

# Service Satisfaction Survey 2018



Ministry of  
Social Development  
and Poverty Reduction

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# Executive Summary

The Ministry of Social Development and Poverty Reduction conducted its third Service Satisfaction Survey from Sept. 24 to Nov. 2, 2018. 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 11,852 people responded to the survey, a response rate of 8.1%. This is an increase from 2.4% in 2016 and 2.2% in 2014. This report summarizes the feedback received.

## **My Self Serve (MySS) online client portal had the highest average satisfaction score, followed by in-person services at a ministry office.**

MySS received an average satisfaction score of 68 out of 100. In-person services at a ministry office followed at 62. Telephone service with an agent (61), mail service (61) and online general ministry information (60) received similar scores. The ministry's telephone self-serve options received the lowest average score at 55.

**Respondents without a disability were more satisfied with ministry service channels than those with a disability.**

## **Channel-specific service satisfaction scores were higher in 2018.**

In-person service at a ministry office saw the largest increase in average satisfaction score, increasing by ten points this year compared to 2016 (average score of 52).

MySS also experienced a significant increase, with an average score up seven points compared to the 2016 results (average score of 61).

The ministry's telephone services were measured differently over the past three satisfaction surveys. In 2014 and 2016, respondents were asked to rate telephone service in general. In 2018, telephone services were divided into two categories: telephone with a ministry agent and self-serve telephone options. Although not directly comparable, results for both telephone service options were higher in 2018 compared to the overall average score for telephone in 2016 (average score of 45).

Satisfaction ratings with online general information and mail service were also higher in 2018. They increased by five and four points respectively.

## **Overall satisfaction with ministry services saw a significant increase in 2018.**

The overall ministry service average satisfaction score was 64, an increase of 11 points compared to the 2016 score (53). The number of respondents who rated service as not meeting their expectations declined. In 2018, 8% rated satisfaction as 1 out of 5, compared to 20% in 2016.

**Newer clients were more satisfied with ministry service than long-term clients.**

## **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 top three most frequently cited themes for service improvement were improving the ministry's service quality in general, telephone channel service and in-person service at a ministry office. Respondents suggested that providing ministry staff with more training would improve the general service quality. Respondents also reported they would prefer to receive faster service on the telephone and in person at a ministry office.

# Background and Objectives

The ministry is committed to providing high quality, consistent income assistance services that are responsive to diverse needs and that British Columbians can count on no matter where or how they are delivered.

The ministry relies on a variety of methods to measure client satisfaction through engaging with clients. This includes a user satisfaction survey for applicants who have applied for income assistance through MySS, a simplified telephone service survey using Intelligent Communication Exchange (ICE) software's automated real time survey technology and the bi-annual client Service Satisfaction Survey.

The third Service Satisfaction Survey ran from September to November, 2018. 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 and identify opportunities for continuous improvement.

## Methodology

The 2018 Service Satisfaction Survey was available from Sept. 24 to Nov. 2, 2018. It was open to all BC Employment Assistance clients. Various methods were used to notify clients of the survey opportunity:

- ▶ Information on the September and October cheque stubs
- ▶ Information on the MySS online client portal main page
- ▶ Emails to registered MySS users in September and October
- ▶ Information displayed on posters and/or digital screens in ministry and Service BC offices and WorkBC Centres
- ▶ Information on the ministry website
- ▶ Stakeholders (including advocates and Members of Legislative Assembly (MLAs)) were informed through established communication channels

In response to feedback received from stakeholders and to support broad participation, 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 were approximately 147,000 clients receiving ministry services during the survey time frame. The survey received a total of 11,852 responses, resulting in a response rate of 8.1%. The margin of error is  $\pm 0.86\%$  (at a 95% confidence level). The response rate increased compared to the 2016 Service Satisfaction Survey, which was 2.4%.

The majority of surveys (96%) were completed online, while 3% were completed by telephone and 1% received via 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.

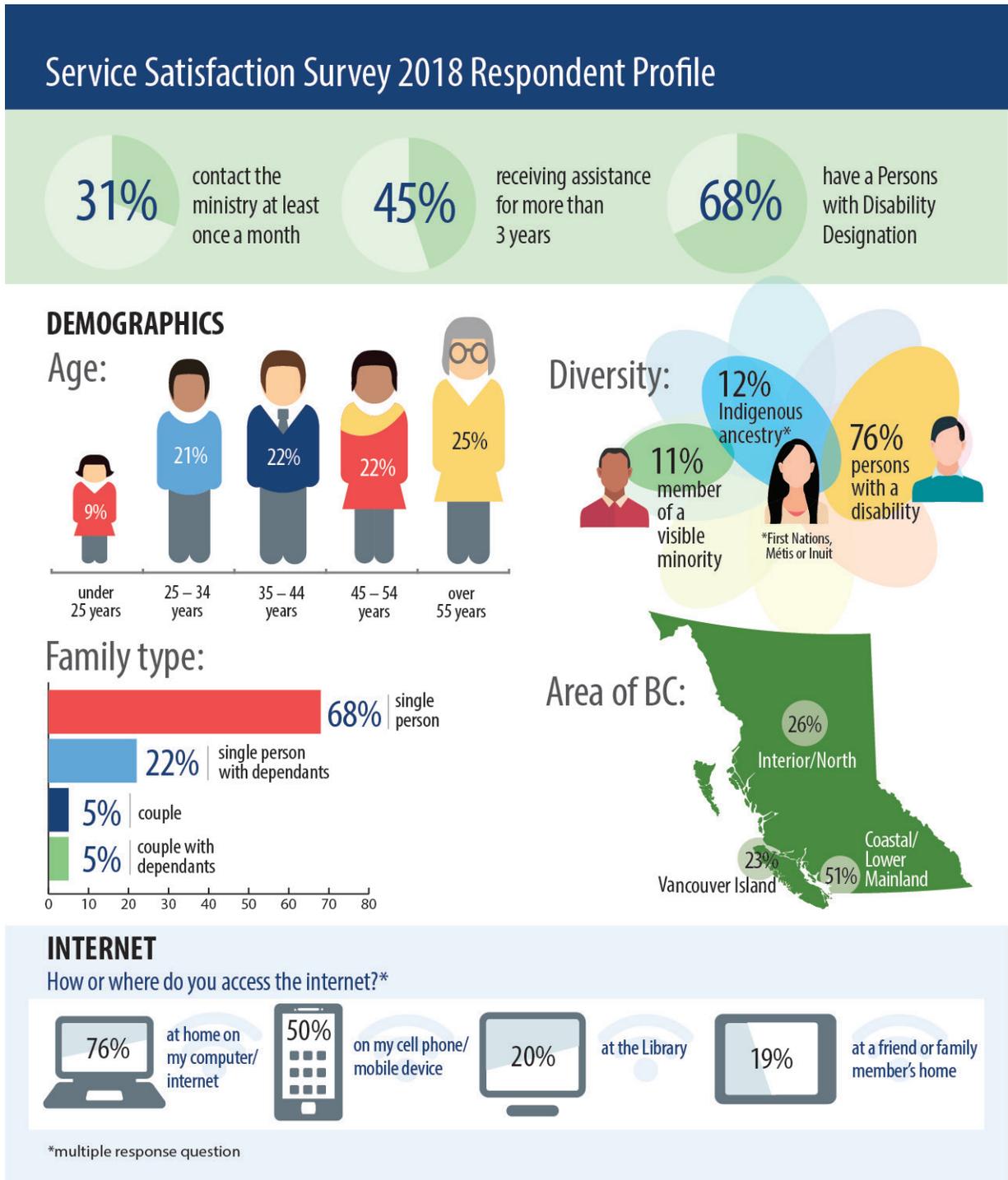
Calculations exclude respondents who said they "do not use" the channel so that only valid responses were summarized. Similarly, those who selected "prefer not to say" for any given question were also excluded from the respondent base to provide analysis of valid responses only. The valid respondent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

# Key Findings

## Respondent Profile

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

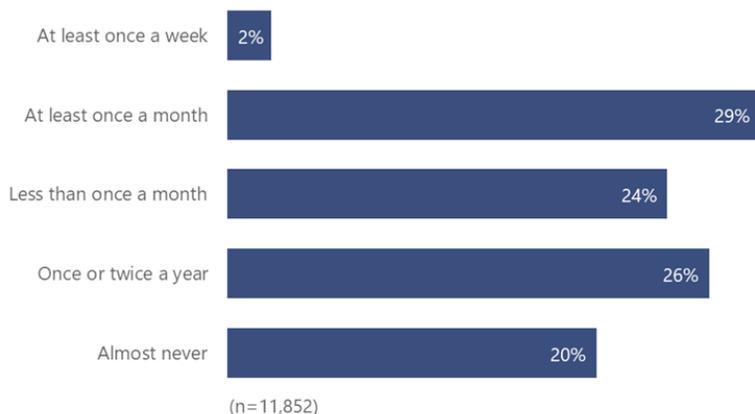
Figure 1 – Respondent Profile



## Service Frequency and Channel Awareness

Respondents were asked how often they contacted the ministry (Figure 2). Thirty-one per cent reported contacting the ministry at least once a month. Under half (46%) indicated their contact was very infrequent (once or twice a year or almost never).

**Figure 2 – Frequency of Ministry Contact**



The longer respondents were on assistance, the less often they contacted the ministry. For example, 46% of those who were on assistance for less than one year contacted the ministry monthly or more. This compares to 23% of clients of more than three years.

Respondents without a disability contacted the ministry more often. Of respondents without a disability, 38% contacted the ministry at

least once a month. This compares to 28% of clients with a disability. Of respondents with a disability, 53% were longer-term clients (more than three years). This compares to 23% of clients without a disability. Length of time as a client may be a factor explaining this demographic difference in frequency of contact.

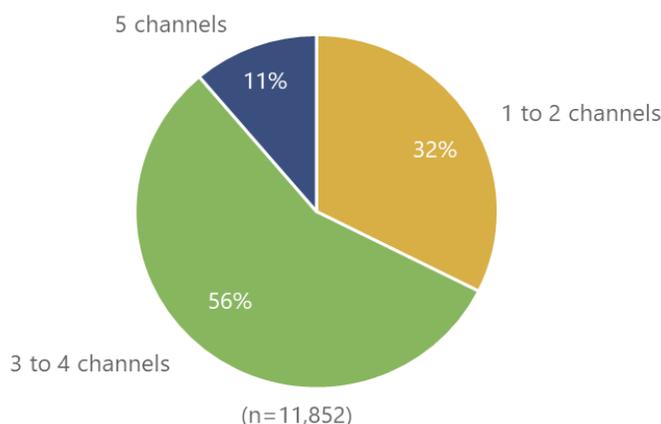
Respondents who self-identified as having Indigenous ancestry contacted the ministry more often (39% once a month or more often). This compares to 29% of non-Indigenous ancestry respondents.

Couples with dependants contacted the ministry more often. Forty-one per cent of couples with dependants contacted the ministry monthly or more. This compares to 33% of couples, 30% of single persons and 31% of single persons with dependants.

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

Respondents were also asked about their awareness of ministry service channels (Figure 3).

**Figure 3 – Awareness of Ministry Service Channels**



Thirty-two per cent of respondents were aware of one or two ministry service channels. Over half (56%) were aware of three to four. Eleven per cent of respondents were aware of all five ministry service channels (in person at a ministry office, telephone with an agent, self-serve telephone options, MySS and email for the ministry's Bus Pass Program).

## Channel Service Satisfaction

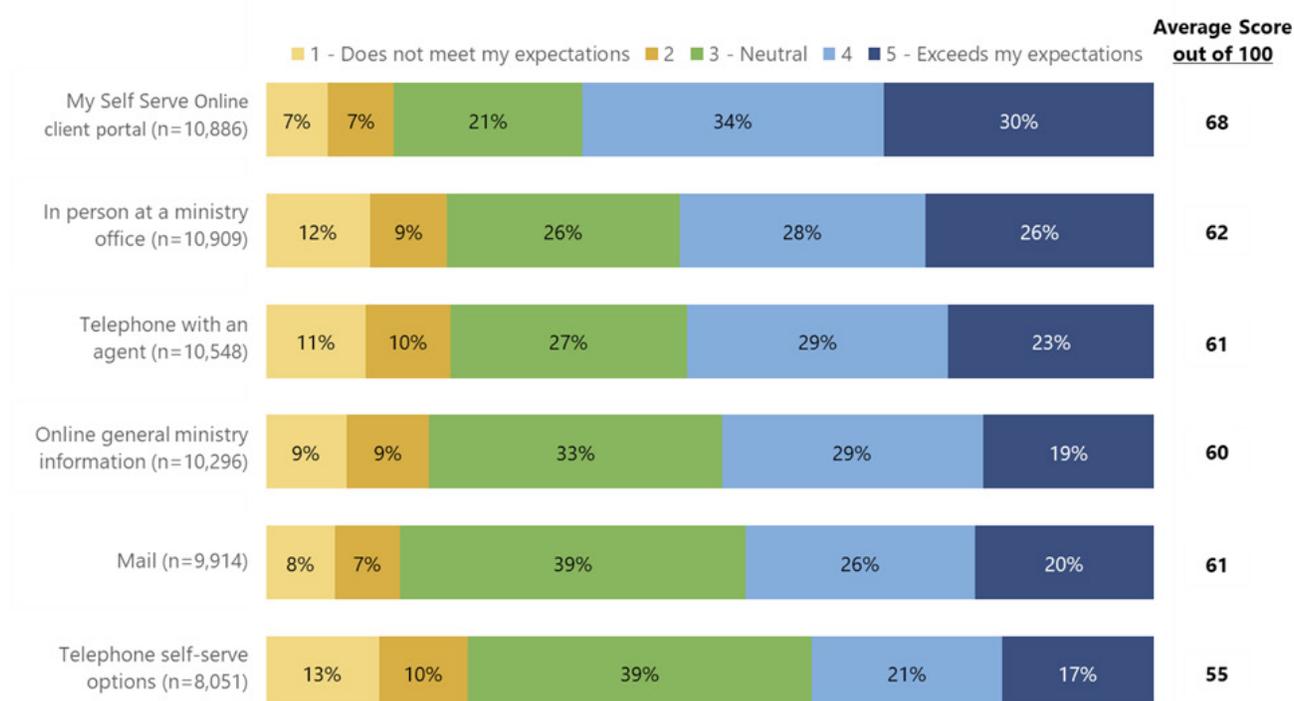
Respondents were asked to rate their satisfaction with the service they received using a five-point scale. Refer to Figure 4 for the distribution of responses for each channel, as well as an average score out of 100. Refer to **Appendix G** for a tabular version of the data.

MySS received the highest average satisfaction score at 68. In-person services followed with an average score of 62. The following services received similar satisfaction scores:

- ▶ Telephone service with an agent (61)
- ▶ Mail service (61)
- ▶ Online general ministry information (60)

The ministry's telephone self-service options received the lowest satisfaction score of 55, though 39% of respondents rated their experience as neutral.

**Figure 4 – Service Channel Satisfaction**



Respondents with weekly ministry contact provided fewer neutral responses, with a higher proportion rating their experience as either a 1 (does not meet expectations) or a 5 (exceeds expectations) out of 5.

In general, average satisfaction scores were higher among newer clients (less than one year) than long-term clients.

Respondents without a disability provided higher satisfaction ratings for each service channel compared to those with a disability. Average scores across all channels were between four to six points higher for those without a disability.

Members of a visible minority rated in-person ministry service lower (58) than respondents who did not self-identify as a member of a visible minority (62).

Respondents over 54 years old had higher satisfaction with in-person, agent telephone and mail services than those under 35. Average scores ranged from four to seven points higher.

Refer to **Appendices I to N** for service channel satisfaction results by demographic characteristics.

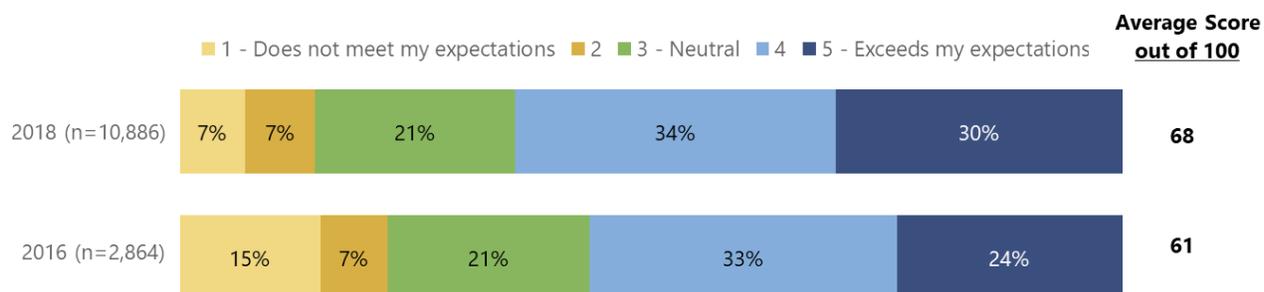
## Channel Service Satisfaction by Survey Year

Figures 5 through 9 compare satisfaction levels for each channel across the three Service Satisfaction Surveys (2018, 2016 and 2014). In some cases, comparable data was not available from 2014 due to changes to survey questions. Refer to **Appendix G** for a tabular version of the data in these figures.

Comparing 2018 and 2016 scores specifically, average scores increased between four to ten points across the channels.

The MySS service satisfaction score increased significantly from 61 points in 2016 to 68 in 2018.

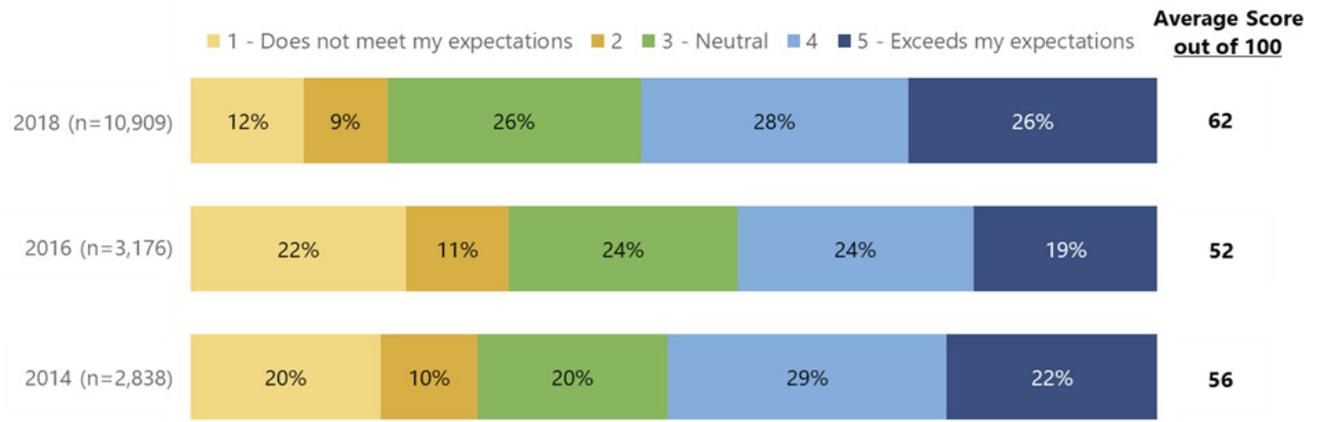
**Figure 5 – MySS Online Client Portal**



In 2018, a smaller proportion indicated the channel did not meet their expectations (1 or 2 out of 5). The proportion indicating it exceeded their expectations (4 or 5 out of 5) increased. This channel was not measured in 2014.

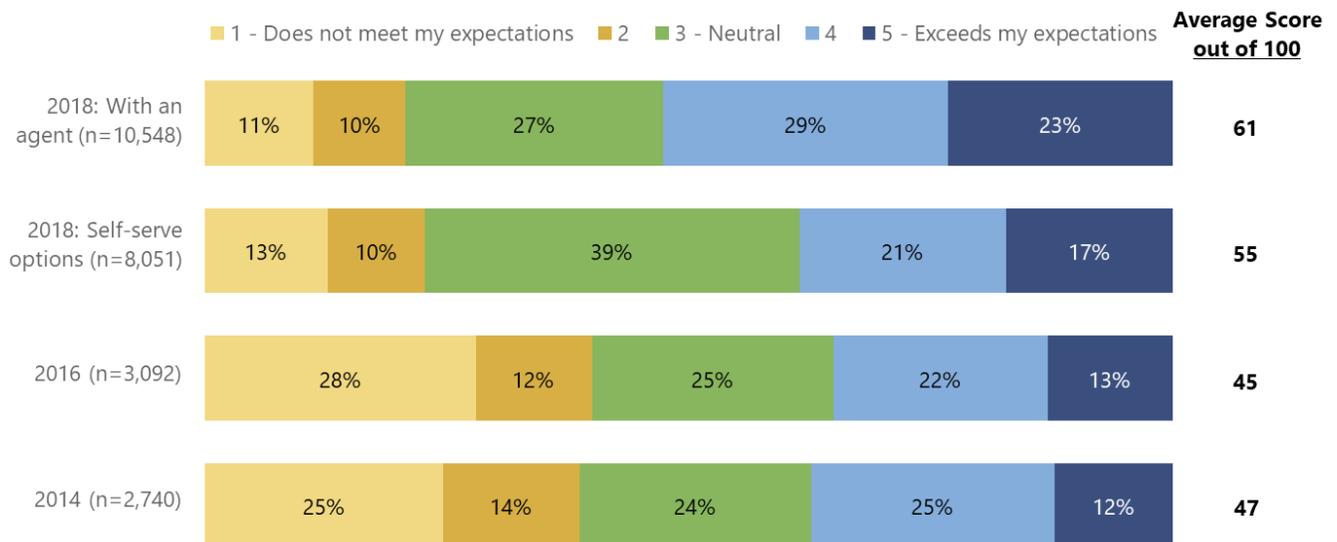
Figure 6 compares in-person service in a ministry office over the three surveys. There was a significant increase in average scores of ten points between 2016 and 2018. The proportion who indicated that in-person service did not meet their expectations (1 or 2 out of 5) decreased from 33% in 2016 to 21% in 2018.

**Figure 6 – In Person at a Ministry Office**



Satisfaction with the ministry’s telephone services was measured differently over the past three surveys. In 2014 and 2016, respondents were asked to rate telephone service in general. In 2018, there were two categories: telephone with a ministry agent and self-serve telephone options. Figure 7 reflects the four comparisons from 2014 to 2018.

**Figure 7 – Telephone**



In 2018, telephone service with an agent received an average score of 61, with self-serve options at an average score of 55. More respondents rated their experience with self-serve options as neutral (39%) compared to telephone services with an agent (27%). This contributes to the lower average score.

A direct comparison with previous years' results can't be made. However, both methods of telephone service scored higher in 2018 than the general telephone ratings in both previous surveys.

Online general ministry information saw a five-point increase in average scores. It went from 55 points in 2016 to 60 points in 2018. Refer to Figure 8 for details.

**Figure 8 – Online General Ministry Information**

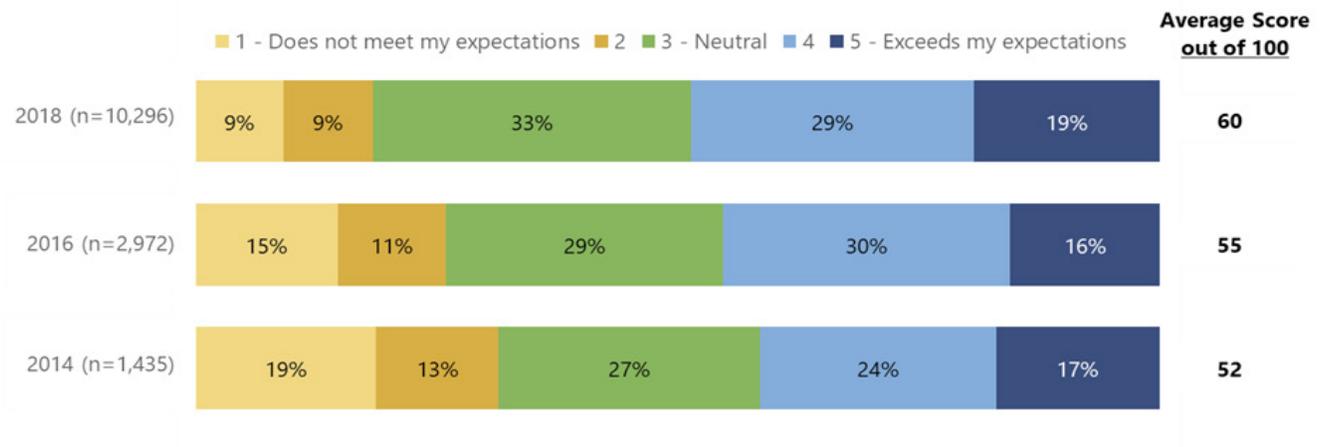
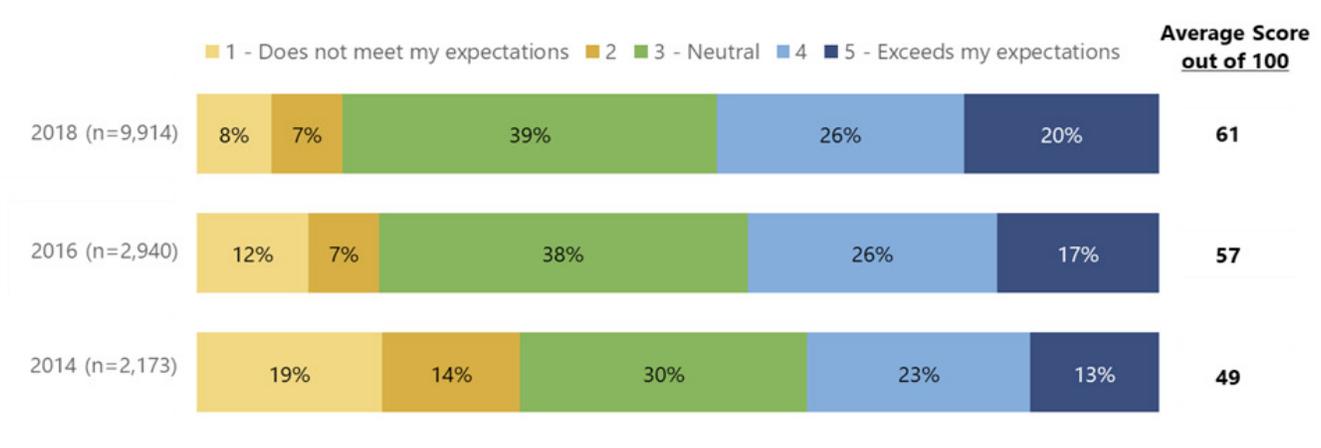


Figure 9 reflects average satisfaction with the ministry's mail service. Compared to 2016, satisfaction increased by four points to 61 in 2018.

**Figure 9 – Mail**



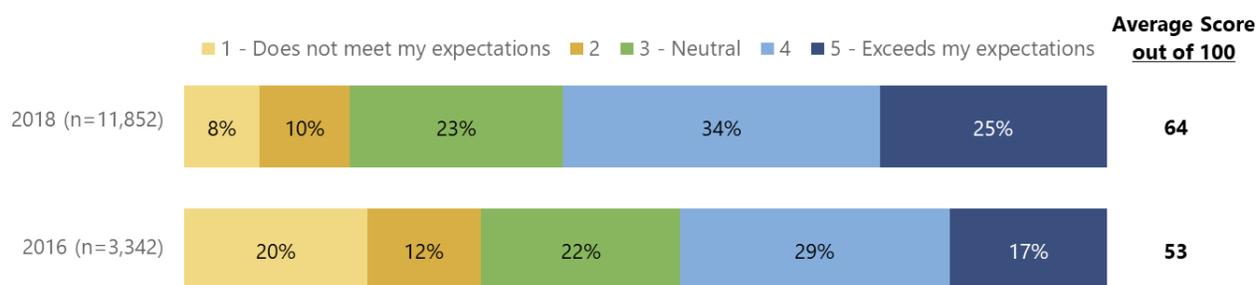
## Overall Ministry Service Satisfaction

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

Figure 10 compares the overall satisfaction levels between 2018 and 2016. For a tabular version of this data, refer to **Appendix O**.

The average satisfaction score increased by 11 points to 64 in 2018. The proportion of respondents who indicated that overall service did not meet their expectations decreased. In 2018, 8% rated the service 1 out of 5 compared to 20% in 2016. In 2018, 59% provided favourable ratings of 4 or 5 compared to 46% in 2016.

**Figure 10 – Overall Ministry Service Satisfaction by Year**



Overall service satisfaction results were also analyzed by demographic characteristics. Refer to **Appendix P** for details.

Respondents who contacted the ministry weekly had a lower average satisfaction score of 56. Respondents with less frequent contact had scores ranging from 64 to 66.

Respondents receiving assistance for less than a year had a higher service satisfaction score (69) than longer-term clients. Satisfaction scores for respondents receiving assistance for one to three years was 65. Those receiving more than three years of assistance scored 62.

Respondents without a disability (68) had a higher average satisfaction score than those with a disability (63).

Respondents over 54 years of age reported higher satisfaction with ministry service (68). Scores ranged from 62 to 65 for other age categories.

# Suggestions for Service Improvements

## Comment Analysis

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

Due to the volume of responses received (8,170), a sample of 1,000 was randomly selected for analysis.

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

## Top Three Themes

The top three themes for suggestions for improvement were:

### 1. Service Quality (22% of responses)

Just under a quarter of survey respondents made suggestions regarding the ministry's service quality to clients. The main sub-theme in this category was improving staff customer service and compassion skills (15%). Survey respondents emphasized the need to improve service quality through more staff training on compassion and respect, as well as ministry policies (e.g., ensure staff provide consistent information to clients).

Clients also suggested that hiring additional frontline staff would improve the quality and level of responsiveness for providing ministry services.

Sample comments:

"Encourage telephone agents to be more polite, patient and thoughtful of others."

"Have a more personal relationship with your clients. We're not just numbers."

"Have staff have a better comprehension of what it is to be living with mental illnesses and physical disabilities."

"It would help if the ministry had more employees that can help expediate the process."

"Have more staff available with the knowledge to answer client questions and shorten the lengthy wait times... Have more staff available at local offices to reduce wait times for clients..."

### 2. Telephone Service Channel (12% of responses)

Twelve per cent of survey respondents provided comments regarding the ministry's telephone service. Specifically, 10% noted reducing wait times on the telephone, with suggestions to hire additional staff.

Along with improving wait times, 2% of clients would like to see the telephone tree simplified with clearer messaging and faster routing to speak to a worker.

Sample comments:

"Shorter wait times when phoning in and more workers open when there's long line ups."

"Make it easier to navigate when a client telephones in. Sometimes it is difficult to figure out what number to press. Making it faster to talk with an agent would be nice."

“Have an option to speak to an agent faster. Too much to go through now.”

“Quicker call back times when choosing the call back option, but I know it is busy and that is out of your control!”

### **3. In-person Services at a Ministry Office (11% of responses)**

Eleven per cent of respondents suggested improvements to in-person services at a ministry office. Similar to feedback regarding the telephone service, 7% of respondents called for shorter wait times for service in offices. Suggestions included hiring more staff and opening more service wickets/windows when line-ups are long (especially on cheque issue days). While the frequency was low, 1% of clients suggested opening additional offices and the ability to make appointments to receive service.

Some respondents (4%) also expressed concern around office conditions/environment (e.g., line ups, waiting rooms, security guards).

Sample comments:

“Wait times at the office need to be addressed. I have waited up to 2 hours to speak to someone. I have had good service once I get to talk to someone.”

“At the office, have more front staff at windows when there is a long lineup or during the busy times to help make the wait time at the office not so long.”

“Certain offices are hard to go to because the wait is super long and the people waiting outside are unsafe which makes a person not want to stay alone or if they have kids with them.”

“Being able to make appointments.”

#### **Other Feedback**

Fourteen per cent of the feedback received was complimentary of ministry staff or service in general.

Sample comments:

“I always get great service when I go in person or when I call. The portal works very fast and is very convenient. Thanks for all your help and support.”

“Keep hiring kind, knowledgeable staff, the ministry is doing a great job.”

“We are extremely happy with the care and attention our son has received thus far.”

“The wait times are sometimes crazy on the telephone, but the call back service is awesome and makes up for it. Everyone is so helpful, not much I'd change.”

## Conclusions and Next Steps

The ministry is committed to providing quality service. It is continually working to improve the way clients access and receive services across the province.

The ministry relies on a variety of methods to engage with clients. These methods include a user satisfaction survey for applicants who have applied for income assistance through MySS, a telephone service survey and the bi-annual client Service Satisfaction Survey. It is important we continue to engage stakeholders and use the established feedback methods, both to consult and keep them informed of service delivery changes.

External stakeholders provide a valuable source of feedback and information sharing about the effectiveness of ministry policies, programs and services for clients. Regular and ongoing engagement and monitoring/reporting helps the ministry gauge the ongoing perceptions and needs of clients and tailor future activities and service enhancements to ensure they are appropriate and meet the needs identified.

The results collected from the 2018 Service Satisfaction Survey will be shared with the ministry's leadership for review and consideration, as the ministry moves forward in enhancing its service delivery to improve effectiveness and efficiency.

# 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. 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).

If you are using assistive technology programs (such as JAWS or Dragon), please use your navigation keys/commands to complete the survey. You can use the keyboard space bar on the "Back", "Reset", "Next" and "Submit" buttons to navigate through the survey.

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? Please select all that apply.
  - a. In person at a ministry office
  - b. Telephone – with an agent
  - c. Telephone – using self-serve options
  - d. My Self Serve online client portal
  - e. Email for Bus Pass Program

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?

	Exceeds my expectations 1	2	Neutral 3	4	Does not meet my expectations 5	Do not use
a. In person at a ministry office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Telephone – with an agent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Telephone – using self-serve options	<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	<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.

- At home on my computer/internet
- At the library
- At a friend or family member’s home
- At an internet café
- At work
- On my cell phone/mobile device
- Public access computer at a ministry office
- Public access computer at a Service BC office
- Public access computer at a WorkBC office
- Other community agency computer
- At another location
- I do not have any/regular/frequent access to the internet
- I could access a computer/the internet, but I choose not to

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 – 3 years
  - c. More than 3 years
  - 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
  - e. Prefer not to say
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	11,852	147,475
Person With a Disability Designation	68%	71%
Family Type		
Single Person	68%	82%
Single Person With Dependant	22%	12%
Couple	5%	3%
Couple With Dependant	5%	2%
Age		
Under 25 Years	9%	10%
25 – 44	43%	40%
45 – 54	22%	23%
55 – 64	23%	25%
65+	2%	1%
Region		
Vancouver Island	23%	21%
Coastal/Lower Mainland	51%	53%
Interior/North	26%	26%

## 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
<b>Gets Converted to:</b>	<b>0 points</b>	<b>25 points</b>	<b>50 points</b>	<b>75 points</b>	<b>100 points</b>
Number of Respondents Choosing Option	If 2 people rated 1/5 <b>= 0 points</b> (2*0)	If 2 people rated 2/5 <b>= 50 points</b> (2*25)	If 0 people rated 3/5 <b>= 0 points</b> (0*50)	If 2 people rated 4/5 <b>= 150 points</b> (2*75)	If 3 people rated 5/5 <b>= 300 points</b> (3*100)
Average Score Calculation	(0+50+0+150+300) divided by total number of respondents (9) <b>= average score of 56</b>				

# Appendix D: Respondent Profile

Respondent client characteristics:

- ▶ 31% contact the ministry at least once a month
- ▶ 45% 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=11,654
Under 25 Years	9%
25 – 34	21%
35 – 44	22%
45 – 54	22%
Over 55	25%

**Table 5 – Respondent Family Type**

Family Type	Percentage
Number of Responses	n=11,249
Single Person	68%
Single Person with Dependants	22%
Couple	5%
Couple with Dependants	5%

**Table 6 – Respondent Diversity Characteristics**

Diversity Characteristics	Percentage
Number of Responses	n=10,695
A Member of a Visible Minority Group	11%
Of Indigenous Ancestry (First Nations, Métis or Inuit)	12%
A Person With a Disability	76%

**Table 7 – Respondent Location by Region**

Area of B.C.	Percentage
Number of Responses	n=11,169
Coastal/Lower Mainland	51%
Interior/North	26%
Vancouver Island	23%

**Table 8 – How Respondents Access the Internet**

Internet Access	Percentage
Number of Responses	n=11,852
At Home on my Computer/Internet	76%
On my Cell Phone/Mobile Device	50%
At the Library	20%
At a Friend or Family Member's Home	19%

# Appendix E: Frequency of Contact by Demographic Characteristics

Table 9 – Frequency of Ministry Contact by Diversity Characteristics

Frequency of Contact	Visible Minority	Non-visible Minority	Indigenous Ancestry	Non-Indigenous Ancestry	Person With a Disability	Person Without a Disability
Number of Responses	n=1,108	n=9,108	n=1,270	n=8,946	n=7,753	n=2,463
At Least Once a Week	2%	2%	4%	2%	2%	3%
At Least Once a Month	32%	28%	35%	27%	26%	35%
Less Than Once a Month	23%	24%	21%	24%	24%	23%
Once or Twice a Year	27%	26%	21%	27%	29%	18%
Almost Never	16%	20%	19%	20%	19%	20%

Table 10 – Frequency of Ministry Contact by Age

Frequency of Contact	Under 35	35 - 44	45 - 54	55+
Number of Responses	n=3,292	n=2,442	n=2,490	n=2,840
At Least Once a Week	2%	3%	3%	2%
At Least Once a Month	30%	29%	28%	27%
Less Than Once a Month	25%	25%	23%	21%
Once or Twice a Year	23%	24%	27%	30%
Almost Never	19%	19%	20%	20%

Table 11 – Frequency of Ministry Contact by Family Type

Frequency of Contact	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=558	n=497	n=7,298	n=2,374
At Least Once a Week	2%	4%	2%	2%
At Least Once a Month	31%	37%	28%	29%
Less Than Once a Month	23%	22%	23%	26%
Once or Twice a Year	30%	21%	27%	24%
Almost Never	15%	16%	20%	19%

**Table 12 – 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=2,480	n=3,225	n=4,675
At Least Once a Week	5%	1%	1%
At Least Once a Month	41%	29%	22%
Less Than Once a Month	26%	26%	21%
Once or Twice a Year	12%	26%	33%
Almost Never	17%	17%	22%

**Table 13 – Frequency of Ministry Contact by PWD Designation Type**

Frequency of Contact	PWD Designation	No PWD Designation
Number of Responses	n=6,716	n=3,184
At Least Once a Week	2%	3%
At Least Once a Month	25%	35%
Less Than Once a Month	24%	23%
Once or Twice a Year	30%	19%
Almost Never	19%	20%

**Table 14 – Frequency of Ministry Contact by Region**

Frequency of Contact	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of Responses	n=2,439	n=5,492	n=2,721
At Least Once a Week	2%	2%	3%
At Least Once a Month	28%	27%	29%
Less Than Once a Month	25%	23%	24%
Once or Twice a Year	25%	28%	24%
Almost Never	20%	20%	20%

# Appendix F: Time Receiving Assistance by Demographic Characteristics

Table 15 – Length of Time Receiving Assistance by Diversity Characteristics

Length of Time Receiving Assistance	Visible Minority	Non-visible Minority	Indigenous Ancestry	Non-Indigenous Ancestry	Person With a Disability	Person Without a Disability
Number of Responses	n=1,086	n=8,891	n=1,222	n=8,755	n=7,598	n=2,379
Less Than 1 Year	31%	30%	33%	30%	29%	35%
1 – 3 Years	28%	23%	27%	23%	18%	42%
More Than 3 Years	41%	46%	40%	47%	53%	23%

Table 16 – Length of Time Receiving Assistance by Age

Length of Time Receiving Assistance	Under 35	35 – 44	45 – 54	55+
Number of Responses	n=3,261	n=2,367	n=2,364	n=2,759
Less Than 1 Year	30%	25%	22%	20%
1 – 3 Years	38%	30%	27%	27%
More Than 3 Years	32%	45%	51%	53%

Table 17 – Length of Time Receiving Assistance by Family Type

Length of Time Receiving Assistance	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=532	n=465	n=7,136	n=2,301
Less Than 1 Year	19%	26%	23%	28%
1 – 3 Years	24%	26%	30%	38%
More Than 3 Years	58%	48%	47%	34%

Table 18 – 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=227	n=2,975	n=2,475	n=2,683	n=2,020
Less Than 1 Year	51%	34%	26%	11%	21%
1 – 3 Years	19%	31%	34%	32%	28%
More Than 3 Years	30%	35%	40%	57%	51%

**Table 19 – Length of Time Receiving Assistance by PWD Designation Type**

Length of Time Receiving Assistance	PWD Designation	No PWD Designation
Number of Responses	n=6,627	n=3,074
Less Than 1 Year	16%	40%
1 – 3 Years	29%	35%
More Than 3 Years	56%	25%

**Table 20 – Length of Time Receiving Assistance by Region**

Length of Time Receiving Assistance	Vancouver Island	Coastal/Lower Mainland	Interior/North
Number of Responses	n=2,403	n=5,300	n=2,670
Less Than 1 Year	25%	23%	26%
1 – 3 Years	31%	31%	31%
More Than 3 Years	45%	46%	43%

# Appendix G: Service Channel Satisfaction by Year

Table 21A – Satisfaction With MySS Online Client Portal by Year

MySS Online Client Portal	2018	2016	2014
Number of Responses	n=10,886	n=2,864	–
1 – Does not Meet my Expectations	7%	15%	–
2	7%	7%	–
3 – Neutral	21%	21%	–
4	34%	33%	–
5 – Exceeds my Expectations	30%	24%	–
Average Score	68	61	–

Table 21B – Satisfaction With In-person Service at a Ministry Office by Year

In-person Service at a Ministry Office	2018	2016	2014
Number of Responses	n=10,909	n=3,176	n=2,838
1 – Does not Meet my Expectations	12%	22%	20%
2	9%	11%	10%
3 – Neutral	26%	24%	20%
4	28%	24%	29%
5 – Exceeds my Expectations	26%	19%	22%
Average Score	62	52	56

Table 21C – Satisfaction With Telephone Service With an Agent by Year

Telephone Service With an Agent	2018	2016	2014
Number of Responses	n=10,548	n=3,092*	n=2,740*
1 – Does not Meet my Expectations	11%	28%	25%
2	10%	12%	14%
3 – Neutral	27%	25%	24%
4	29%	22%	25%
5 – Exceeds my Expectations	23%	13%	12%
Average Score	61	45	47

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

**Table 21D – Satisfaction With Online General Ministry Information by Year**

Online General Ministry Information	2018	2016	2014
Number of Responses	n=10,296	n=2,972	n=1,435
1 – Does not Meet my Expectations	9%	15%	19%
2	9%	11%	13%
3 – Neutral	33%	29%	27%
4	29%	30%	24%
5 – Exceeds my Expectations	19%	16%	17%
Average Score	60	55	62

**Table 21E – Satisfaction With Mail Service by Year**

Mail	2018	2016	2014
Number of Responses	n=9,914	n=2,940	n=2,173
1 – Does not Meet my Expectations	8%	12%	19%
2	7%	7%	14%
3 – Neutral	39%	38%	30%
4	26%	26%	23%
5 – Exceeds my Expectations	20%	17%	13%
Average Score	61	57	49

**Table 21F – Satisfaction With Telephone Self-service by Year**

Telephone Self-Service	2018	2016	2014
Number of Responses	n=8,051	n=3,092*	n=2,740*
1 – Does not Meet my Expectations	13%	28%	25%
2	10%	12%	14%
3 – Neutral	39%	25%	24%
4	21%	22%	25%
5 – Exceeds my Expectations	17%	13%	12%
Average Score	55	45	47

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

# Appendix H: Service Channel Satisfaction by Ministry Contact Frequency

Table 22A – 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=237	n=2,974	n=2,458	n=2,642	n=1,985
1 – Does not Meet my Expectations	18%	8%	7%	5%	6%
2	7%	8%	9%	7%	6%
3 – Neutral	19%	20%	21%	21%	22%
4	25%	32%	37%	36%	33%
5 – Exceeds my Expectations	30%	32%	27%	31%	33%
Average Score	61	68	67	70	70

Table 22B – 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=242	n=3,022	n=2,506	n=2,690	n=1,882
1 – Does not Meet my Expectations	21%	13%	12%	10%	11%
2	8%	9%	9%	9%	8%
3 – Neutral	17%	23%	24%	27%	31%
4	26%	26%	31%	28%	26%
5 – Exceeds my Expectations	28%	29%	24%	25%	23%
Average Score	58	63	62	62	60

Table 22C – 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=242	n=2,862	n=2,463	n=2,638	n=1,802
1 – Does not Meet my Expectations	24%	12%	11%	10%	11%
2	9%	10%	10%	9%	8%
3 – Neutral	22%	26%	23%	27%	31%
4	19%	28%	34%	31%	27%
5 – Exceeds my Expectations	25%	24%	11%	23%	23%
Average Score	53	61	61	62	61

**Table 22D – 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=229	n=2,817	n=2,351	n=2,521	n=1,825
1 – Does not Meet my Expectations	16%	10%	9%	8%	9%
2	10%	10%	11%	9%	8%
3 – Neutral	26%	33%	34%	31%	33%
4	25%	27%	30%	33%	30%
5 – Exceeds my Expectations	23%	20%	16%	19%	20%
Average Score	57	60	58	62	61

**Table 22E – Satisfaction With Mail Service by Ministry Contact Frequency**

Mail	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=215	n=2,747	n=2,238	n=2,451	n=1,740
1 – Does not Meet my Expectations	13%	9%	8%	5%	8%
2	9%	8%	9%	6%	6%
3 – Neutral	33%	38%	39%	40%	40%
4	22%	24%	27%	28%	24%
5 – Exceeds my Expectations	22%	21%	17%	21%	22%
Average Score	58	60	59	63	62

**Table 22F – 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=183	n=2,232	n=1,873	n=1,948	n=1,364
1 – Does not Meet my Expectations	22%	14%	12%	11%	12%
2	8%	10%	12%	10%	9%
3 – Neutral	31%	36%	39%	40%	41%
4	17%	21%	24%	21%	20%
5 – Exceeds my Expectations	22%	19%	14%	17%	18%
Average Score	52	55	54	56	56

# Appendix I: Service Channel Satisfaction by Diversity Characteristics

Table 23A – 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=1,089	n=8,711	n=1,228	n=8,572	n=7,381	n=2,419
1 – Does not Meet my Expectations	9%	7%	7%	7%	7%	7%
2	9%	7%	8%	7%	8%	6%
3 – Neutral	20%	21%	21%	21%	22%	18%
4	30%	35%	31%	35%	36%	31%
5 – Exceeds my Expectations	32%	30%	33%	30%	28%	38%
Average Score	67	69	68	69	67	72

Table 23B – 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=1,096	n=8,747	n=1,272	n=8,571	n=7,428	n=2,415
1 – Does not Meet my Expectations	15%	11%	11%	12%	13%	9%
2	10%	9%	10%	9%	9%	9%
3 – Neutral	26%	26%	28%	26%	26%	26%
4	25%	28%	23%	29%	28%	26%
5 – Exceeds my Expectations	24%	26%	28%	25%	24%	30%
Average Score	58	62	62	62	61	65

Table 23C – 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=1,068	n=8,447	n=1,233	n=8,282	n=7,149	n=2,366
1 – Does not Meet my Expectations	13%	11%	10%	11%	12%	9%
2	11%	10%	10%	10%	10%	9%
3 – Neutral	28%	26%	30%	26%	27%	25%
4	27%	30%	26%	30%	30%	29%
5 – Exceeds my Expectations	22%	23%	23%	23%	22%	28%
Average Score	59	61	61	61	60	65

**Table 23D – 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=1,039	n=8,221	n=1,191	n=8,069	n=6,950	n=2,310
1 – Does not Meet my Expectations	11%	9%	9%	9%	10%	7%
2	10%	9%	11%	9%	10%	8%
3 – Neutral	32%	33%	32%	33%	34%	29%
4	28%	30%	27%	30%	30%	30%
5 – Exceeds my Expectations	20%	19%	22%	19%	17%	25%
Average Score	59	60	60	60	59	65

**Table 23E – Satisfaction With Mail Service by Diversity Characteristics**

Mail	Visible Minority	Non-visible Minority	Indigenous Ancestry	Non-Indigenous Ancestry	Person With a Disability	Person Without a Disability
Number of Responses	n=989	n=7,950	n=1,224	n=7,815	n=6,800	n=2,139
1 – Does not Meet my Expectations	10%	7%	8%	8%	8%	7%
2	37%	39%	39%	39%	40%	35%
3 – Neutral	7%	7%	9%	7%	7%	8%
4	25%	26%	21%	27%	26%	25%
5 – Exceeds my Expectations	20%	20%	22%	20%	19%	25%
Average Score	60	61	60	61	60	64

**Table 23F – 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=825	n=6,379	n=1,023	n=6,181	n=5,270	n=1,934
1 – Does not Meet my Expectations	16%	12%	13%	13%	14%	10%
2	11%	10%	11%	10%	10%	10%
3 – Neutral	35%	39%	37%	39%	39%	36%
4	20%	22%	20%	22%	21%	22%
5 – Exceeds my Expectations	18%	17%	19%	17%	15%	22%
Average Score	53	55	56	55	54	59

## Appendix J: Service Channel Satisfaction by Age

Table 24A – Satisfaction With MySS Online Client Portal by Age

MySS Online Client Portal	Under 35	35 – 44	45 – 54	55 +
Number of Responses	n=3,326	n=2,422	n=2,369	n=2,589
1 – Does not Meet my Expectations	7%	7%	7%	6%
2	8%	9%	7%	5%
3 – Neutral	22%	22%	20%	21%
4	32%	33%	35%	37%
5 – Exceeds my Expectations	31%	30%	31%	31%
Average Score	68	67	69	70

Table 24B – 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=3,184	n=2,436	n=2,402	n=2,716
1 – Does not Meet my Expectations	14%	12%	11%	9%
2	9%	10%	8%	7%
3 – Neutral	29%	26%	26%	24%
4	25%	27%	28%	31%
5 – Exceeds my Expectations	24%	24%	27%	29%
Average Score	59	60	63	66

Table 24C – 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=3,116	n=2,343	n=2,322	n=2,594
1 – Does not Meet my Expectations	11%	11%	11%	10%
2	11%	10%	9%	8%
3 – Neutral	29%	27%	25%	25%
4	27%	29%	30%	32%
5 – Exceeds my Expectations	22%	22%	24%	25%
Average Score	59	60	62	64

**Table 24D – Satisfaction With Online General Ministry Information by Age**

Online General Ministry Information	Under 35	35 – 44	45 – 54	55 +
Number of Responses	n=3,135	n=2,298	n=2,258	n=2,443
1 – Does not Meet my Expectations	9%	10%	9%	9%
2	10%	10%	9%	8%
3 – Neutral	33%	33%	33%	32%
4	27%	27%	31%	32%
5 – Exceeds my Expectations	21%	20%	18%	19%
Average Score	60	59	61	61

**Table 24E – Satisfaction With Mail Service by Age**

Mail	Under 35	35 – 44	45 – 54	55 +
Number of Responses	n=2,922	n=2,174	n=2,157	n=2,508
1 – Does not Meet my Expectations	9%	8%	7%	7%
2	8%	9%	7%	6%
3 – Neutral	40%	40%	38%	38%
4	24%	24%	28%	28%
5 – Exceeds my Expectations	20%	19%	20%	22%
Average Score	59	60	62	63

**Table 24F – Satisfaction With Telephone Self-service by Age**

Telephone Self-service	Under 35	35 – 44	45 – 54	55 +
Number of Responses	n=2,414	n=1,868	n=1,756	n=1,894
1 – Does not Meet my Expectations	13%	13%	13%	12%
2	11%	11%	9%	9%
3 – Neutral	39%	38%	39%	39%
4	20%	22%	22%	23%
5 – Exceeds my Expectations	18%	17%	17%	17%
Average Score	55	55	55	56

# Appendix K: Service Channel Satisfaction by Family Type

Table 25A – Satisfaction With MySS Online Client Portal by Family Type

MySS Online Client Portal	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=516	n=475	n=7,005	n=2,337
1 – Does not Meet my Expectations	7%	9%	7%	6%
2	7%	9%	7%	7%
3 – Neutral	23%	22%	21%	21%
4	35%	31%	35%	32%
5 – Exceeds my Expectations	28%	30%	30%	34%
Average Score	67	66	69	70

Table 25B – Satisfaction With In-person Service at a Ministry Office by Family Type

In-person Service at a Ministry Office	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=548	n=477	n=7,019	n=2,340
1 – Does not Meet my Expectations	14%	16%	12%	10%
2	7%	9%	9%	9%
3 – Neutral	26%	24%	26%	27%
4	27%	24%	29%	25%
5 – Exceeds my Expectations	27%	26%	25%	28%
Average Score	61	59	62	63

Table 25C – Satisfaction With Telephone Service With an Agent by Family Type

Telephone Service With an Agent	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=525	n=469	n=6,734	n=2,306
1 – Does not Meet my Expectations	13%	14%	11%	9%
2	9%	10%	10%	9%
3 – Neutral	25%	24%	27%	26%
4	33%	28%	30%	29%
5 – Exceeds my Expectations	21%	24%	23%	26%
Average Score	60	59	61	63

**Table 25D – Satisfaction With Online General Ministry Information by Family Type**

Online General Ministry Information	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=486	n=450	n=6,628	n=2,220
1 – Does not Meet my Expectations	8%	9%	9%	7%
2	9%	9%	10%	9%
3 – Neutral	35%	37%	32%	33%
4	31%	24%	30%	29%
5 – Exceeds my Expectations	17%	20%	19%	22%
Average Score	60	59	60	62

**Table 25E – Satisfaction With Mail Service by Family Type**

Mail	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=489	n=439	n=6,397	n=2,088
1 – Does not Meet my Expectations	6%	10%	8%	7%
2	8%	6%	7%	8%
3 – Neutral	40%	38%	39%	38%
4	25%	25%	26%	25%
5 – Exceeds my Expectations	21%	21%	20%	22%
Average Score	62	60	61	62

**Table 25F – Satisfaction With Telephone Self-service by Family Type**

Telephone Self-service	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=377	n=364	n=5,078	n=1,846
1 – Does not Meet my Expectations	14%	11%	13%	12%
2	12%	11%	10%	9%
3 – Neutral	41%	39%	39%	36%
4	17%	19%	21%	23%
5 – Exceeds my Expectations	16%	20%	17%	19%
Average Score	52	57	55	57

# Appendix L: Service Channel Satisfaction by Time Receiving Assistance

Table 26A – 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=2,523	n=3,129	n=4,299
1 – Does not Meet my Expectations	7%	6%	7%
2	6%	8%	8%
3 – Neutral	19%	20%	22%
4	34%	35%	35%
5 – Exceeds my Expectations	35%	31%	29%
Average Score	71	69	68

Table 26B – 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=2,399	n=3,150	n=4,433
1 – Does not Meet my Expectations	9%	11%	13%
2	7%	9%	10%
3 – Neutral	22%	25%	27%
4	28%	29%	27%
5 – Exceeds my Expectations	33%	26%	23%
Average Score	67	63	59

Table 26C – 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=2,376	n=2,990	n=4,273
1 – Does not Meet my Expectations	9%	10%	13%
2	8%	9%	11%
3 – Neutral	21%	28%	27%
4	30%	31%	29%
5 – Exceeds my Expectations	32%	23%	20%
Average Score	67	62	58

**Table 26D – 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=2,373	n=2,973	n=4,064
1 – Does not Meet my Expectations	8%	9%	9%
2	8%	9%	9%
3 – Neutral	31%	33%	34%
4	29%	30%	30%
5 – Exceeds my Expectations	24%	20%	17%
Average Score	63	61	59

**Table 26E – Satisfaction With Mail Service by Time Receiving Assistance**

Mail	Less Than 1 year	1 – 3 Years	More Than 3 Years
Number of Responses	n=2,156	n=2,778	n=4,119
1 – Does not Meet my Expectations	7%	8%	7%
2	7%	7%	7%
3 – Neutral	35%	40%	40%
4	26%	26%	26%
5 – Exceeds my Expectations	25%	19%	19%
Average Score	63	60	61

**Table 26F – 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=1,858	n=2,297	n=3,175
1 – Does not Meet my Expectations	10%	12%	14%
2	9%	10%	10%
3 – Neutral	37%	39%	39%
4	23%	23%	20%
5 – Exceeds my Expectations	21%	17%	16%
Average Score	59	55	53

# Appendix M: Service Channel Satisfaction by PWD Designation Type

Table 27A – Satisfaction With MySS Online Client Portal by PWD Designation Type

MySS Online Client Portal	PWD Designation	No PWD Designation
Number of Responses	n=6,370	n=3,106
1 – Does not Meet my Expectations	7%	7%
2	8%	6%
3 – Neutral	21%	19%
4	36%	31%
5 – Exceeds my Expectations	27%	37%
Average Score	67	71

Table 27B – Satisfaction With In-person Service at a Ministry Office by PWD Designation Type

In-person Service at a Ministry Office	PWD Designation	No PWD Designation
Number of Responses	n=6,404	n=3,108
1 – Does not Meet my Expectations	13%	9%
2	9%	9%
3 – Neutral	25%	26%
4	29%	27%
5 – Exceeds my Expectations	24%	29%
Average Score	61	64

Table 27C – Satisfaction With Telephone Service With an Agent by PWD Designation Type

Telephone Service With an Agent	PWD Designation	No PWD Designation
Number of Responses	n=6,160	n=3,040
1 – Does not Meet my Expectations	12%	9%
2	10%	9%
3 – Neutral	27%	25%
4	30%	30%
5 – Exceeds my Expectations	21%	27%
Average Score	60	64

**Table 27D – Satisfaction With Online General Ministry Information by PWD Designation Type**

Online General Ministry Information	PWD Designation	No PWD Designation
Number of Responses	n=5,984	n=2,967
1 – Does not Meet my Expectations	10%	8%
2	10%	9%
3 – Neutral	34%	30%
4	30%	30%
5 – Exceeds my Expectations	17%	24%
Average Score	58	64

**Table 27E – Satisfaction With Mail Service by PWD Designation Type**

Mail	PWD Designation	No PWD Designation
Number of Responses	n=5,879	n=2,760
1 – Does not Meet my Expectations	8%	7%
2	7%	8%
3 – Neutral	41%	36%
4	26%	25%
5 – Exceeds my Expectations	18%	24%
Average Score	60	63

**Table 27F – Satisfaction With Telephone Self-service by PWD Designation Type**

Telephone Self-service	PWD Designation	No PWD Designation
Number of Responses	n=4,501	n=2,452
1 – Does not Meet my Expectations	14%	10%
2	10%	10%
3 – Neutral	39%	37%
4	22%	22%
5 – Exceeds my Expectations	15%	21%
Average Score	53	58

# Appendix N: Service Channel Satisfaction by Region

Table 28A – Satisfaction With MySS Online Client Portal by Region

MySS Online Client Portal	Vancouver Island	Coastal/Lower Mainland	Interior/North
Number of Responses	n=2,370	n=5,272	n=2,624
1 – Does not Meet my Expectations	7%	7%	6%
2	7%	8%	7%
3 – Neutral	22%	20%	21%
4	37%	33%	35%
5 – Exceeds my Expectations	27%	32%	31%
Average Score	67	69	69

Table 28B – 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=2,378	n=5,296	n=2,611
1 – Does not Meet my Expectations	11%	12%	12%
2	9%	9%	8%
3 – Neutral	25%	27%	24%
4	30%	27%	28%
5 – Exceeds my Expectations	26%	25%	28%
Average Score	62	61	63

Table 28C – 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=2,254	n=5,132	n=2,563
1 – Does not Meet my Expectations	12%	11%	11%
2	10%	9%	10%
3 – Neutral	27%	27%	24%
4	29%	29%	32%
5 – Exceeds my Expectations	21%	24%	23%
Average Score	59	62	62

**Table 28D – Satisfaction With Online General Ministry Information by Region**

Online General Ministry Information	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of Responses	n=2,255	n=4,968	n=2,486
1 – Does not Meet my Expectations	10%	9%	8%
2	10%	9%	10%
3 – Neutral	34%	32%	32%
4	29%	29%	31%
5 – Exceeds my Expectations	17%	20%	19%
Average Score	58	61	60

**Table 28E – Satisfaction With Mail Service by Region**

Mail	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of Responses	n=2,179	n=4,782	n=2,389
1 – Does not Meet my Expectations	8%	7%	8%
2	7%	8%	8%
3 – Neutral	41%	38%	40%
4	27%	26%	25%
5 – Exceeds my Expectations	17%	21%	20%
Average Score	59	62	61

**Table 28F – Satisfaction With Telephone Self-service by Region**

Telephone Self-service	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of Responses	n=1,682	n=3,899	n=1,985
1 – Does not Meet my Expectations	14%	12%	12%
2	10%	10%	11%
3 – Neutral	39%	39%	38%
4	21%	21%	22%
5 – Exceeds my Expectations	15%	18%	17%
Average Score	53	56	55

# Appendix O: Overall Service Satisfaction by Year

Table 29 – Overall Service Satisfaction by Year

Overall Service Satisfaction	2018	2016
Number of Responses	n=11,852	n=3,342
1 – Does not Meet my Expectations	8%	20%
2	10%	12%
3 – Neutral	23%	22%
4	34%	29%
5 – Exceeds my Expectations	25%	17%
Average Score	64	53

# Appendix P: Overall Service Satisfaction by Demographic Characteristics

Table 30 – Overall Service Satisfaction by Diversity Characteristics

Overall Service Satisfaction	Visible Minority	Non-visible Minority	Indigenous Ancestry	Non-Indigenous Ancestry	Person With a Disability	Person Without a Disability
Number of Responses	n=1,178	n=9,517	n=1,336	n=9,359	n=8,092	n=2,603
1 – Does not Meet my Expectations	10%	8%	7%	8%	9%	6%
2	10%	10%	11%	10%	10%	9%
3 – Neutral	24%	23%	26%	22%	23%	22%
4	32%	35%	30%	35%	35%	32%
5 – Exceeds my Expectations	24%	25%	26%	24%	23%	31%
Average Score	62	65	65	64	63	68

Table 31 – Overall Service Satisfaction by Age

Overall Service Satisfaction	Under 35	35 – 44	45 – 54	55 +
Number of Responses	n=3,526	n=2,586	n=2,587	n=2,955
1 – Does not Meet my Expectations	8%	9%	7%	7%
2	11%	11%	8%	8%
3 – Neutral	24%	24%	24%	20%
4	33%	32%	36%	38%
5 – Exceeds my Expectations	24%	23%	25%	28%
Average Score	63	62	65	68

Table 32 – Overall Service Satisfaction by Family Type

Overall Service Satisfaction	Couple	Couple With Dependants	Single Person	Single Person With Dependants
Number of Responses	n=579	n=519	n=7,646	n=2,505
1 – Does not Meet my Expectations	10%	10%	8%	7%
2	10%	13%	9%	10%
3 – Neutral	23%	20%	23%	22%
4	35%	31%	35%	33%
5 – Exceeds my Expectations	23%	26%	24%	27%
Average Score	63	62	65	66

**Table 33 – 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=2,649	n=3,361	n=4,824
1 – Does not Meet my Expectations	7%	7%	9%
2	8%	10%	11%
3 – Neutral	19%	22%	24%
4	35%	35%	35%
5 – Exceeds my Expectations	32%	25%	21%
Average Score	69	65	62

**Table 34 – Overall Service Satisfaction by PWD Designation Type**

Overall Service Satisfaction	PWD Designation	No PWD Designation
Number of Responses	n=6,981	n=3,352
1 – Does not Meet my Expectations	9%	7%
2	10%	9%
3 – Neutral	23%	22%
4	36%	32%
5 – Exceeds my Expectations	22%	30%
Average Score	63	67

**Table 35 – Overall Service Satisfaction by Region**

Overall Service Satisfaction	Vancouver Island	Coastal/ Lower Mainland	Interior/ North
Number of Responses	n=2,573	n=5,742	n=2,854
1 – Does not Meet my Expectations	10%	8%	7%
2	10%	10%	10%
3 – Neutral	21%	23%	23%
4	36%	34%	36%
5 – Exceeds my Expectations	22%	26%	24%
Average Score	63	65	65

**Table 36 – 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=264	n=3,202	n=2,644	n=2,894	n=2,218
1 – Does not Meet my Expectations	21%	10%	7%	6%	7%
2	12%	10%	11%	9%	8%
3 – Neutral	16%	21%	23%	22%	27%
4	25%	33%	37%	39%	32%
5 – Exceeds my Expectations	26%	26%	22%	24%	26%
Average Score	56	64	64	66	65

# Appendix Q: Suggestions for Service Improvement by Theme

Table 37 – Suggestions for Service Improvement by Theme

Themes and Sub-themes	Comment Count*	Percentage of Comments
1.0 Service Quality	224	22%
1.1 Improve staff customer service/compassion skills	145	15%
1.2 Ensure staff provide consistent information	45	5%
1.3 Hire more staff	32	3%
1.4 Improve staff disability awareness	18	2%
1.5 Improve document management	5	1%
2.0 Positive Comments	139	14%
2.1 General positive comments	86	9%
2.2 Positive comments about staff	51	5%
2.3 Online/self-serve options are convenient: MySS, email, self-serve telephone options	10	1%
2.4 Issues dealt with promptly and efficiently	6	1%
2.5 Telephone call-back feature is convenient	2	<1%
3.0 Telephone Service	119	12%
3.1 Reduce wait times on telephone	98	10%
3.2 Improve telephone tree	17	2%
3.3 Improve call back feature/staff to call back sooner	12	1%
4.0 In-Person Service at a Ministry Office	111	11%
4.1 Reduce wait times in offices	68	7%
4.2 Improve waiting rooms/line up conditions (office environment)	43	4%
4.3 Open more ministry offices	9	1%
4.4 Offer ability to make appointments	7	1%
4.5 Improve office security	3	<1%
5.0 MySS Online Client Portal	97	10%
5.1 Offer other features	46	5%
5.2 Expand email service	25	3%
5.3 Offer additional MySS specific support for using the tool	22	2%
5.4 Offer a click-to-chat service	16	2%
5.5 Improve login process	6	1%
6.0 Rates	79	8%
6.1 General suggestions about rates	49	5%
6.2 Increase shelter/support rates	28	3%
6.3 Increase PWD rates	11	1%

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

Themes and Sub-themes	Comment Count*	Percentage of Comments
7.0 Communications	74	7%
7.1 Provide more information/communication	57	6%
7.2 Improve ministry forms	9	1%
7.3 Improve notification communication process for putting holds on cheques	9	1%
7.4 Use simple language in correspondence	5	1%
8.0 Service Delivery Model	69	7%
8.1 Improve access to Employment Assistance Workers/Community Workers	27	3%
8.2 Expand/provide more service hours	19	2%
8.3 Discontinue caseless model	9	1%
8.4 Change cheque schedule	9	1%
8.5 Assign designated case workers to clients	8	1%
9.0 Policy	69	7%
9.1 Other: Trust policy, youth support, coverage for internet and telephone, options for advance money, additional programs, direct deposit, earning exemptions, clothing supplement, food vouchers	27	3%
9.2 Health/Dental Supplements: provide more services and supports (dental fees, schedules and rates, additional coverage, eye care cost, medical appointments, hearing aids, Medical Services Only for alcohol and drug, additional services)	22	2%
9.3 Employment: provide assistance with finding jobs, self employment, WorkBC, earning exemptions	5	1%
9.4 School: support for going to school, more education options and better access to training programs	5	1%
9.5 Canada Pension Plan (CPP) Program: Applying for CPP requirement, CPP Exemption	4	<1%
9.6 Housing: offer connections with affordable/senior housing	4	<1%
9.7 Bus Pass: cost of bus pass, would like more information, suggest offering bus passes for children	3	<1%
10.0 PWD Assistance	44	4%
10.1 Provide more program supports/supplements	19	2%
10.2 Provide additional services for PWD	15	2%
10.3 Provide clearer and more information for clients	13	1%
10.4 Separate PWD assistance clients from BC Employment and Assistance program clients	9	1%

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

Themes and Sub-themes	Comment Count*	Percentage of Comments
11.0 Application and Business Processes	46	5%
11.1 Make improvements to cheque stubs	23	2%
11.2 Simplify application/intake process	10	1%
11.3 Provide additional support with intake	5	1%
11.4 Improve access to services	5	1%
11.5 Direct deposit	3	<1%
12.0 Wait Times - Intake/Service Requests	26	3%
12.1 Reduce wait times for other service requests	14	1%
12.2 Reduce intake wait times	13	1%
13.0 Other	22	2%
13.1 Other case specific suggestions	22	2%
14.0 Ministry Website	11	1%
14.1 Improve/simplify website format	9	1%
14.2 Use simple language	5	1%
14.3 Improve access to ministry forms	1	<1%
Total Comments	1,000	100%

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



