. This program has helped me so much and I’m forever grateful to everyone that’s helped.”

Many clients share similar sentiments and give thanks to the program and to their Caseworker for the help. Other clients explain how the nature of the program has impacted them in negative ways. One client shares,

“I was kicked off OW because I couldn’t get certain information and my living situation hadn’t changed. I can’t give what I can’t get. I can’t even change my living situation because rent is twice the amount as what would be given by OW. I was never told what my rent allowance was. My Caseworker was constantly being changed. It’s been hard. OW is very black and white when we live in a world of grey.”

Another client says,

“There shouldn’t be a setback when you can’t communicate with your worker. This is a client and worker relationship breakdown [...] such a simple act can change someone’s life.”

Relating back to clients’ experiences with Caseworkers, clients voice their concerns about being kicked off OW because of issues of communication. Client’s report that the negative impacts of OW have caused them to become fearful and feel stressed because any minor miscommunication can change their OW status and the rate of benefit they receive.

Conclusion

The themes that emerged from client comments represent their positive experiences with OW staff and programming and highlight the significant ways OW has impacted them. Other themes were explored by clients that shared negative experiences and expressed areas of improvement for the program. Both positive and negative comments can be used to continue to improve the quality of client’s experiences in the OW program.



2025 Ontario Works Satisfaction Survey

Instructions:

Please completely fill in the bubble for each answer.

Like this: ● Not like this: ⊗ ∅

Estimated Completion Time: 5 minutes

Would you rather do this survey online?



Scan the QR code or visit:
form.simplesurvey.com/f/s/OWsurvey

Basic Information

1. Where do you live?

(A) City of Thunder Bay

(B) Conmee

(C) Dorion

(D) Gillies

(E) Greenstone

(F) Manitouwadge

(G) Marathon

(H) Neebing

(I) Nipigon

(J) O'Connor

(K) Oliver Paipoonge

(L) Red Rock

(M) Schreiber

(N) Shuniah

(O) Terrace Bay

(P) Unincorporated

(Q) Other:

2. What is your postal code?

3. What is your age?

(A) Under 18

(B) 18 – 24

(C) 25 – 34

(D) 35 – 44

(E) 45 – 54

(F) 55 – 64

(G) 65+

(H) Decline to answer

4. What is your current family type?

(A) Single Person

(B) Couple without Dependents

(C) Single with Dependents

(D) Couple with Dependents

(E) Decline to answer

5. How long have you been receiving Ontario Works (OW)?

- ☐ (A) 0 – 6 Months
- ☐ (B) 7 – 11 Months
- ☐ (C) 1 – 2 Years
- ☐ (D) 3 – 5 Years
- ☐ (E) Over 5 Years
- ☐ (F) On and Off
- ☐ (G) Decline to answer

6. How many times have you applied for Ontario Works in the last five (5) years?

- ☐ (A) One (1)
- ☐ (B) Two (2)
- ☐ (C) Three (3)
- ☐ (D) Four (4)
- ☐ (E) Five (5)
- ☐ (F) Six or more (6+)
- ☐ (G) Does not apply
- ☐ (H) Decline to answer

7. Which TBDSSAB program(s) are you involved in? Please choose all that apply.

- ☐ (A) Employment supports (through Employment Ontario)
- ☐ (B) Ontario Disability Support Program (ODSP) supports for spouses or dependent adults
- ☐ (C) Ontario Works
- ☐ (D) Temporary care assistance
- ☐ (E) Outreach Worker
- ☐ (F) Decline to answer

Service Satisfaction

8. When you talk to an Ontario Works (OW) Caseworker, please tell us if they:

	Strongly Agree 	Agree 	Disagree 	Strongly Disagree 	Does not apply	Decline to answer
a) Are friendly and respectful?	(A)	(B)	(C)	(D)	(E)	(F)
b) Give helpful information?	(A)	(B)	(C)	(D)	(E)	(F)
c) Respect your culture / identity?	(A)	(B)	(C)	(D)	(E)	(F)
d) Protect your privacy?	(A)	(B)	(C)	(D)	(E)	(F)

9. Please rate how much you agree with each statement:

	Strongly Agree 	Agree 	Disagree 	Strongly Disagree 	Does not apply	Decline to answer
a) I know who to contact with questions or problems	(A)	(B)	(C)	(D)	(E)	(F)
b) Things are well explained to me	(A)	(B)	(C)	(D)	(E)	(F)
c) I get consistent and clear information from Ontario Works (OW) program staff	(A)	(B)	(C)	(D)	(E)	(F)
d) I know what information I need to bring to my appointment(s)	(A)	(B)	(C)	(D)	(E)	(F)
e) I understand all the written information I receive	(A)	(B)	(C)	(D)	(E)	(F)

10. Has an OW Caseworker helped connect you with any of the following services?

	Yes	No	Decline to answer	Does not apply
a) Child Care cost supports (i.e. Fee Subsidy)	☐ A	☐ B	☐ C	☐ D
b) EarlyON Child and Family Centres	☐ A	☐ B	☐ C	☐ D
c) Housing programs (Rent supplements etc.)	☐ A	☐ B	☐ C	☐ D
d) Community health programs (Healthy Smiles, Walk-In Clinic, etc.)	☐ A	☐ B	☐ C	☐ D
e) Employment programs through Employment Ontario	☐ A	☐ B	☐ C	☐ D
f) Education programs (ACE Program, Lakehead Adult Education Centre, etc.)	☐ A	☐ B	☐ C	☐ D
g) Ontario Disability Support Services (ODSP)	☐ A	☐ B	☐ C	☐ D
h) Mental health and/or substance use supports	☐ A	☐ B	☐ C	☐ D

11. Has an Ontario Works (OW) Caseworker...

	Yes	No	Can't remember	Does not apply	Decline to answer
a) Let you know when you need to contact them?	☐ A	☐ B	☐ C	☐ D	☐ E
b) Explained when you need to report changes (e.g. job or relationship status)?	☐ A	☐ B	☐ C	☐ D	☐ E
c) Explained your rights and responsibilities?	☐ A	☐ B	☐ C	☐ D	☐ E
d) Told you how to appeal a decision you disagree with?	☐ A	☐ B	☐ C	☐ D	☐ E
e) Encouraged you to sign up for My Benefits?	☐ A	☐ B	☐ C	☐ D	☐ E
f) Worked with you to make a plan for the future, understanding your needs and goals?	☐ A	☐ B	☐ C	☐ D	☐ E

12. Is there anything else you want to share to improve our Social Assistance Programs, including Ontario Works?

Thank you very much for taking the time to help us serve you better!