

**Service
satisfaction
survey** | **2021**



Ministry of
Social Development
and Poverty Reduction

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Executive summary

The Ministry of Social Development and Poverty Reduction conducted the fourth Service Satisfaction Survey from October 18 to November 26, 2021. Individuals receiving income or disability assistance were invited to take part. The survey's purpose was to get client feedback on service delivery. It is part of the ministry's commitment to providing reliable and responsive services.

A total of 13,446 people responded to the survey, which is approximately 8.3 per cent of clients during the time of the survey. This is comparable to the percentage of clients who completed the survey in 2018 (8.1 per cent). This report summarizes the feedback received.

The My Self Serve (MySS) online client portal had the highest average satisfaction score, followed by telephone services with an agent.

MySS received an average satisfaction score of 71 out of 100. Telephone services with an agent followed with a score of 67. In-person service at a ministry office (score of 64), online general ministry information (score of 64) and mail (score of 63) received similar scores. The ministry's telephone self-serve options received the lowest average score of 60 out of 100.

Channel-specific service satisfaction scores increased in 2021.

Telephone services with an agent received the largest increase in average satisfaction score. It increased by six points in 2021 compared to 2018 (average score of 61).

Telephone self-serve options received the lowest average satisfaction score (60). However, it received the second largest increase of five points compared to 2018's average score of 55.

The average satisfaction score for online general ministry information increased by four points. Both MySS online client portal and mail service satisfaction increased by three points. In-person services at a ministry office increased by two points.

Overall satisfaction with ministry services increased in 2021.

Overall average satisfaction has increased steadily since 2016. In 2021, the overall ministry average satisfaction score was 69. It increased by five points compared to the 2018 survey (64). Sixty-five per cent of respondents indicated overall service met or exceeded expectations (4 or 5 out of 5) compared to 59 per cent in 2018.

Respondents highlighted some areas for service improvement.

Respondents were asked for suggestions on how the ministry could improve its client service. A random selection of responses was categorized into themes and sub-themes. The most frequently cited themes were:

- ▶ Improving the ministry's service quality by providing better customer service and more compassion
- ▶ Enhancing the MySS online client portal with additional features
- ▶ Increasing ministry assistance rates and expanding services covered through health-related policies

Background and objectives

The ministry is committed to providing high quality, consistent services. These services are responsive to diverse needs of British Columbians, no matter where or how they are delivered. Clients are now able to access more ministry services online in addition to traditional channels (e.g., in person at a ministry office). Options include:

- ▶ Requesting services, accessing information, requesting documentation/forms and completing a monthly report through the toll-free telephone line (1-866-866-0800)
- ▶ Requesting services or providing information through MySS
- ▶ Receiving payments through direct deposit and/or mail
- ▶ Accessing forms and information from the ministry website
- ▶ Providing documentation through MySS, mail or by dropping the document at a ministry office, using the drop box

During the COVID-19 pandemic, the ministry focused on maintaining critical services while minimizing the barriers for citizens to access supports and services.

The ministry was able to maintain physical distancing and the safety of staff and clients. It continued to provide ways to access services without attending an office. For example, the ministry promoted the telephone and online service channels. It also encouraged clients to access direct deposit or mail delivery for payments, where possible.

Ministry staff focused on priority work to help support timely service delivery to clients. For example, for a period of time, more staff were assigned to answering the telephone service line. That was an important measure to reduce the need for in-person office visits and minimize wait times on the phone.

Ministerial orders made under the Emergency Program Act allowed the ministry to accept a verbal monthly report over the telephone. Once the orders were lifted, the ministry used existing technology to launch a permanent self serve telephone monthly reporting option which provided another way for clients to submit their monthly report.

The ministry implemented a \$300 per client per month temporary COVID-19 crisis supplement from April to December 2020 to support clients with additional costs.

The ministry relies on a variety of methods to measure client satisfaction through engaging with clients. These include:

- ▶ User satisfaction survey for applicants who have applied for assistance through MySS
- ▶ Telephone service survey using Intelligent Communication Exchange (ICE) software
- ▶ Client Service Satisfaction Survey

The fourth Service Satisfaction Survey ran from October to November 2021. It was postponed from the fall of 2020 due to the COVID-19 pandemic (the survey is typically held bi-annually). Refer to **Appendix A** for a copy of the survey.

This report summarizes feedback regarding respondents’:

- ▶ Frequency of ministry contact
- ▶ Awareness of service channels
- ▶ Satisfaction with service channels
- ▶ Overall satisfaction with ministry services
- ▶ Suggestions for improving client service
- ▶ Demographic characteristics

Survey feedback provides a valuable opportunity for the ministry to assess service delivery effectiveness. It also helps to identify opportunities for continuous improvement.

Methodology

The 2021 Service Satisfaction Survey was available from October 18 to November 26, 2021. It was open to all B.C. Employment and Assistance clients. Various methods were used to notify of the survey opportunity and provide instructions on how to complete it:

- ▶ Information inviting clients to complete the survey on the October and November cheque stub mail-outs
- ▶ Information on the MySS online client portal main page
- ▶ Emails to registered MySS users
- ▶ Information displayed on posters and/or digital screens in ministry and Service BC offices and WorkBC Centres
- ▶ Information on the ministry website
- ▶ Community partners (including advocates and Members of Legislative Assembly (MLAs)) were informed through established communication channels

The ministry offered three ways to participate in this voluntary survey (all adhered to privacy and information security requirements):

1. Online through the ministry’s website. This method was designed and tested to ensure compatibility with assistive technology
2. By telephone to a designated toll-free survey line. This line was available Monday to Friday, 8:30 a.m. – 4:30 p.m., except statutory holidays
3. Paper copies were available upon request through the toll-free line and ministry offices

There was an average of 161,666 clients receiving ministry services during the two months covering the survey time frame (160,996 in October and 162,336 in November 2021). The survey received a total of 13,446 responses, which is approximately 8.3 per cent of clients. This is comparable to the percentage of clients who responded to the 2018 Service Satisfaction Survey (8.1 per cent).

The majority of the surveys (98.7 per cent) were completed online (an increase from 96.2 per cent in 2018). Approximately one per cent were completed by telephone, and fewer than one per cent were completed on a paper copy.

To further analyze survey results, respondent demographic characteristics were collected. This data was also compared against the ministry client caseload demographic profile (refer to **Appendix B** for details). The respondent demographic profile and ministry caseload data are closely aligned. They provide confidence that the survey responses are representative of the larger client base.

Advanced analytic tests were done to compare differences between demographic group characteristics and determine whether results are statistically different at $p < 0.05$ (p =calculated probability). Observations are noted when significant differences of interest existed between groups.

For ease of interpretation in this report, survey scale labels in figures and tables are presented in reverse order from how they appeared in the questionnaire. An average score out of 100 was also calculated for rating scale questions. Refer to **Appendix C** for details.

Channel satisfaction calculations exclude respondents who said they “do not use” the channel so that only valid responses were summarized. Similarly, those who selected “prefer not to say” for any given question were also excluded from the respondent base to provide analysis of valid responses only. The valid respondent base in the report (number of survey responses) is noted as “n=XXX” in the figures and tables.

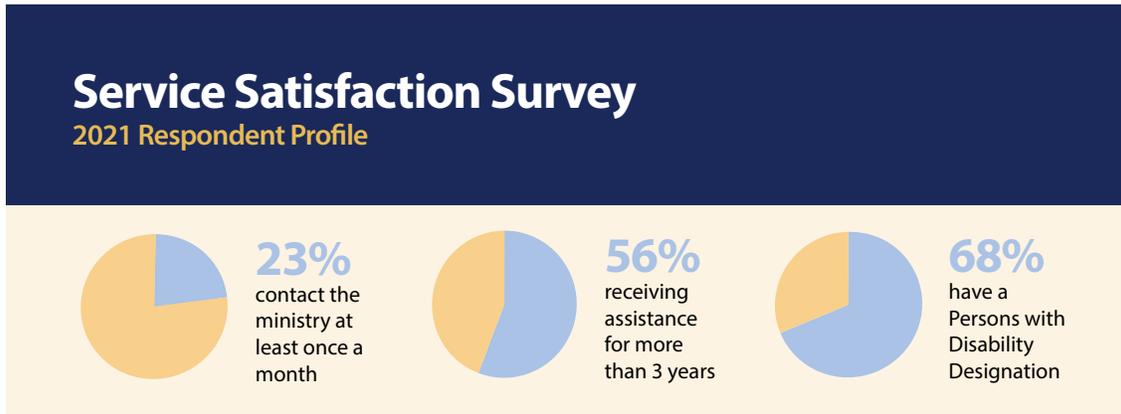
For rating scale question results in figures and appendices tables, percentages may not add to 100 per cent due to rounding.

Key findings

Respondent profile

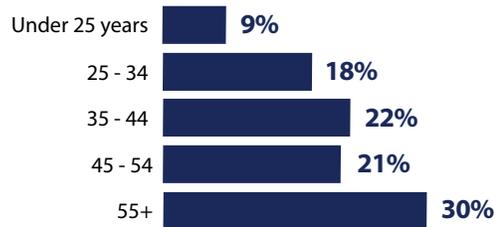
Refer to **Appendix D** for a tabular version of the data in Figure 1.

Figure 1: Respondent profile

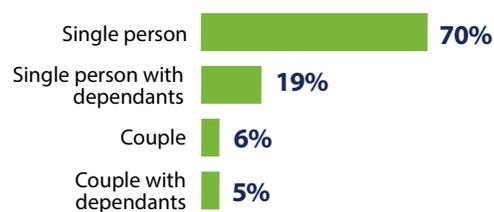


Demographics

Age



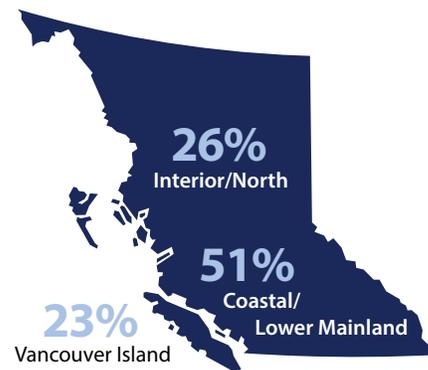
Family Type



Diversity

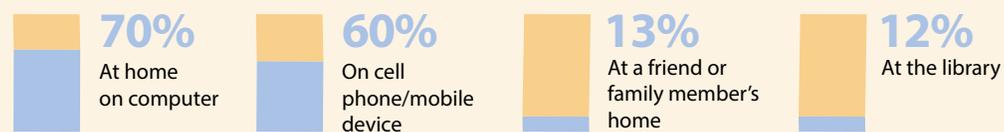


Area of B.C.



Internet

How/where respondents access the internet*

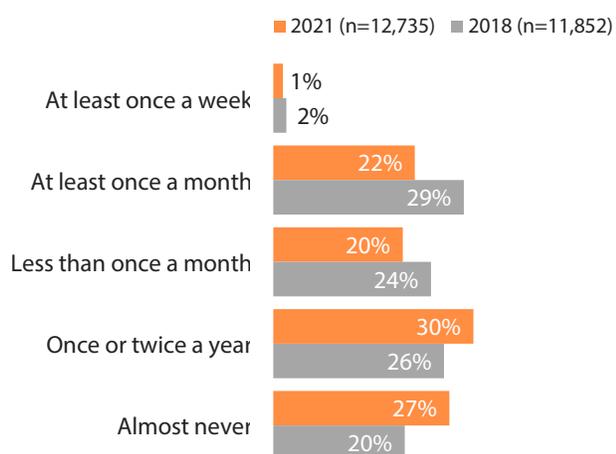


*multiple choice question

Service frequency

Survey respondents were asked how often they contacted the ministry (Figure 2). In 2021, respondents indicated they contacted the ministry less frequently compared to 2018. For example, 22 per cent reported contacting the ministry at least once a month in 2021 vs. 29 per cent in 2018. In addition, over half (57 per cent) indicated their contact was very infrequent (once or twice a year or almost never) in 2021 compared to under half (46 per cent) in 2018. Refer to **Appendix E** for a tabular version of the data.

Figure 2: Frequency of ministry contact¹



Several trends were observed when analysing the frequency of contact results by various demographic characteristics.

The longer respondents were on assistance, the less frequently they contacted the ministry. For example, 36 per cent of those who were on assistance for less than one year contacted the ministry monthly or more. This compares to 19 per cent of respondents receiving assistance for three or more years.

Respondents with a disability contacted the ministry less often (59 per cent once or twice a year or never) compared to those without a disability (51 per cent). This result is also driven by length of time on assistance:

- ▶ The majority (65 per cent) of respondents with a disability have been on assistance for three or more years. This subset of respondents is even more likely than longer-term respondents without a disability to have infrequent contact with the ministry (64 per cent once or twice a year or never, compared to 61 per cent, respectively).
- ▶ The ministry's newer clients (on assistance less than a year), both with and without a disability, had similar frequency of ministry contact (36 per cent at least monthly compared to 37 per cent, respectively).

Twenty-six per cent of respondents who self-identified as a member of a visible minority group contacted the ministry once a month or more compared to 22 per cent of those who did not identify as being from a visible minority group.

Similarly, those who self-identified as Indigenous were more likely to contact the ministry once a month or more (28 per cent) compared to respondents who did not identify as Indigenous (22 per cent).

When considering frequency of contact by family type, a shift was observed in 2021 compared to 2018. Couples with dependants contacted the ministry less often in 2021 compared to 2018. For example, 26 per cent of couples with dependants contacted the ministry monthly or more in 2021 compared to 41 per cent in 2018. This decrease in 2021 made the frequency of weekly or monthly contact comparable to other family types (26 per cent of couples, 23 per cent of single persons with dependants and 22 per cent of single persons).

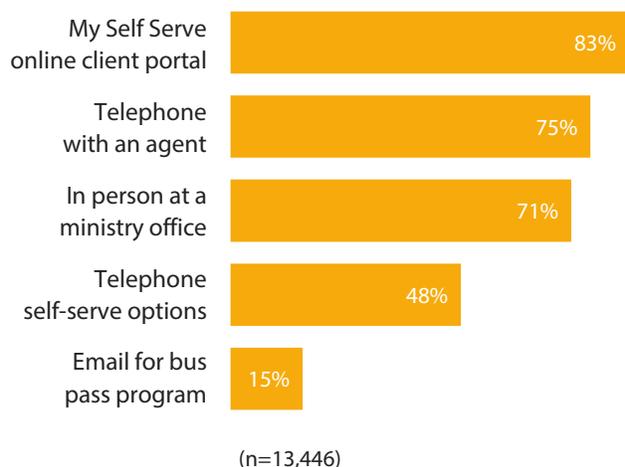
For detailed demographic comparisons regarding frequency of ministry contact, refer to **Appendix F**.

¹ Percentages in figure may not add to 100 per cent due to rounding.

Awareness of ministry service channels

Respondents were surveyed about their awareness of ministry service channels (Figure 3). Many respondents were aware of the MySS online client portal (83 per cent). Seventy-five per cent of respondents were aware of telephone service with an agent, while 71 per cent were aware of in-person service at a ministry office. Under half (48 per cent) were aware of the ministry's telephone self-serve options and just 15 per cent were aware of email for the B.C. Bus Pass program. Refer to **Appendix G** for a tabular version of the data.

Figure 3: Awareness of ministry service channels



Awareness of ministry service channel data was analysed by various demographic characteristics.

Awareness of all ministry service channels increased with length of time on assistance. For example, 77 per cent of those on assistance three or more years were aware of in-person services, while 57 per cent of those on assistance less than one year were aware of the channel.

Respondents with a disability were more likely to be aware of all service channels compared to respondents without a disability. For example, 74 per cent of respondents with a disability were aware of in-person

services, while 64 per cent of respondents without a disability were aware. A high proportion (65 per cent) of respondents with a disability are also longer-term clients (three or more years). However, regardless of length of time on assistance, respondents with a disability were consistently more aware of the service channels available.

For detailed demographic comparisons regarding awareness, refer to **Appendix H**.

Channel service satisfaction

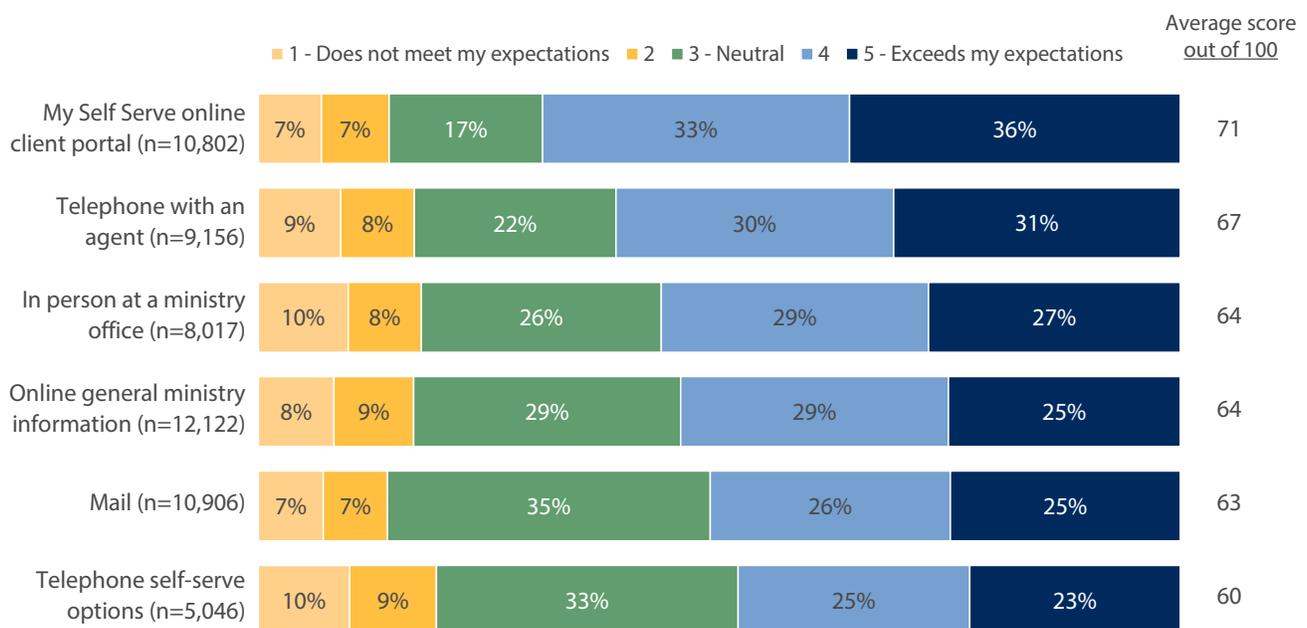
Respondents were asked to rate their satisfaction with the service they received using a five-point scale. Refer to Figure 4 for the distribution of responses for each channel, as well as an average score out of 100. Refer to **Appendix J** for a tabular version of the data.

In 2021, average satisfaction scores for all service channels increased compared to the ministry's 2018 survey.

MySS received the highest average satisfaction score at 71. Telephone services with an agent followed with an average satisfaction score of 67. The following services received similar satisfaction scores:

- ▶ In-person at a ministry office (64)
- ▶ Online general ministry information (64)
- ▶ Mail service (63)
- ▶ Telephone self-serve options (60)

Figure 4: 2021 service channel satisfaction²



Overall observations were noted when reviewing the various service channel ratings by demographic characteristics.

Respondents with weekly ministry contact were more likely to rate the channels as not meeting expectations (1 out of 5) and provide lower average satisfaction scores (ranging from 55 to 59) compared to those contacting the ministry less frequently.

² Rating scale percentages in figure may not add to 100 per cent due to rounding.

In general, average channel satisfaction scores declined with length of time as a client. The largest difference in average scores was for in-person services at a ministry office. Respondents receiving assistance less than one year had an average score of 72, while those receiving assistance three years or more were at a score of 62.

Respondents with no disability provided higher average satisfaction ratings for each service channel compared to those with a disability. Average scores across all channels were between five to seven points higher for those without a disability.

Respondents who indicated they were a member of a visible minority had a lower average score for telephone services with an agent (64) compared to non-members of a visible minority (68).

Across all service channels, average satisfaction scores increased with age. Average scores ranged from five to eight points higher for those over 54 years old compared to those under 35 years of age. The largest score difference (eight points) occurred for both telephone services with an agent and in-person services at a ministry office.

Refer to **Appendices K to Q** for service channel satisfaction results by all demographic characteristics.

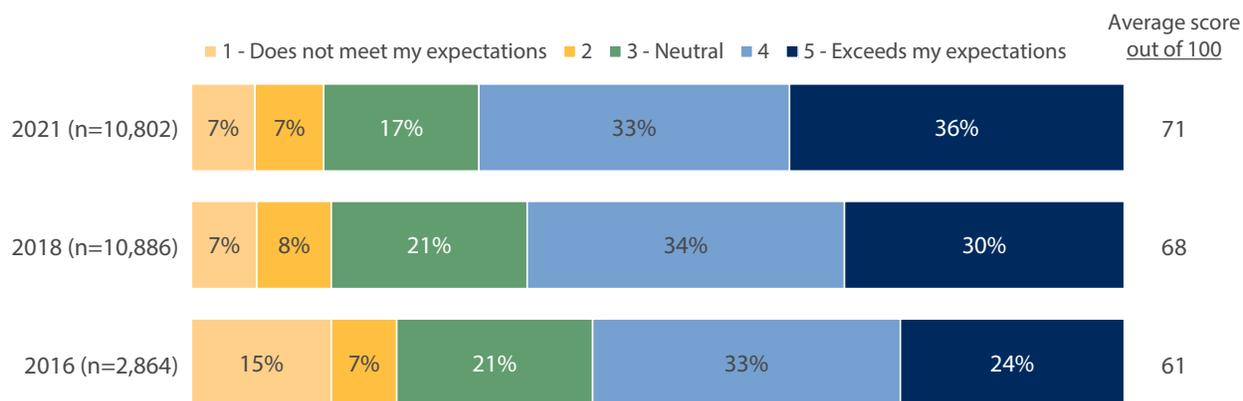
Channel service satisfaction by survey year

Figures 5 through 10 compare satisfaction levels for each channel across the four Service Satisfaction Surveys (2021, 2018, 2016 and 2014). In some cases, comparable data was not available from 2014 due to changes in survey questions. Refer to **Appendix J** for a tabular version of the data in these figures.

Comparing 2021 and 2018 scores specifically, average scores increased between two and six points across the channels.

The MySS service satisfaction score increased to 71 out of 100, from 68 in 2018.

Figure 5: MySS online client portal³

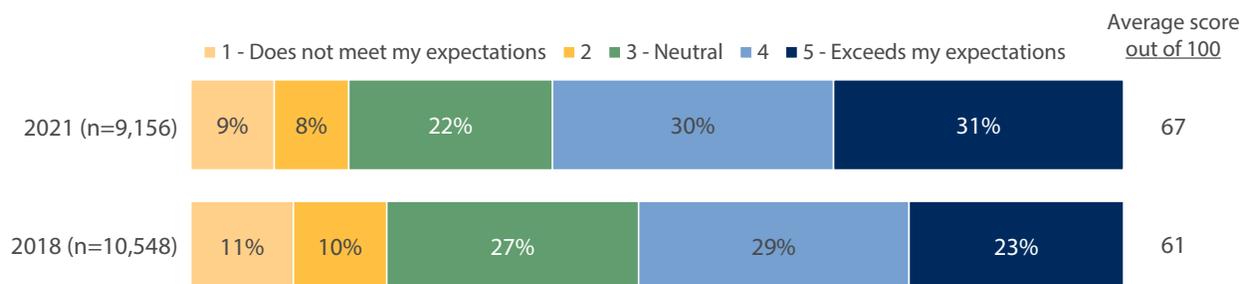


In 2021, the proportion of respondents indicating the channel did not meet their expectations (1 or 2 out of 5) remained the same. Fewer rated the channel as neutral. The proportion of respondents who rated the channel as exceeding expectations (5 out of 5) increased. The MySS online client portal channel was not measured in 2014.

Satisfaction with the ministry's telephone services was measured differently over the past four surveys. In 2014 and 2016, respondents were asked to rate telephone service in general (receiving an average satisfaction score of 47 in 2014 and 45 in 2016).

In 2018 and 2021, there were two telephone categories: telephone with a ministry agent and self-serve telephone options. Figure 6 includes the results for telephone services with an agent.

Figure 6: Telephone services with an agent⁴

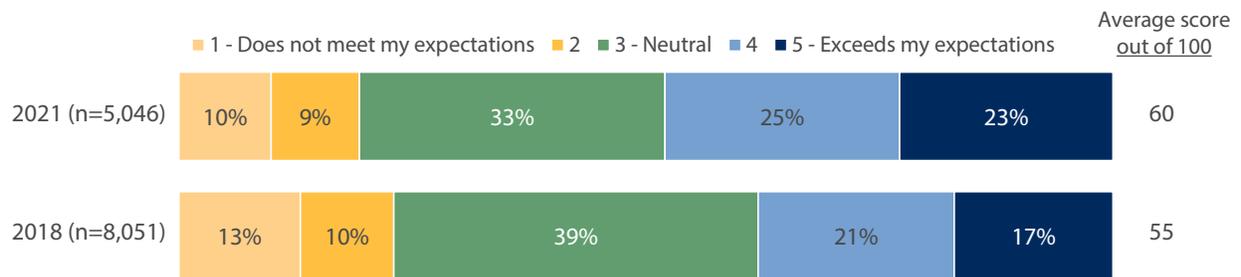


^{3,4} Rating scale percentages in figure may not add to 100 per cent due to rounding.

In 2021, telephone service with an agent received an average score of 67, a six-point increase over 2018 (the largest increase across all service channels in 2021). The proportion of respondents who indicated they were neutral decreased. Those who indicated the service met or exceeded expectations increased by nine per cent (4 or 5 out of 5).

Figure 7 indicates the satisfaction ratings for the ministry’s telephone self-serve options. While this service received the lowest average satisfaction score (60) of all channels measured in 2021, it achieved a five-point increase compared to 2018.

Figure 7: Telephone self-serve options



The proportion of those who indicated the service did not meet expectations (1 or 2 out of 5) or were neutral decreased. Those who selected 4 or 5 out of 5 (met or exceeded expectations) increased.

Figure 8 compares in-person service in a ministry office over the four surveys. The average score increased by two points between 2018 and 2021, continuing its upward trend over the past four surveys.

Figure 8: In-person service at a ministry office⁵

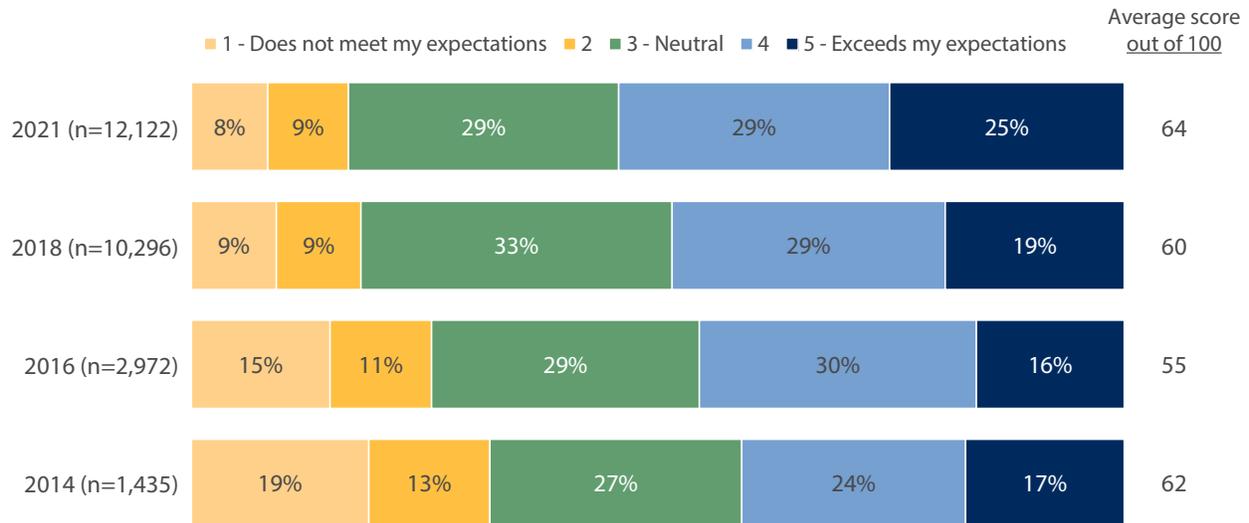


In 2021, fewer respondents indicated the service did not meet expectations (1 or 2 out of 5). The proportion of respondents who indicated the service met or exceeded expectations (4 or 5 out of 5) increased by three per cent.

⁵ Rating scale percentages in figure may not add to 100 per cent due to rounding.

Figure 9 indicates satisfaction ratings for online general ministry information. Online general ministry information received a four-point increase in average score, from 60 points in 2018 to 64 points in 2021.

Figure 9: Online general ministry information⁶



The proportion of respondents who indicated the service exceeded their expectations (5 out of 5) increased while those who were neutral decreased.

Figure 10 indicates satisfaction ratings for the ministry’s mail service. Compared to 2018, satisfaction increased by two points to 63 in 2021.

Figure 10: Mail⁷



Like the trend for other channels, fewer respondents rated the channel service as neutral, while more rated it as meeting or exceeding expectations (4 or 5 out of 5).

^{6,7} Rating scale percentages in figure may not add to 100 per cent due to rounding.

Overall ministry service satisfaction

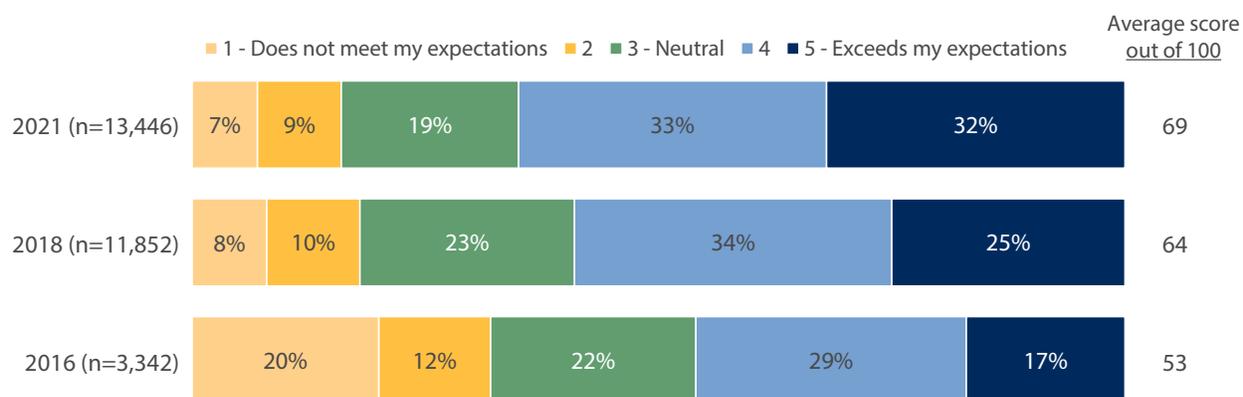
In addition to channel-specific feedback, respondents were asked to rate their overall satisfaction with ministry service.

Figure 11 compares the overall satisfaction levels for 2021, 2018 and 2016. Overall satisfaction was not measured in 2014. For a tabular version of this data, refer to **Appendix R**.

Overall ministry service satisfaction has increased steadily since 2016. In 2021, the average satisfaction score received a significant increase of five points to 69.

The proportion of respondents who indicated service did not meet their expectations (1 or 2 out of 5) or were neutral decreased. Sixty-five per cent of respondents indicated overall service met or exceeded expectations (4 or 5 out of 5) compared to 59 per cent in 2018.

Figure 11: Overall ministry service satisfaction by year



Overall service satisfaction results were also analyzed by demographic characteristics.

Respondents who contacted the ministry frequently (weekly) had a lower average satisfaction score of 55.

Consistent with the results for individual channels, average satisfaction scores were higher among newer clients than long-term clients. For example, respondents receiving assistance for less than one year had an overall service satisfaction score of 73. Those receiving assistance for one year to less than three years had a score of 71. Respondents receiving assistance for three or more years scored 67.

Respondents with a disability had lower overall average satisfaction with ministry services (67) compared to those without a disability (74). Regardless of demographic sub-group (e.g., age, Indigenous or visible minority status, length of time receiving assistance), average scores were lower for respondents with a disability than those without.

Overall ministry service satisfaction increased with age, ranging from an average score of 65 for those under 35, to a score of 73 for respondents over 54 years of age.

Refer to **Appendix S** for a tabular version of the overall satisfaction data by demographic characteristics.

Suggestions for service improvements

Respondents were asked to provide recommendations for service improvements in an open-ended comment question.

Due to the volume of responses received (8,217), a sample of 1,000 comments was randomly selected for analysis.

These responses were coded into one of fourteen themes and fifty-seven corresponding sub-themes. Refer to **Appendix T**.

Service quality was the most frequently cited comment category in 2021, as in 2018. Among other top suggestions, there were:

- ▶ Enhancing the MySS online client portal with additional features
- ▶ Assistance rates amount
- ▶ Health-related policies

1. Service quality (25 per cent of responses analyzed)

Like the 2018 survey results, one quarter of respondents provided suggestions regarding service quality to clients. The main sub-theme in this category was improving staff customer service and compassion skills (15 per cent). For example, respondents emphasized the need to improve service quality through serving clients with respect, patience and empathy. Eight per cent noted the importance of staff providing consistent information to clients about ministry policies and services.

A smaller proportion of respondents (four per cent) also suggested that hiring additional frontline staff would improve the quality and level of responsiveness for providing ministry services.

Sample comments:

“Treat clients with kindness and respect when speaking on the phone.”

“Understanding people with medical disabilities and showing more understanding.”

“Some service personnel are better trained, have more experience or are better at explaining than others.”

“More staff to serve clients in person and by phone.”

2. MySS online client portal (13 per cent of responses analyzed)

Another top theme was suggestions about the MySS online client portal. The most common sub-theme (six per cent) was to offer other features in the tool (e.g., click to chat support feature was frequently mentioned). Expanding the tool’s email feature was also suggested by six per cent of respondents (e.g., allow client-initiated messages). Other MySS suggestions included specific support for using the tool and considering improvements to the process for uploading documents.

Sample comments:

“Being able to send questions or messages through My Self Serve.”

“Incorporate text reminders for getting your monthly report done.”

“More online interaction like live chat.”

“Add email communication to the self portal so that clients can ask questions and get help.”

“It would be nice if it was easier to submit documents on My Self Serve when we need to.”

3. Financial assistance rates (10 per cent of responses analyzed)

Comments regarding the ministry’s financial assistance rates were more common in 2021, with ten per cent of respondents commenting on rates, compared to eight percent in 2018. The most common sub-theme was general comments about increasing rates (e.g., suggesting the ministry offer additional financial supports). Two per cent of respondents suggested an increase in shelter rates specifically.

Sample comments:

“Adjusting rates to life cost.”

“The monthly money is hard to stretch at times.”

“Have a bit more allowance for rent as prices are going up considerably.”

“B.C. needs to lead the way in increasing payments to meet inflation. Housing costs and food prices.”

4. Health-related policy (10 per cent)

Respondents also provided suggestions for additional supports that related to policy. The most common sub-theme (5 per cent) was regarding health and dental supplements (e.g., dental fees, eye care). Respondents suggested covering more health-related supports and clearly describing what is currently available to clients. Additional mental health supports were also suggested by a small number of respondents (e.g., counselling, support programs).

Sample comments:

“Update the dental care coverage.”

“Funding levels have not kept up with inflation and many medical costs aren’t fully covered making it impossible to get the best care.”

“Being clearer on the health benefits that we receive. Letting us know what benefits we are allowed to access. Like dentists, eye exams and others. Like how often and how much is covered.”

“Make mental health services like getting a psychiatrist easier and quicker.”

Other feedback

Twenty-two per cent of the feedback received was complimentary of ministry staff or service in general (an increase from fourteen per cent in 2018).

Sample comments:

“In my personal opinion I think they already go above and beyond.”

“I believe the ministry has been very professional with me, has answered any questions I’ve needed and was compassionate with me.”

“I’m actually pretty impressed with how well the ministry adapted to the COVID-19 restrictions making services still accessible for everyone who needs it.”

Conclusions and next steps

The Ministry of Social Development and Poverty Reduction remains committed to providing quality service. It continually works to improve the way clients can access and receive services across British Columbia to meet their needs.

This was especially important during the COVID-19 pandemic period leading up to the 2021 Service Satisfaction Survey. The ministry continued to provide essential services during this challenging time, while keeping the health and safety of clients and employees a priority.

The 2021 Service Satisfaction Survey results provide valuable insight into client experience with ministry services. Even through the challenges created by COVID-19, respondents indicated an increase in average satisfaction across all ministry service channels compared to previous survey periods. In particular, telephone service with an agent received the largest increase in average satisfaction. This increase is noteworthy, as the ministry promoted telephone services and adjusted staff resources to meet the essential service demand during the pandemic. Respondents' overall satisfaction with ministry service also increased in comparison to the 2018 satisfaction survey.

The ministry continues to engage clients and use feedback methods to ensure it is providing quality services. The ministry also continues to engage with community partners who provide a valuable source of feedback about the effectiveness of ministry policies, programs and services for clients. Regular opportunities to gather feedback from clients and community partners help the ministry tailor future service enhancements.

The ministry will consider the results collected from the 2021 Service Satisfaction Survey as it moves forward with enhancing service delivery to meet the needs of British Columbians.

Appendix A: Copy of questionnaire

Thank you for your interest in this survey. This is your opportunity to tell us about your experience accessing ministry services so that we can continue to improve our service delivery. Your feedback is very important to us!

In order to complete this survey, you have been intentionally redirected to a secure external site. Your responses to this survey are completely anonymous and not linked to your file in any way. Please do not provide any personally identifying information about yourself or a third party in your responses.

The survey should take approximately 5-10 minutes to complete. The survey must be completed in one session - it cannot be saved.

The information is being collected under the authority of the [Freedom of Information and Protection of Privacy Act, Section 26 \(c\)](#).

This survey was designed to be fully accessible for assistive technology users. If you would like to complete the survey using a simplified-view version, select the “go to simplified-view version” hyperlink in the top left corner of the screen.

Thank you for participating!

1. How often do you contact the ministry? Please select one option.
 - a. At least once a week
 - b. At least once a month
 - c. Less than once a month
 - d. Once or twice a year
 - e. Almost never
 - f. Don't know/prefer not to say
2. The ministry offers services in several different ways. Which of the following ways were you aware of (i.e., did you know about)? Please select all that apply from the following list.
 - a. In person at a ministry office
 - b. Telephone – with an agent
 - c. Telephone – using self-serve options (i.e., using your phone key/touch pad)
 - d. My Self Serve online client portal (e.g., submit documents, message ministry staff, request a service)
 - e. Email for Bus Pass Program
 - f. None of the above <exclusive option>

3. Using a scale of 1 to 5 (1 being “exceeds my expectations” and 5 being “does not meet my expectations”), how would you rate your current level of satisfaction with the service you receive from each of the ministry’s service areas? If you do not use a service, select “do not use”.

	Exceeds my expectations 1	2	Neutral 3	4	Does not meet my expectations 5	Do not use
a. In person at a ministry office <only asked if Q2a selected>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Telephone – with an agent <only asked if Q2b selected>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Telephone – using self-serve options (i.e., using your phone key/touch pad) <only asked if Q2c selected>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Online – general ministry information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Online client portal – My Self Serve (e.g., submit documents, message ministry staff, request a service) <only asked if Q2d selected>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Mail (sent from the ministry)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Using a scale of 1 to 5 (1 being “exceeds my expectations” and 5 being “does not meet my expectations”), how would you rate your overall level of satisfaction with the service you receive from the ministry?

	Exceeds my expectations 1	2	Neutral 3	4	Does not meet my expectations 5
Overall level of satisfaction with ministry service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What’s one thing the ministry could do to improve how it provides service to clients? Please provide comments below (note, text limit is 400 characters).

To help us better understand the needs of the people we serve, we would like to know a little about you.

6. How or where do you access the internet? Please select all that apply.
 - a. At home on my computer/internet
 - b. At the library
 - c. At a friend or family member's home
 - d. At an internet café
 - e. At work
 - f. On my cell phone/mobile device
 - g. Public access computer at a ministry office
 - h. Public access computer at a Service BC office
 - i. Public access computer at a WorkBC office
 - j. Other community agency computer
 - k. At another location
 - l. I do not have any/regular/frequent access to the internet <exclusive option>
 - m. I could access a computer/the internet, but I choose not to <exclusive option>
7. What is your family type? Please select one option below:
 - a. Single person
 - b. Single person with dependants
 - c. Couple
 - d. Couple with dependants
 - e. Prefer not to say
8. What is your age? Please select one option below:
 - a. Under 25 years
 - b. 25 – 34
 - c. 35 – 44
 - d. 45 – 54
 - e. 55 – 64
 - f. 65+
 - g. Prefer not to say
9. How long have you been receiving income or disability assistance? Please select one option below:
 - a. Less than a year
 - b. 1 year to less than 3 years
 - c. 3 years or more
 - d. Prefer not to say
10. Do you identify yourself as any of the following? Please select all that apply:
 - a. A member of a visible minority group
 - b. Of Indigenous ancestry (that is, First Nations, Métis or Inuit)
 - c. A person with a disability
 - d. None of the above <exclusive option>
 - e. Prefer not to say <exclusive option>

11. ASK IF Q10c SELECTED: Have you applied for, or do you have, Persons with a Disability (PWD) designation?
Please select one option below:

- a. Yes
- b. No
- c. Prefer not to say

12. Which area of B.C. do you live in? Please select one option below:

- a. Vancouver Island
- b. Coastal/Lower Mainland
- c. Interior/North
- d. Prefer not to say

Appendix B: Respondent and client caseload profiles

Table 1: Respondent and client caseload profiles

Characteristic	Survey respondent Profile	Client caseload profile
Population size	n=13,446	n=162,336
Person with a disability designation	68%	72%
Family type		
Single person	70%	83%
Single person with dependants	19%	12%
Couple	6%	3%
Couple with dependants	5%	2%
Age		
Under 25 years	9%	10%
25 - 44	40%	43%
45 - 54	21%	21%
55 - 64	26%	25%
65+	4%	1%
Region		
Vancouver Island	23%	21%
Coastal/Lower Mainland	51%	52%
Interior/North	26%	27%

Appendix C: Analysis scoring method

In the report, results for the two rating scale questions (Q3 and Q4, rating service channel satisfaction and overall ministry satisfaction) are presented in two different ways. First, the percentage of respondents who selected each response option from 1 through 5 out of 5 is shown to highlight the distribution of responses. The scale presented in this report is in reverse order from how the scale appeared in the survey itself (refer to Table 2). This is done only to provide the information in a more intuitive manner in the report's figures and tables and does not impact the analysis of results.

Table 2: Scale reversal

Scale in survey	Scale reversed in report
1 - Exceeds my expectations	5 - Exceeds my expectations
2	4
3 - Neutral	3 - Neutral
4	2
5 - Does not meet my expectations	1 - Does not meet my expectations

Second, an average score out of 100 was calculated to provide a single measure. This makes it easier to compare results by service channel and over time. To calculate average scores, the five-point survey scale is converted into a 100-point scale and averaged based on the number of respondents. An example is provided in Table 3.

Table 3: Average score calculation

Rating scale	1 – Does not meet my expectations	2	3 - Neutral	4	5 – Exceeds my expectations
Gets converted to:	0 points	25 points	50 points	75 points	100 points
Number of respondents choosing option	If 2 people rated 1/5 = 0 points (2*0)	If 2 people rated 2/5 = 50 points (2*25)	If 0 people rated 3/5 = 0 points (0*50)	If 2 people rated 4/5 = 150 points (2*75)	If 3 people rated 5/5 = 300 points (3*100)
Average score calculation	(0+50+0+150+300) divided by total number of respondents (9) = average score of 56				

Appendix D: Respondent profile

Respondent client characteristics:

- ▶ 23% contact the ministry at least once a month
- ▶ 56% have been on assistance for more than three years
- ▶ 68% have a Persons With Disability (PWD) Designation

Table 4: Respondent age

Age	Percentage
Number of responses	n=13,189
Under 25 years	9%
25 - 34	18%
35 - 44	22%
45 - 54	21%
55+	30%

Table 5: Respondent family type

Family type	Percentage
Number of responses	n=12,700
Single person	70%
Single person with dependants	19%
Couple	6%
Couple with dependants	5%

Table 6: Respondent diversity characteristics

Diversity characteristics	Percentage
Number of responses	n=12,138
A member of a visible minority group	13%
Of Indigenous ancestry (First Nations, Métis or Inuit)	13%
A person with a disability	78%

Table 7: Respondent location by region

Area of B.C.	Percentage
Number of responses	n=12,716
Coastal/Lower Mainland	51%
Interior/North	26%
Vancouver Island	23%

Table 8: How respondents access the internet

Internet access	Percentage
Number of responses	n=13,169
At home on my computer/internet	70%
On my cell phone/mobile device	60%
At a friend or family member's home	13%
At the library	12%

Appendix E: Frequency of ministry contact

Table 9: Frequency of ministry contact

Frequency of contact	2021	2018
Number of responses	n=13,446	n=11,852
At least once a week	1%	2%
At least once a month	22%	29%
Less than once a month	20%	24%
Once or twice a year	30%	26%
Almost never	27%	20%

Appendix F: Frequency of contact by demographic characteristics

Table 10: Frequency of ministry contact by diversity characteristics

Frequency of contact	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Persons with a disability	Persons without a disability
Number of responses	n=1,454	n=10,149	n=1,519	n=10,084	n=9,066	n=2,537
At least once a week	3%	1%	3%	1%	1%	2%
At least once a month	23%	21%	25%	21%	20%	27%
Less than once a month	23%	19%	22%	19%	20%	20%
Once or twice a year	31%	31%	25%	32%	32%	25%
Almost never	20%	28%	25%	27%	27%	26%

Table 11: Frequency of ministry contact by age

Frequency of contact	Under 35	35 - 44	45 - 54	55+
Number of responses	n=3,291	n=2,785	n=2,698	n=3,768
At least once a week	2%	2%	2%	1%
At least once a month	22%	22%	21%	21%
Less than once a month	21%	23%	19%	17%
Once or twice a year	28%	29%	32%	33%
Almost never	27%	24%	26%	29%

Table 12: Frequency of ministry contact by family type

Frequency of contact	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=8,548	n=2,344	n=682	n=555
At least once a week	1%	2%	2%	2%
At least once a month	21%	21%	24%	24%
Less than once a month	19%	23%	21%	21%
Once or twice a year	31%	29%	26%	35%
Almost never	28%	25%	27%	18%

Table 13: Frequency of ministry contact by length of time receiving assistance

Frequency of Contact	Less than 1 year	1 – 3 years	More than 3 years
Number of responses	n=1,749	n=3,386	n=6,598
At least once a week	3%	1%	1%
At least once a month	33%	23%	18%
Less than once a month	27%	22%	17%
Once or twice a year	16%	30%	35%
Almost never	20%	24%	29%

Table 14: Frequency of ministry contact by Persons with Disability Designation type

Frequency of contact	PWD Designation	No PWD Designation
Number of responses	n=7,663	n=3,513
At least once a week	1%	2%
At least once a month	19%	26%
Less than once a month	20%	20%
Once or twice a year	33%	26%
Almost never	27%	27%

Table 15: Frequency of ministry contact by region

Frequency of contact	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of responses	n=2,731	n=6,276	n=3,118
At least once a week	1%	1%	2%
At least once a month	21%	21%	22%
Less than once a month	19%	20%	20%
Once or twice a year	32%	32%	28%
Almost never	27%	26%	29%

Appendix G: Service channel awareness

Table 16: Service channel awareness

Service channel	Percentage aware
Number of responses	n=13,446
In person at a ministry office	71%
Telephone - with an agent	75%
Telephone - using self-serve options	48%
My Self Serve online client portal	83%
Email for Bus Pass Program	15%
None of the above	2%

Appendix H: Service channel awareness by demographic characteristics

Table 17: Service channel awareness by diversity characteristics

Service channel	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Persons with a disability	Persons without a disability
Number of responses	n=1,533	n=10,605	n=1,613	n=10,525	n=9,450	n=2,688
In person at a ministry office	72%	71%	73%	71%	74%	64%
Telephone - with an agent	75%	75%	74%	76%	77%	69%
Telephone - using self-serve options	49%	49%	53%	48%	50%	45%
My Self Serve online client portal	84%	83%	84%	83%	84%	79%
Email for Bus Pass Program	16%	15%	15%	15%	17%	10%
None of the above	1%	2%	2%	1%	1%	2%

Table 18: Service channel awareness by age

Service channel	Under 35	35 - 44	45 - 54	55+
Number of responses	n=3,533	n=2,943	n=2,810	n=3,903
In person at a ministry office	69%	71%	74%	71%
Telephone - with an agent	73%	76%	77%	74%
Telephone - using self-serve options	47%	53%	52%	43%
My Self Serve online client portal	85%	85%	82%	79%
Email for Bus Pass Program	14%	15%	14%	16%
None of the above	2%	2%	1%	1%

Table 19: Service channel awareness by family type

Service channel	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=8,940	n=2,451	n=711	n=598
In person at a ministry office	73%	69%	70%	64%
Telephone - with an agent	76%	76%	73%	68%
Telephone - using self-serve options	48%	52%	48%	43%
My Self Serve online client portal	83%	83%	80%	80%
Email for Bus Pass Program	16%	11%	16%	14%
None of the above	1%	2%	2%	2%

Table 20: Service channel awareness by length of time receiving assistance

Service channel	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=1,886	n=3,548	n=6,805
In person at a ministry office	57%	68%	77%
Telephone - with an agent	70%	74%	78%
Telephone - using self-serve options	43%	48%	51%
My Self Serve online client portal	80%	84%	84%
Email for Bus Pass Program	9%	11%	19%
None of the above	2%	1%	1%

Table 21: Service channel awareness by Persons with Disability Designation type

Service channel	PWD Designation	No PWD Designation
Number of responses	n=7,955	n=3,703
In person at a ministry office	74%	66%
Telephone - with an agent	78%	71%
Telephone - using self-serve options	50%	47%
My Self Serve online client portal	84%	80%
Email for Bus Pass Program	18%	10%
None of the above	1%	2%

Table 22: Service channel awareness by region

Service channel	Vancouver Island	Coastal/Lower Mainland	Interior/North
Number of responses	n=2,877	n=6,581	n=3,258
In person at a ministry office	74%	70%	73%
Telephone - with an agent	75%	75%	76%
Telephone - using self-serve options	48%	47%	53%
My Self Serve online client portal	83%	82%	84%
Email for Bus Pass Program	13%	17%	12%
None of the above	1%	1%	1%

Table 23: Service channel awareness by ministry contact frequency

Service channel	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=186	n=2,746	n=2,509	n=3,879	n=3,415
In person at a ministry office	63%	64%	73%	74%	74%
Telephone - with an agent	67%	65%	81%	80%	75%
Telephone - using self-serve options	41%	42%	54%	49%	49%
My Self Serve online client portal	69%	84%	85%	81%	83%
Email for Bus Pass Program	15%	13%	14%	15%	16%
None of the above	4%	1%	1%	1%	3%

Appendix I: Length of time receiving assistance by demographic characteristics

Table 24: Length of time receiving assistance by diversity characteristics

Length of time receiving assistance	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Persons with a disability	Persons without a disability
Number of responses	n=1,407	n=9,866	n=1,452	n=9,821	n=8,826	n=2,447
Less than 1 year	19%	14%	18%	14%	11%	28%
1 - 3 years	31%	28%	31%	28%	24%	42%
More than 3 years	50%	58%	51%	58%	65%	30%

Table 25: Length of time receiving assistance by age

Length of time receiving assistance	Under 35	35 – 44	45 – 54	55+
Number of responses	n=3,296	n=2,648	n=2,569	n=3,621
Less than 1 year	23%	14%	13%	12%
1 - 3 years	35%	30%	27%	24%
More than 3 years	43%	56%	60%	64%

Table 26: Length of time receiving assistance by family type

Length of time receiving assistance	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=8,303	n=2,223	n=653	n=545
Less than 1 year	14%	18%	15%	18%
1 - 3 years	27%	35%	25%	33%
More than 3 years	58%	48%	60%	49%

Table 27: Length of time receiving assistance by frequency of ministry contact

Length of time receiving assistance	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=166	n=2,527	n=2,350	n=3,583	n=3,107
Less than 1 year	37%	23%	20%	8%	11%
1 - 3 years	23%	30%	32%	28%	26%
More than 3 years	40%	47%	48%	64%	62%

Table 28: Length of time receiving assistance by Persons with Disability Designation type

Length of time receiving assistance	PWD Designation	No PWD Designation
Number of responses	n=7,512	n=3,403
Less than 1 year	10%	25%
1 - 3 years	22%	41%
More than 3 years	68%	34%

Table 29: Length of time receiving assistance by region

Length of time receiving assistance	Vancouver Island	Coastal/Lower Mainland	Interior/North
Number of responses	n=2,674	n=6,070	n=3,030
Less than 1 year	15%	15%	15%
1 - 3 years	27%	28%	31%
More than 3 years	58%	57%	54%

Appendix J: Service channel satisfaction by year

Table 30: Satisfaction with MySS online client portal by year

MySS online client portal	2021	2018	2016	2014
Number of responses	n=10,802	n=10,886	n=2,864	–
1 - Does not meet my expectations	7%	7%	15%	–
2	7%	7%	7%	–
3 - Neutral	17%	21%	21%	–
4	33%	34%	33%	–
5 - Exceeds my expectations	36%	30%	24%	–
Average score	71	68	61	–

Table 31: Satisfaction with telephone service with an agent by year

Telephone service with an agent	2021	2018	2016	2014
Number of responses	n=9,156	n=10,548	n=3,092*	n=2,740*
1 - Does not meet my expectations	8%	11%	28%	25%
2	8%	10%	12%	14%
3 - Neutral	22%	27%	25%	24%
4	30%	29%	22%	25%
5 - Exceeds my expectations	31%	23%	13%	12%
Average score	67	61	45	47

*2014 and 2016 surveys measured “telephone” in general and are not directly comparable to 2018 or 2021 data.

Table 32: Satisfaction with in-person service at a ministry office by year

In-person service at a ministry office	2021	2018	2016	2014
Number of responses	n=8,017	n=10,909	n=3,176	n=2,838
1 - Does not meet my expectations	10%	12%	22%	20%
2	8%	9%	11%	10%
3 - Neutral	26%	26%	24%	20%
4	29%	28%	24%	29%
5 - Exceeds my expectations	28%	26%	19%	22%
Average score	64	62	52	56

Table 33: Satisfaction with online general ministry information by year

Online general ministry information	2021	2018	2016	2014
Number of responses	n=12,122	n=10,296	n=2,972	n=1,435
1 - Does not meet my expectations	8%	9%	15%	19%
2	9%	9%	11%	13%
3 - Neutral	29%	33%	29%	27%
4	29%	29%	30%	24%
5 - Exceeds my expectations	25%	19%	16%	17%
Average score	64	60	55	62

Table 34: Satisfaction with mail service by year

Mail service	2021	2018	2016	2014
Number of responses	n=10,906	n=9,914	n=2,940	n=2,173
1 - Does not meet my expectations	8%	8%	12%	19%
2	7%	7%	7%	14%
3 - Neutral	35%	39%	38%	30%
4	26%	26%	26%	23%
5 - Exceeds my expectations	25%	20%	17%	13%
Average score	63	61	57	49

Table 35: Satisfaction with telephone self-service by year

Telephone self-service	2021	2018	2016	2014
Number of responses	n=5,046	n=8,051	n=3,092*	n=2,740*
1 - Does not meet my expectations	10%	13%	28%	25%
2	9%	10%	12%	14%
3 - Neutral	33%	39%	25%	24%
4	25%	21%	22%	25%
5 - Exceeds my expectations	23%	17%	13%	12%
Average score	60	55	45	47

*2014 and 2016 surveys measured "telephone" in general and are not directly comparable to 2018 or 2021 data.

Appendix K: Service channel satisfaction by ministry contact frequency

Table 36: Satisfaction with MySS online client portal by ministry contact frequency

MySS online client portal	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=123	n=2,249	n=2,093	n=3,063	n=2,728
1 - Does not meet my expectations	23%	7%	7%	6%	6%
2	9%	7%	9%	7%	6%
3 - Neutral	19%	15%	17%	15%	19%
4	20%	34%	33%	34%	33%
5 - Exceeds my expectations	30%	38%	33%	37%	35%
Average score	56	72	69	72	71

Table 37: Satisfaction with telephone service with an agent by ministry contact frequency

Telephone service with an agent	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=119	n=1,661	n=1,954	n=2,958	n=2,059
1 - Does not meet my expectations	21%	9%	9%	6%	9%
2	11%	8%	9%	8%	7%
3 - Neutral	21%	21%	19%	21%	27%
4	18%	29%	32%	32%	29%
5 - Exceeds my expectations	29%	33%	32%	33%	27%
Average score	56	67	68	69	65

Table 38: Satisfaction with in-person service at a ministry office by ministry contact frequency

In-person service at a ministry office	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=110	n=1,521	n=1,607	n=2,503	n=1,895
1 - Does not meet my expectations	22%	9%	10%	8%	11%
2	9%	8%	9%	7%	7%
3 - Neutral	20%	22%	24%	26%	29%
4	17%	28%	30%	30%	28%
5 - Exceeds my expectations	32%	33%	28%	29%	24%
Average score	57	67	64	66	61

Table 39: Satisfaction with online general ministry information by ministry contact frequency

Online general ministry information	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=170	n=2,533	n=2,322	n=3,523	n=2,937
1 - Does not meet my expectations	20%	8%	8%	7%	9%
2	9%	7%	11%	8%	8%
3 - Neutral	28%	27%	29%	28%	31%
4	16%	30%	29%	30%	29%
5 - Exceeds my expectations	26%	29%	23%	26%	23%
Average score	55	66	62	64	63

Table 40: Satisfaction with mail service by ministry contact frequency

Mail service	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=149	n=2,298	n=2,077	n=3,224	n=2,587
1 - Does not meet my expectations	17%	7%	7%	7%	8%
2	9%	6%	9%	7%	6%
3 - Neutral	24%	34%	36%	32%	38%
4	21%	27%	25%	27%	25%
5 - Exceeds my expectations	29%	26%	23%	27%	23%
Average score	59	64	62	65	62

Table 41: Satisfaction with telephone self-service by ministry contact frequency

Telephone self-service	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=68	n=960	n=1,130	n=1,511	n=1,153
1 - Does not meet my expectations	15%	10%	9%	9%	10%
2	12%	8%	10%	10%	9%
3 - Neutral	37%	30%	32%	32%	36%
4	10%	27%	26%	26%	24%
5 - Exceeds my expectations	26%	25%	22%	23%	21%
Average score	56	62	60	61	59

Appendix L: Service channel satisfaction by diversity characteristics

Table 42: Satisfaction with MySS online client portal by diversity characteristics

MySS online client portal	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Person with a disability	Person without a disability
Number of responses	n=1,246	n=8,534	n=1,319	n=8,461	n=7,698	n=2,082
1 – Does not meet my expectations	8%	7%	8%	7%	7%	5%
2	9%	7%	8%	7%	8%	6%
3 – Neutral	17%	16%	18%	16%	17%	13%
4	31%	34%	29%	34%	34%	30%
5 – Exceeds my expectations	36%	36%	37%	36%	33%	46%
Average score	69	71	70	71	70	76

Table 43: Satisfaction with in-person service at a ministry office by diversity characteristics

In-person service at a ministry office	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Person with a disability	Person without a disability
Number of responses	n=944	n=6,350	n=1,038	n=6,256	n=5,789	n=1,505
1 – Does not meet my expectations	13%	9%	10%	9%	10%	6%
2	9%	8%	8%	8%	9%	5%
3 – Neutral	24%	26%	26%	26%	26%	24%
4	27%	29%	25%	29%	29%	28%
5 – Exceeds my expectations	27%	28%	31%	28%	26%	36%
Average score	62	65	65	64	63	70

Table 44: Satisfaction with telephone service with an agent by diversity characteristics

Telephone service with an agent	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Person with a disability	Person without a disability
Number of responses	n=1,078	n=7,257	n=1,113	n=7,222	n=6,612	n=1,723
1 – Does not meet my expectations	11%	8%	8%	8%	9%	7%
2	9%	8%	9%	8%	9%	6%
3 – Neutral	21%	22%	25%	21%	22%	20%
4	30%	30%	27%	31%	31%	28%
5 – Exceeds my expectations	29%	32%	30%	32%	30%	39%
Average score	64	68	65	67	66	71

Table 45: Satisfaction with online general ministry information by diversity characteristics

Online general ministry information	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Person with a disability	Person without a disability
Number of responses	n=1,394	n=9,555	n=1,484	n=9,465	n=8,491	n=2,458
1 - Does not meet my expectations	11%	8%	8%	8%	9%	6%
2	8%	9%	9%	9%	9%	7%
3 - Neutral	28%	29%	31%	29%	30%	25%
4	29%	29%	25%	30%	29%	28%
5 - Exceeds my expectations	24%	25%	27%	25%	23%	34%
Average score	62	64	63	63	62	69

Table 46: Satisfaction with mail service by diversity characteristics

Mail service	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Person with a disability	Person without a disability
Number of responses	n=1,241	n=8,612	n=1,363	n=8,490	n=7,681	n=2,172
1 - Does not meet my expectations	10%	7%	9%	7%	8%	7%
2	7%	7%	8%	7%	7%	6%
3 - Neutral	33%	35%	36%	34%	36%	30%
4	26%	26%	20%	27%	27%	25%
5 - Exceeds my expectations	24%	25%	27%	24%	23%	32%
Average score	62	64	62	64	62	67

Table 47: Satisfaction with telephone self-service by diversity characteristics

Telephone self-service	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Person with a disability	Person without a disability
Number of responses	n=603	n=4,010	n=710	n=3,903	n=3,606	n=1,007
1 - Does not meet my expectations	14%	9%	11%	10%	11%	7%
2	9%	10%	8%	10%	10%	8%
3 - Neutral	29%	33%	31%	10%	33%	29%
4	25%	25%	24%	32%	25%	26%
5 - Exceeds my expectations	23%	23%	25%	25%	21%	31%
Average score	58	61	61	60	59	66

Appendix M: Service channel satisfaction by age

Table 48: Satisfaction with MySS online client portal by age

MySS online client portal	Under 35	35 – 44	45 – 54	55 +
Number of responses	n=2,941	n=2,443	n=2,257	n=2,970
1 - Does not meet my expectations	8%	7%	6%	5%
2	10%	8%	6%	6%
3 - Neutral	18%	16%	17%	15%
4	32%	32%	34%	36%
5 - Exceeds my expectations	32%	37%	36%	39%
Average score	68	71	72	74

Table 49: Satisfaction with telephone service with an agent by age

Telephone service with an agent	Under 35	35 – 44	45 – 54	55 +
Number of responses	n=2,325	n=2,070	n=1,963	n=2,627
1 - Does not meet my expectations	10%	9%	7%	7%
2	10%	8%	9%	6%
3 - Neutral	25%	23%	21%	19%
4	30%	28%	30%	33%
5 - Exceeds my expectations	26%	31%	32%	36%
Average score	63	66	68	71

Table 50: Satisfaction with in-person service at a ministry office by age

In-person service at a ministry office	Under 35	35 – 44	45 – 54	55 +
Number of responses	n=1,993	n=1,841	n=1,770	n=2,282
1 - Does not meet my expectations	11%	11%	9%	7%
2	10%	8%	7%	7%
3 - Neutral	29%	25%	26%	23%
4	26%	27%	30%	32%
5 - Exceeds my expectations	24%	29%	28%	32%
Average score	61	63	65	69

Table 51: Satisfaction with online general ministry information by age

Online general ministry information	Under 35	35 – 44	45 – 54	55 +
Number of responses	n=3,242	n=2,709	n=2,551	n=3,412
1 - Does not meet my expectations	9%	9%	7%	7%
2	11%	9%	8%	7%
3 - Neutral	31%	28%	29%	27%
4	27%	27%	31%	32%
5 - Exceeds my expectations	23%	27%	25%	27%
Average score	61	63	65	66

Table 52: Satisfaction with mail service by age

Mail service	Under 35	35 – 44	45 – 54	55 +
Number of responses	n=2,836	n=2,434	n=2,289	n=3,148
1 - Does not meet my expectations	9%	9%	6%	5%
2	8%	7%	7%	5%
3 - Neutral	37%	35%	34%	34%
4	23%	24%	29%	29%
5 - Exceeds my expectations	23%	25%	24%	27%
Average score	60	62	64	67

Table 53: Satisfaction with telephone self-service by age

Telephone self-service	Under 35	35 – 44	45 – 54	55 +
Number of responses	n=1,319	n=1,245	n=1,128	n=1,279
1 - Does not meet my expectations	11%	11%	9%	7%
2	11%	11%	8%	8%
3 - Neutral	33%	32%	34%	31%
4	22%	24%	27%	29%
5 - Exceeds my expectations	23%	23%	22%	25%
Average score	59	59	61	64

Appendix N: Service channel satisfaction by family type

Table 54: Satisfaction with MySS online client portal by family type

MySS online client portal	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=7,227	n=1,991	n=549	n=464
1 - Does not meet my expectations	6%	8%	8%	6%
2	7%	7%	8%	7%
3 - Neutral	17%	16%	15%	13%
4	35%	29%	33%	31%
5 - Exceeds my expectations	35%	41%	35%	42%
Average score	71	72	70	74

Table 55: Satisfaction with telephone service with an agent by family type

Telephone service with an agent	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=6,114	n=1,738	n=476	n=386
1 - Does not meet my expectations	8%	8%	10%	7%
2	8%	8%	9%	7%
3 - Neutral	22%	21%	23%	20%
4	31%	27%	32%	32%
5 - Exceeds my expectations	31%	35%	26%	35%
Average score	67	69	64	70

Table 56: Satisfaction with in-person service at a ministry office by family type

In-person service at a ministry office	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=5,381	n=1,469	n=424	n=340
1 - Does not meet my expectations	9%	10%	10%	8%
2	8%	8%	8%	8%
3 - Neutral	26%	25%	25%	21%
4	30%	26%	30%	29%
5 - Exceeds my expectations	28%	31%	26%	33%
Average score	65	65	63	68

Table 57: Satisfaction with online general ministry information by family type

Online general ministry information	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=8,041	n=2,237	n=640	n=541
1 - Does not meet my expectations	8%	9%	9%	7%
2	8%	9%	9%	8%
3 - Neutral	30%	27%	29%	24%
4	30%	26%	28%	31%
5 - Exceeds my expectations	24%	29%	24%	30%
Average score	64	64	63	67

Table 58: Satisfaction with mail service by family type

Mail service	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=7,249	n=1,992	n=562	n=510
1 - Does not meet my expectations	7%	9%	8%	8%
2	7%	7%	9%	5%
3 - Neutral	36%	32%	35%	30%
4	27%	23%	25%	26%
5 - Exceeds my expectations	24%	28%	24%	30%
Average score	64	64	62	66

Table 59: Satisfaction with telephone self-service by family type

Telephone self-service	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=3,290	n=1,055	n=256	n=216
1 - Does not meet my expectations	10%	11%	11%	6%
2	10%	9%	9%	11%
3 - Neutral	33%	32%	30%	29%
4	26%	23%	30%	24%
5 - Exceeds my expectations	22%	26%	20%	30%
Average score	60	61	60	65

Appendix O: Service channel satisfaction by time receiving assistance

Table 60: Satisfaction with MySS online client portal by time receiving assistance

MySS online client portal	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=1,479	n=2,903	n=5,519
1 - Does not meet my expectations	7%	6%	7%
2	7%	7%	8%
3 - Neutral	15%	16%	17%
4	31%	33%	35%
5 - Exceeds my expectations	40%	39%	34%
Average score	73	73	70

Table 61: Satisfaction with telephone service with an agent by time receiving assistance

Telephone service with an agent	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=1,225	n=2,381	n=4,793
1 - Does not meet my expectations	7%	7%	9%
2	7%	7%	8%
3 - Neutral	19%	19%	23%
4	26%	32%	31%
5 - Exceeds my expectations	41%	34%	28%
Average score	72	70	65

Table 62: Satisfaction with in-person service at a ministry office by time receiving assistance

In-person service at a ministry office	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=837	n=2,048	n=4,475
1 - Does not meet my expectations	6%	7%	11%
2	5%	7%	8%
3 - Neutral	22%	24%	26%
4	28%	31%	29%
5 - Exceeds my expectations	38%	30%	26%
Average score	72	67	62

Table 63: Satisfaction with online general ministry information by time receiving assistance

Online general ministry information	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=1,748	n=3,254	n=6,061
1 - Does not meet my expectations	8%	8%	8%
2	8%	9%	8%
3 - Neutral	26%	26%	30%
4	29%	30%	30%
5 - Exceeds my expectations	29%	27%	23%
Average score	66	65	63

Table 64: Satisfaction with mail service by time receiving assistance

Mail service	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=1,527	n=2,824	n=5,608
1 - Does not meet my expectations	7%	8%	7%
2	6%	7%	7%
3 - Neutral	32%	33%	35%
4	24%	25%	27%
5 - Exceeds my expectations	31%	27%	23%
Average score	67	64	63

Table 65: Satisfaction with telephone self-service by time receiving assistance

Telephone self-service	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=655	n=1,344	n=2,658
1 - Does not meet my expectations	8%	9%	11%
2	7%	9%	10%
3 - Neutral	30%	32%	33%
4	25%	26%	25%
5 - Exceeds my expectations	29%	24%	21%
Average score	65	62	59

Appendix P: Service channel satisfaction by Persons with Disability Designation type

Table 66: Satisfaction with MySS online client portal by Persons with Disability Designation type

MySS online client portal	PWD Designation	No PWD Designation
Number of responses	n=6,526	n=2,900
1 - Does not meet my expectations	7%	6%
2	8%	6%
3 - Neutral	17%	14%
4	36%	29%
5 - Exceeds my expectations	32%	45%
Average score	69	75

Table 67: Satisfaction with telephone service with an agent by Persons with Disability Designation type

Telephone service with an agent	PWD Designation	No PWD Designation
Number of responses	n=5,625	n=2,411
1 - Does not meet my expectations	9%	7%
2	9%	6%
3 - Neutral	22%	20%
4	31%	29%
5 - Exceeds my expectations	29%	38%
Average score	65	71

Table 68: Satisfaction with in-person service at a ministry office by Persons with Disability Designation type

In-person service at a ministry office	PWD Designation	No PWD Designation
Number of responses	n=4,931	n=2,111
1 - Does not meet my expectations	11%	7%
2	9%	6%
3 - Neutral	26%	24%
4	29%	29%
5 - Exceeds my expectations	26%	34%
Average score	63	69

Table 69: Satisfaction with online general ministry information by Persons with Disability Designation type

Online general ministry information	PWD Designation	No PWD Designation
Number of responses	n=7,136	n=3,379
1 - Does not meet my expectations	9%	6%
2	9%	7%
3 - Neutral	30%	26%
4	29%	28%
5 - Exceeds my expectations	22%	32%
Average score	61	68

Table 70: Satisfaction with mail service by Persons with Disability Designation type

Mail service	PWD Designation	No PWD Designation
Number of responses	n=6,513	n=2,959
1 - Does not meet my expectations	8%	7%
2	7%	6%
3 - Neutral	36%	31%
4	27%	25%
5 - Exceeds my expectations	22%	30%
Average score	62	67

Table 71: Satisfaction with telephone self-service by Persons with Disability Designation type

Telephone self-service	PWD Designation	No PWD Designation
Number of responses	n=3,030	n=1,411
1 - Does not meet my expectations	11%	7%
2	11%	8%
3 - Neutral	34%	29%
4	25%	26%
5 - Exceeds my expectations	19%	30%
Average score	58	66

Appendix Q: Service channel satisfaction by region

Table 72: Satisfaction with MySS online client portal by region

MySS online client portal	Vancouver Island	Coastal/Lower Mainland	Interior/North
Number of responses	n=2,323	n=5,282	n=2,679
1 - Does not meet my expectations	8%	6%	7%
2	8%	7%	7%
3 - Neutral	16%	17%	17%
4	36%	33%	33%
5 - Exceeds my expectations	32%	37%	36%
Average score	69	72	71

Table 73: Satisfaction with telephone service with an agent by region

Telephone service with an agent	Vancouver Island	Coastal/Lower Mainland	Interior/North
Number of responses	n=1,955	n=4,540	n=2,252
1 - Does not meet my expectations	10%	8%	8%
2	8%	8%	8%
3 - Neutral	22%	21%	23%
4	31%	31%	30%
5 - Exceeds my expectations	28%	32%	32%
Average score	65	68	67

Table 74: Satisfaction with in-person service at a ministry office by region

In-person service at a ministry office	Vancouver Island	Coastal/Lower Mainland	Interior/North
Number of responses	n=1,774	n=3,838	n=2,029
1 - Does not meet my expectations	10%	10%	8%
2	7%	8%	7%
3 - Neutral	25%	26%	26%
4	30%	29%	28%
5 - Exceeds my expectations	27%	27%	30%
Average score	64	64	66

Table 75: Satisfaction with online general ministry information by region

Online general ministry information	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of responses	n=2,583	n=5,935	n=2,962
1 - Does not meet my expectations	10%	8%	7%
2	9%	8%	9%
3 - Neutral	31%	29%	28%
4	28%	30%	31%
5 - Exceeds my expectations	22%	26%	24%
Average score	61	65	64

Table 76: Satisfaction with mail service by region

Mail service	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of responses	n=2,378	n=5,296	n=2,637
1 - Does not meet my expectations	9%	7%	7%
2	7%	6%	8%
3 - Neutral	36%	35%	35%
4	27%	26%	26%
5 - Exceeds my expectations	22%	26%	24%
Average score	61	65	63

Table 77: Satisfaction with telephone self-service by region

Telephone self-service	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of responses	n=1,042	n=2,439	n=1,327
1 - Does not meet my expectations	11%	10%	9%
2	9%	10%	10%
3 - Neutral	36%	31%	33%
4	24%	26%	26%
5 - Exceeds my expectations	20%	24%	22%
Average score	58	61	61

Appendix R: Overall service channel satisfaction by year

Table 78: Overall service channel satisfaction by year

Overall service satisfaction	2021	2018	2016	2014
Number of responses	n=13,446	n=11,852	n=3,342	–
1 - Does not meet my expectations	7%	8%	20%	–
2	9%	10%	12%	–
3 - Neutral	19%	23%	22%	–
4	33%	34%	29%	–
5 - Exceeds my expectations	32%	25%	17%	–
Average score	69	64	53	–

Appendix S: Overall service satisfaction by demographic characteristics

Table 79: Overall service satisfaction by diversity characteristics

Overall service satisfaction	Visible minority	Non-visible minority	Indigenous ancestry	Non-Indigenous ancestry	Persons with a disability	Persons without a disability
Number of responses	n=1,533	n=10,605	n=1,613	n=10,525	n=9,450	n=2,688
1 - Does not meet my expectations	9%	6%	8%	7%	7%	5%
2	10%	9%	10%	9%	10%	6%
3 - Neutral	18%	19%	22%	18%	20%	16%
4	32%	34%	27%	34%	34%	31%
5 - Exceeds my expectations	31%	32%	33%	32%	29%	42%
Average score	66	69	67	69	67	74

Table 80: Overall service satisfaction by age

Overall service satisfaction	Under 35	35 – 44	45 – 54	55 +
Number of responses	n=3,533	n=2,943	n=2,810	n=3,903
1 - Does not meet my expectations	8%	8%	5%	5%
2	11%	9%	8%	7%
3 - Neutral	21%	20%	20%	16%
4	31%	31%	35%	37%
5 - Exceeds my expectations	29%	32%	32%	36%
Average score	65	67	70	73

Table 81: Overall service satisfaction by family type

Overall service satisfaction	Single person	Single person with dependants	Couple	Couple with dependants
Number of responses	n=8,940	n=2,451	n=711	n=598
1 - Does not meet my expectations	7%	6%	8%	6%
2	9%	9%	10%	10%
3 - Neutral	19%	18%	21%	16%
4	35%	30%	32%	31%
5 - Exceeds my expectations	31%	36%	29%	38%
Average score	69	70	66	71

Table 82: Overall service satisfaction by length of time receiving assistance

Overall service satisfaction	Less than 1 year	1 - 3 years	More than 3 years
Number of responses	n=1,886	n=3,548	n=6,805
1 - Does not meet my expectations	6%	6%	7%
2	8%	8%	9%
3 - Neutral	15%	17%	21%
4	31%	34%	34%
5 - Exceeds my expectations	40%	35%	29%
Average score	73	71	67

Table 83: Overall service satisfaction by Persons with Disability Designation type

Overall service satisfaction	PWD Designation	No PWD Designation
Number of responses	n=7,955	n=3,703
1 - Does not meet my expectations	7%	5%
2	10%	7%
3 - Neutral	20%	16%
4	35%	31%
5 - Exceeds my expectations	28%	40%
Average score	67	73

Table 84: Overall service satisfaction by region

Overall service satisfaction	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of responses	n=2,877	n=6,581	n=3,258
1 - Does not meet my expectations	8%	6%	7%
2	10%	9%	9%
3 - Neutral	19%	19%	19%
4	34%	33%	34%
5 - Exceeds my expectations	29%	33%	33%
Average score	66	69	69

Table 85: Overall service satisfaction by frequency of contacting the ministry

Overall service satisfaction	At least once a week	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=186	n=2,746	n=2,509	n=3,879	n=,3415
1 - Does not meet my expectations	22%	7%	7%	5%	7%
2	11%	8%	9%	8%	9%
3 - Neutral	22%	18%	18%	18%	22%
4	17%	31%	36%	35%	33%
5 - Exceeds my expectations	28%	35%	30%	34%	29%
Average score	55	70	68	71	67

Appendix T: Suggestions for service improvement by theme

Table 86: Suggestions for service improvement by theme

Themes and sub-themes	Comment count*	Percentage of comments
1.0 Service quality	245	25%
Improve customer service/compassion skills	145	15%
Ensure staff provide consistent information	80	8%
Hire more staff	36	4%
Improve staff disability awareness	17	2%
Improve document management	4	<1%
2.0 Positive comments	223	22%
General positive comments	198	20%
Positive comments about staff	22	2%
Online/self-serve options are convenient (e.g., MySS, email, self-serve telephone options)	4	<1%
Telephone call-back feature is convenient	3	<1%
3.0 Channel: MySS	129	13%
Offer other features (e.g., click to chat for support)	61	6%
Expand email service	35	4%
Offer additional MySS specific support for using the tool	16	2%
Improve process for uploading documents	15	2%
Improve login process	5	1%
Improve navigation/instructions	7	1%
4.0 Rates	102	10%
General suggestions about rates	62	6%
Increase shelter/support rates	23	2%
Make emergency funding more accessible	12	1%
Increase Persons with Disability rates	6	1%
5.0 Policy	100	10%
Health/dental supplements: provide more services and supports (e.g., mental health, dental fees, eye care, medical appointments, hearing aids, alcohol and drug medical services)	46	5%
Other policy-related suggestions (e.g., support for completing taxes)	19	2%
Employment: provide assistance with finding jobs, self employment, WorkBC, earning exemptions	10	1%
Remove requirement for submitting monthly stubs	10	1%
Canada Pension Plan (CPP) Program support (e.g., applying for CPP, exemptions)	6	1%
Housing: offer connections with affordable/senior housing	6	1%
Bus Pass: cost of bus pass, suggest offering bus passes for children	5	1%
School: support for going to school, more education options and better access to training programs	4	<1%

Themes and sub-themes	Comment count*	Percentage of comments
6.0 Channel: telephone service	80	8%
Reduce wait times on telephone	61	6%
Improve telephone tree	12	1%
Improve call back feature/staff to call back sooner	7	1%
Offer services in different languages	2	<1%
7.0 Application and business processes	72	7%
Improve access to services and make easier to navigate	47	5%
Make improvements to cheque stubs/schedule	12	1%
Provide additional support with intake	7	1%
Simplify application/intake process	5	1%
Provide support for direct deposit	2	<1%
8.0 Channel: in-person service at a ministry office	64	6%
Reduce wait times in offices	37	4%
Improve waiting rooms/line up conditions (e.g., office environment)	13	1%
Improve office security	8	1%
Offer ability to make appointments	6	1%
Open more ministry offices	5	1%
9.0 Communications	59	6%
Provide more information/communication	42	4%
Use simple language in correspondence	15	2%
Improve ministry forms	6	1%
10.0 Service delivery model	38	4%
Improve access to Employment and Assistance Workers/Community Workers	26	3%
Expand/provide more service hours	12	1%
11.0 Other	27	3%
Other case specific suggestions	27	3%
12.0 Persons with Disability (PWD) assistance	21	2%
Provide additional services for PWD	7	1%
Provide clearer and more information for clients	7	1%
Separate PWD assistance clients from BC Employment and Assistance program clients	4	<1%
Provide more program supports/supplements	4	<1%
13.0 Ministry website	19	2%
Use simple language	8	1%
Improve/simplify website format	6	1%
Improve access to ministry forms	3	<1%
Offer more online services	3	<1%
14.0 Wait times - intake/ service requests	18	2%
Reduce wait times for other service requests	15	2%
Reduce intake wait times	4	<1%

* Comments may be coded to multiple themes or sub-themes.



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