



Ministry of
Social Development
and Poverty Reduction

Service satisfaction survey

2025

Contents

Executive summary	4
Background and objectives	5
Methodology	6
Key findings	9
Respondent profile	9
Length of time on assistance	10
Frequency of ministry contact	11
Awareness of ministry service channels	12
Preferred service channel	15
Service channel experience	16
Ministry office	17
Telephone staff person	20
Automated telephone service	24
MySS	26
Overall ministry service	32
Suggestions for improvement	33
Conclusion	35
Appendix A: Copy of questionnaire	37
Appendix B: Respondent and client caseload profiles	47
Appendix C: Analysis scoring method	47
Appendix D: Respondent profile	48
Appendix E: Length of time on assistance by year	49
Appendix F: Length of time on assistance by profile information	49
Appendix G: Frequency of ministry contact by year	51
Appendix H: Frequency of ministry contact by profile information	51
Appendix I: Awareness of ministry service channels by year	55
Appendix J: Awareness of ministry service channels by profile information ..	56
Appendix K: Preferred service channel by year	60
Appendix L: Preferred service channel by profile information	61
Appendix M: Last time receiving service–ministry office	64

Appendix N: Last time receiving service at a ministry office by profile information	64
Appendix O: Ministry office service experience by year	68
Appendix P: Overall satisfaction with ministry office service by profile information	71
Appendix Q: Last time receiving service–telephone staff person	75
Appendix R: Last time service was received from a telephone staff person by profile information	75
Appendix S: Telephone staff person service experience by year	79
Appendix T: Overall satisfaction with telephone staff person service by profile information	82
Appendix U: Last time receiving service–automated telephone system	85
Appendix V: Last time receiving service from the automated telephone system by profile information	85
Appendix W: Automated telephone system service experience by year	89
Appendix X: Overall satisfaction with automated telephone system by profile information	91
Appendix Y: Other functions that could improve the automated telephone system	94
Appendix Z: Last time receiving service–MySS	95
Appendix AA: Last time receiving service through MySS by profile information	95
Appendix BB: MySS service experience by year.....	99
Appendix CC: Overall satisfaction with MySS by profile information	101
Appendix DD: Other functions that could improve MySS.....	104
Appendix EE: Device and location last used to access MySS by year.....	106
Appendix FF: Reasons for not using MySS.....	107
Appendix GG: Overall satisfaction with ministry service by year.....	108
Appendix HH: Overall satisfaction with ministry service by profile information	108
Appendix II: Suggestions for improvement.....	112

Executive summary

The Ministry of Social Development and Poverty Reduction's sixth Service Satisfaction Survey took place from Sept. 22 to Oct. 31, 2025. Participants consisted of people receiving income or disability assistance. The purpose was to get client feedback on service delivery. This is part of the ministry's commitment to providing reliable and responsive services.

The 2025 Service Satisfaction Survey had a total of 12,578 survey responses. This represented approximately 6.2 per cent of the client caseload during the survey period.

This report summarizes the feedback.

The My Self Serve (MySS) online client portal had the highest overall average satisfaction score. The next highest score was for in-person service at a ministry office.

Respondents who accessed ministry services in the past one to three months provided feedback on their experience with four service channels.

Average satisfaction scores on these service channels were:

- ▶ **MySS:** 81 out of 100
- ▶ **Ministry office service:** 78 out of 100
- ▶ **Telephone staff person service:** 71 out of 100
- ▶ **Ministry's automated telephone system:** 64 out of 100

Service channel average satisfaction scores were the same as in 2023 for the first three channels. The score for the automated telephone system increased four points (up from 60 in 2023).

For in-person and telephone staff person service, the highest average scores were for the statement "service staff treated me with respect."

This statement received an average score of:

- ▶ 84 for in-person service at a ministry office
- ▶ 81 for service from a telephone staff person

Average scores for most service experience statements across the channels were consistent with 2023. There were some exceptions for telephone-related channels.

Regarding service from a telephone staff person, results were significantly lower in 2025 for two statements:

- ▶ "I was satisfied with the ease of accessing the service" decreased from 66 in 2023 to 63 in 2025
- ▶ "I was satisfied with the time it took to receive service" decreased from 64 in 2023 to 59 in 2025

For the automated telephone system, scores trended higher (though not a significant increase) for two statements:

- ▶ “Options in the automated phone system were easy to understand” increased from 65 in 2023 to 69 in 2025
- ▶ “I was able to get or do what I wanted using the automated phone system” increased from 59 in 2023 to 63 in 2025

Overall satisfaction with ministry service had an average satisfaction score of 77.

Respondents who received service through any of the ministry’s four channels within the last twelve months rated their overall satisfaction. Seventy-five per cent agreed that they were satisfied with the service, resulting in an average score of 77. This was a one-point increase since 2023.

While overall satisfaction remained high and stable, average scores continue to vary by respondent profile information. For example, respondents with a disability and those who were precariously housed (among other groups) had lower scores.

Respondents highlighted some areas for service improvement.

The survey asked respondents for suggestions on how the ministry can improve its client service. The ministry categorized a random selection of responses into themes and sub-themes. The most frequent themes were:

- ▶ Improving the ministry’s service quality by providing better customer service and more compassion
- ▶ Increasing ministry assistance rates
- ▶ Enhancing MySS with additional features

These top three comment themes were the same in 2023.

Background and objectives

The ministry’s commitment is to provide high-quality, consistent services.

The ministry is always improving how to deliver these services, making them more accessible and meeting the diverse needs of clients. Examples of these improvements include:

- ▶ Using technology updates to reduce workload for staff and provide time for high-value client service activities. Updated technologies:
 - ▶ Streamlined the application intake process
 - ▶ Automated the processing of monthly reports and data tasks
- ▶ Introducing a streamlined process to review eligibility and client files

- ▶ Increasing the number of Community Integration Specialists. These ministry employees connect B.C.'s most underserved people to ministry programs and provide cross-sector navigation services
- ▶ Expanding the Indigenous Partnership Program across the province

The ministry gathers feedback from clients in several ways:

- ▶ User satisfaction survey for people who have applied for assistance through MySS
- ▶ Telephone service survey using Intelligent Communication Exchange software
- ▶ Service Satisfaction Survey

The ministry redesigned the Service Satisfaction Survey in 2023. This report compares the 2025 survey results to those from 2023. Results are not directly comparable to ministry satisfaction surveys conducted before 2023. For a copy of the 2025 survey, go to **Appendix A**.

This report summarizes feedback regarding respondents':

- ▶ Length of time receiving assistance
- ▶ Frequency of ministry contact
- ▶ Awareness of service channels and preferred channels
- ▶ Last time using service channels
- ▶ Channel service experience
- ▶ Overall satisfaction with ministry service
- ▶ Suggestions for service improvements
- ▶ Profile information

Methodology

The 2025 Service Satisfaction Survey was open to all ministry clients from Sept. 22 to Oct. 31 of that year.

The ministry let clients know about the survey and how to complete it through several channels:

- ▶ Notification sent with their September and October cheque
- ▶ MySS online portal main page
- ▶ Notifications to each registered MySS user
- ▶ Posters and digital screens in ministry and Service BC offices and WorkBC Centres
- ▶ Information through staff, including Community Integration Specialists
- ▶ Ministry website

The ministry also informed community partners (including advocates and Members of Legislative Assembly) through established communication channels.

Clients had three options to take this survey, all of which met privacy and security requirements:

1. Online, through a link on the ministry's website (compatible with assistive technology)
2. By telephone, through a designated toll-free survey line available Monday to Friday, 8:30 a.m. – 4:30 p.m. (except statutory holidays)
3. Paper copies, available upon request through the toll-free line and ministry offices

The survey was for current clients receiving either:

- ▶ Income or Disability Assistance
- ▶ Medical Services Only

To participate, clients had to be aware of at least one of the ministry's main service channels:

- ▶ Ministry office
- ▶ Telephone staff person
- ▶ Automated telephone system
- ▶ MySS

A total of 13,750 individuals started the survey. Of these, 1,172 were screened out because:

- ▶ 991 were not currently receiving assistance
- ▶ 181 were not aware of any of the four ministry service channels

The remaining 12,578 participants completed the survey. This is approximately 6.2 per cent of the client caseload average of 201,665 receiving ministry services during the two months covering the survey period (201,505 in September and 201,824 in October 2025). This is an increase from approximately 4.6 per cent in 2023.

Participants completed the 2025 surveys as follows:

- ▶ 99.4 per cent online
- ▶ Less than one per cent by telephone and paper copy

Nearly all respondents (97.8 per cent) completed the survey through a notification in their MySS account. This is an increase from 81.6 per cent in 2023.

To further analyze the survey results, the ministry collected respondent profile information. The ministry compared this information to its client caseload demographic profile (go to **Appendix B**). This helped to determine if the respondent base was representative of the larger client base.

This comparison showed:

- ▶ Fewer respondents were from the Coastal/Lower Mainland region, compared to the ministry caseload:
 - ▶ 49 per cent of respondents were from the Coastal/Lower Mainland region
 - ▶ 54 per cent of the ministry caseload were in that region
- ▶ The respondent profile age group was older than ministry caseload:
 - ▶ 53 per cent of respondents were 45 years or older
 - ▶ 43 per cent of the ministry caseload were in that age group
- ▶ Fewer respondents indicated having a Persons with a Disability (PWD) designation,¹ compared to the ministry caseload:
 - ▶ 60 per cent of respondents indicated having a disability designation
 - ▶ 63 per cent of the ministry caseload had a designation

The ministry performed advanced analytic tests to compare differences between the respondents' profiles and determine whether results are statistically different at $p < 0.05$ (p =calculated probability). This report notes when significant differences of interest existed between groups. This analysis also considers and notes the combined impact of profile information (for example, length of time on assistance and disability status), where applicable.

For rating scale questions, the ministry calculated an average score out of 100. Go to **Appendix C** for an explanation of these calculations.

The ministry excluded the responses "Don't know" and "Prefer not to answer" from calculations. This allowed the ministry to provide an analysis of valid responses only. The valid respondent base (number of survey responses) for any given question is noted as "n=XXX" in the figures and tables.

Percentages in figures and appendices tables may not add to 100 per cent due to rounding.

¹ Persons with Disability (PWD) designation status was added to the 2025 survey to better understand respondents' profile compared to available caseload data. However, analysis throughout the report will be focused on the experience of respondents who indicated they are a person with a disability, regardless of having the PWD designation.

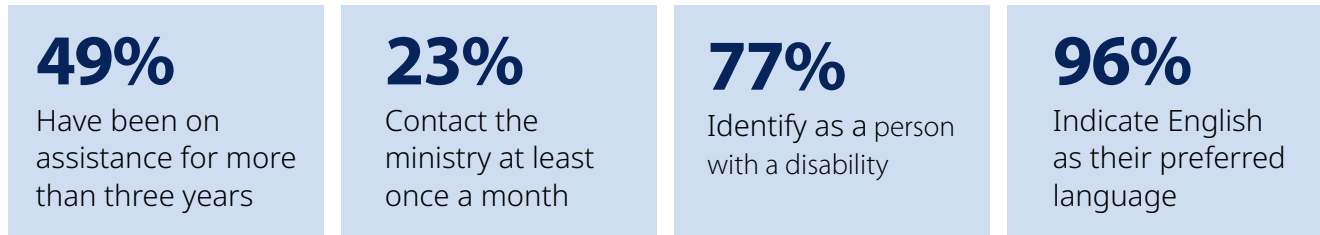
Key findings

Respondent profile

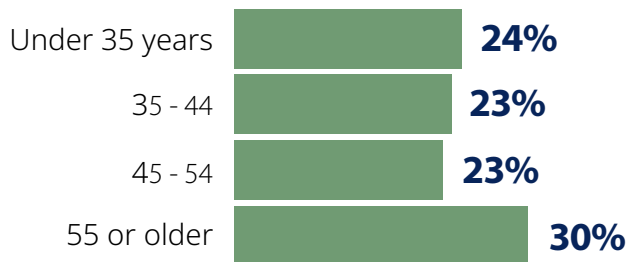
Refer to **Appendix D** for a tabular version of the data in Figure 1.

Figure 1: Respondent profile

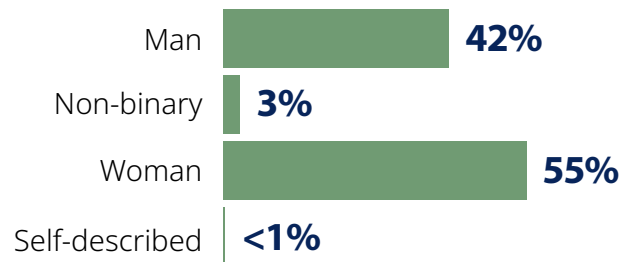
Respondent characteristics



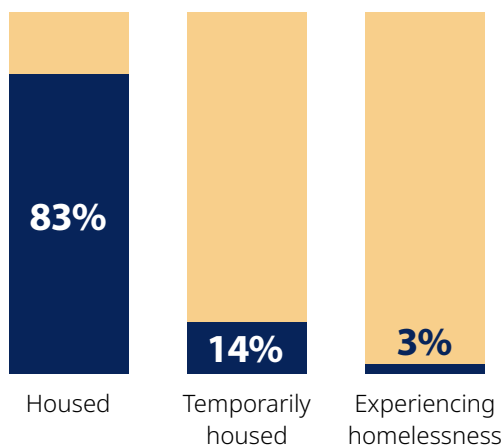
Age



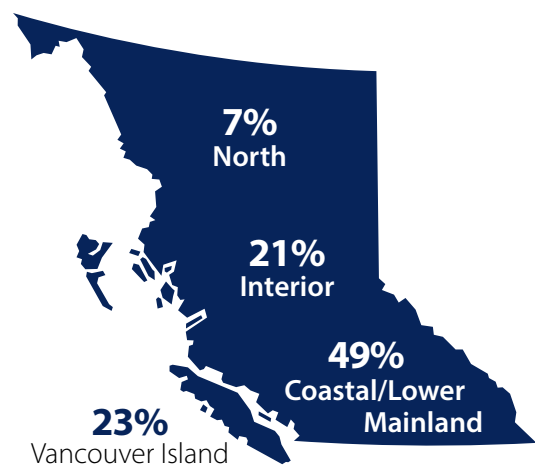
Gender



Living situation



Area of B.C.



For analytical purposes, the ministry combined some profile information response categories that had a small number of responses. These are:

Gender identity

The ministry combined some gender identity responses into a “gender-diverse, transgender or Two-Spirit” category. In this combined category, “gender-diverse” includes respondents who selected either “non-binary” or “prefer to self-describe.”

This category also includes individuals who self-described as transgender and did not select the “man,” “non-binary” or “woman” response options.

Living situation

The ministry combined the responses “temporarily housed” and “experiencing homelessness” into a “precariously housed” category.

This report uses these terms.

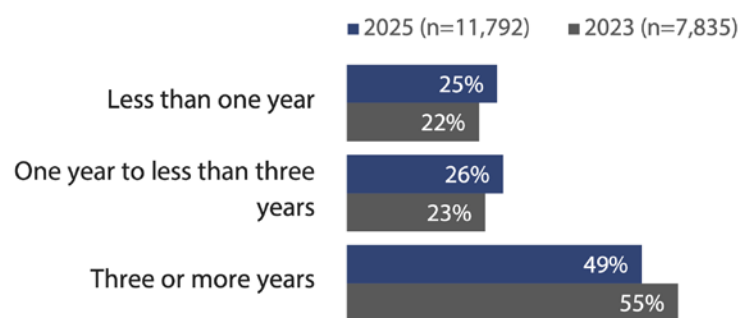
Length of time on assistance

The survey asked respondents how long they’d been receiving assistance (Figure 2). The proportion of respondents who were newer clients increased in 2025 compared to 2023.

- ▶ 25 per cent indicated they’d been receiving assistance for less than one year
- ▶ 26 per cent had been clients for one to less than three years
- ▶ 49 per cent had been clients for three or more years

Go to **Appendix E** for a tabular version of the data.

Figure 2: Length of time on assistance



The length of time respondents had been receiving assistance varied by their profile information. Respondents who were more likely to have been on assistance for three or more years included:

- ▶ Those with a disability (61 per cent, compared to 17 per cent of those without a disability)
- ▶ Those who were 55 or older (58 per cent, compared to 36 per cent those under 35)
- ▶ Women (52 per cent, compared to 46 per cent of men)

Those who were more likely to have been on assistance for one year to less than three years included:

- ▶ Those living in the North region (29 per cent, compared to 25 per cent each on Vancouver Island and in the Interior, and 26 per cent Coastal/Lower Mainland)

Those who were more likely to have been on assistance for less than a year included:

- ▶ Those who were precariously housed (37 per cent, compared to 22 per cent of those with housing)
- ▶ Those whose preferred language was not English (42 per cent, compared to 24 per cent of those preferring English)

For detailed comparisons on the length of time on assistance, go to **Appendix F**.

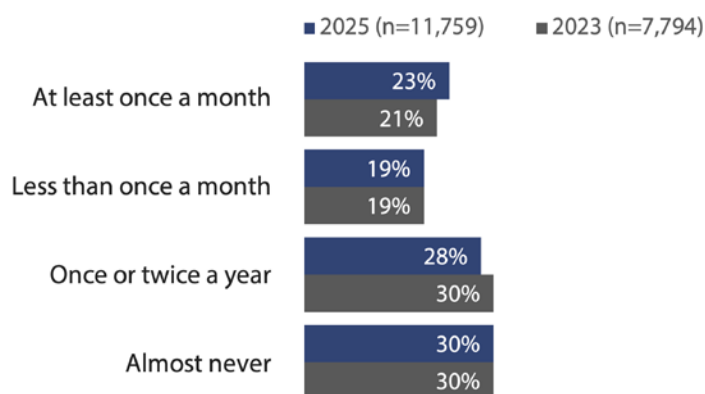
Frequency of ministry contact

The survey asked respondents how often they contacted the ministry (Figure 3).

- ▶ At least once a month: 23 per cent
- ▶ Less than once a month: 19 per cent
- ▶ Once or twice a year: 28 per cent
- ▶ Almost never: 30 per cent

Go to **Appendix G** for a tabular version of the data.

Figure 3: Frequency of ministry contact



Frequency of ministry contact varied by respondent profile:

Length of time on assistance and disability status

The longer respondents were on assistance, the less frequently they contacted the ministry. For example, 37 per cent of those who were on assistance for less than one year contacted the ministry at least once a month. This compares to 16 per cent of those receiving assistance for three or more years.

Respondents with a disability contacted the ministry less often (62 per cent once or twice a year, or never). This compares to 46 per cent of those without a disability.

The length of time as a client and disability status have a further combined impact on the frequency of contact. Respondents with a disability and on assistance for three or more years had even less ministry contact (70 per cent once or twice a year or never). This compares to 38 per cent of those with a disability and on assistance for less than one year.

Age

Age impacted the frequency of contact among those who were on assistance more than a year. Among this subset, those under 35 were more likely to indicate they almost never contact the ministry, compared to older respondents.

For example, among respondents on assistance for over three years, 42 per cent of those under 35 almost never contact the ministry. This compares to:

- ▶ 29 per cent of those aged 35 to 44
- ▶ 36 per cent of those aged 45 to 54
- ▶ 34 per cent of those over 55

Housing status

Respondents who are currently precariously housed contacted the ministry more often (34 per cent did so at least once a month). This compares to 20 per cent of housed respondents.

Language preference

Among respondents on assistance for more than a year, those who prefer English had less frequent ministry contact than those with another preferred language. For example, 15 per cent of those on assistance for three or more years and who preferred English contacted the ministry monthly. This compares to 25 per cent of those preferring another language.

Gender identity

Among those on assistance more than three years, gender did not have an impact on frequency of contact. However, among those on assistance less time, male respondents contacted the ministry more often than women or gender-diverse, transgender or Two-Spirit respondents.

For example, among those on assistance less than a year, 41 per cent of male respondents contacted the ministry at least once a month. This compares to 34 per cent of women and 31 per cent of gender-diverse, transgender or Two-Spirit respondents.

For detailed comparisons about the frequency of ministry contact, go to **Appendix H**.

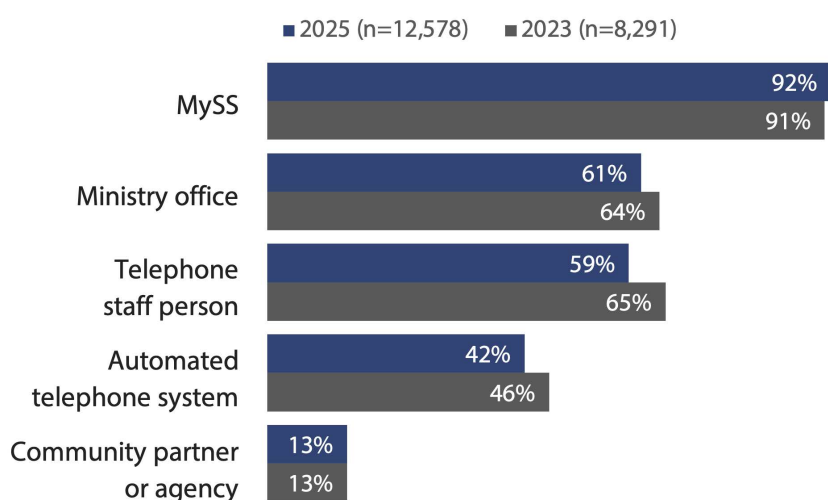
Awareness of ministry service channels

The survey asked respondents about their awareness of the ministry-operated service channels, and of service through a community partner or agency (Figure 4).

- ▶ 92 per cent of respondents were aware of MySS
- ▶ 61 per cent knew of in-person service at a ministry office
- ▶ 59 per cent were aware of telephone service with a staff person
- ▶ 42 per cent were aware of the automated telephone system
- ▶ 13 per cent knew about accessing services through a community partner or agency

Go to **Appendix I** for a tabular version of the data.

Figure 4: Awareness of ministry service channels



Awareness of ministry service channels varied by respondent profile information:

Length of time on assistance and disability status

The longer a respondent had been a ministry client, the greater their awareness of the three channels:

- ▶ Telephone staff person
- ▶ In-person service at a ministry office
- ▶ Automated telephone system

For example, 67 per cent of those on assistance for three or more years were aware they could receive service through a telephone staff person. This compares to 48 per cent of those on assistance for less than a year.

Regardless of their length of time on assistance, respondents with a disability generally had higher awareness of these same three channels. They also had greater awareness of community partners/agencies.

The only exception was among those on assistance for more than three years. Among this subset, awareness of ministry office and automated phone channels was similar, regardless of whether they had a disability.

Frequency of contact with the ministry

Respondents who contacted the ministry less than once a month were more aware of most channels (except MySS). This contrasts with those who contacted the ministry at least once a month, or those with less frequent contact.

For example, 69 per cent of those who contacted the ministry less than once a month were aware of telephone staff person service. This compares to:

- ▶ 55 per cent who contacted the ministry monthly
- ▶ 66 per cent who contacted the ministry once or twice a year
- ▶ 52 per cent who almost never contacted the ministry

Age

Awareness of most channels was generally higher among those who were between 35 and 54 years of age. This is in comparison to younger (under 35) and older (55 or over) respondents. This was particularly the case among respondents who had been receiving assistance for a year or more.

For example, 63 per cent of respondents aged 35 to 44, and 64 per cent aged 45 to 54 were familiar with visiting a ministry office. This compares to 59 per cent each for those under 35 and 55 or over.

The only channel where this trend was not observed was MySS. Only respondents over 55 had lower awareness (90 per cent) compared to younger respondents. For example, 94 per cent of those under 35 were aware of this channel.

Geographic location

Regionally, awareness was impacted only among respondents on assistance more than three years. Among this subset, those in the North had lower awareness of in-person service at a ministry office (59 per cent). This compares to respondents in the Interior (70 per cent), Vancouver Island (69 per cent) and Coastal/Lower Mainland (65 per cent) regions.

Housing status

Among those on assistance less than a year, housed respondents were more aware of two channels than those precariously housed:

- ▶ 50 per cent of housed respondents were aware of telephone staff person service compared to 41 per cent of those precariously housed
- ▶ 37 per cent of housed respondents were aware of automated telephone system compared to 33 per cent of those precariously housed

Among those on assistance three or more years, respondents who were precariously housed were more aware of community partners/agencies (21 per cent) than those with housing (13 per cent).

Language preference

Respondents who preferred English were more aware of the ministry service channels, compared to those who preferred other languages. For example, of those who prefer English, 62 per cent were aware of in-person service at a ministry office. This compares to 48 per cent of those who prefer another language.

Gender identity

Fewer men were aware of the ministry office, telephone staff person and automated telephone system channels. This compares to women, and gender-diverse, transgender or Two-Spirit respondents.

For example, 53 per cent of men were aware of the telephone staff person channel. This compares to 62 per cent of women and 67 per cent of gender-diverse, transgender or Two-Spirit respondents.

Gender-diverse, transgender or Two-Spirit respondents had higher awareness of ministry office and community partner channels than male or female respondents.

For example, awareness of community partners/agencies among this group was 21 per cent. This compares to 12 per cent for male respondents and 13 per cent of female respondents.

For detailed client profile comparisons regarding service channel awareness, go to **Appendix J**.

Awareness compared to 2023

Awareness of three channels decreased significantly compared to 2023:

- ▶ Telephone service with a staff person—65 per cent in 2023 to 59 per cent in 2025
- ▶ In-person service at a ministry office—64 to 61 per cent
- ▶ Automated telephone—46 to 42 per cent

More survey respondents in 2025 were newer clients (who tend to have lower awareness of these three channels). This had a general impact on awareness levels. However, even within “time on assistance” subgroups, in most cases awareness was still lower than in 2023.

For example, among those on assistance three or more years, telephone staff awareness declined from 71 per cent in 2023 to 67 per cent in 2025.

The only exception among these three channels was in-person service at an office. Awareness of this channel increased among those on assistance one to three years (from 58 per cent to 61 per cent).

Preferred service channel

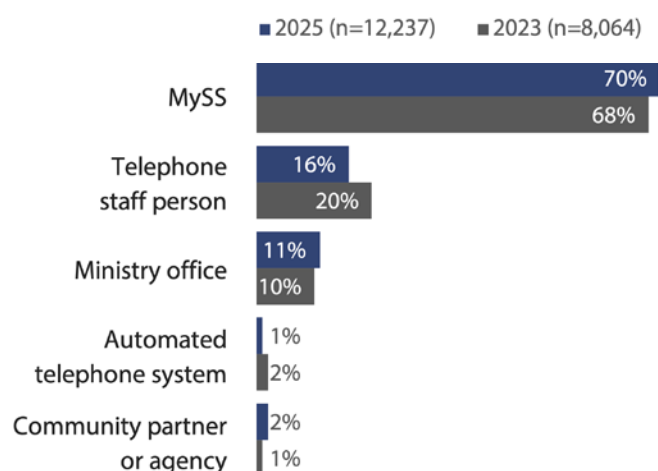
The ministry asked respondents to indicate their preferred service channel (Figure 5). Results were:

- ▶ 70 per cent preferred MySS

- ▶ 16 per cent preferred telephone staff person service (notably lower preference than in 2023, which was 20 per cent)
- ▶ 11 per cent preferred in-person service at a ministry office
- ▶ 1 per cent preferred the automated telephone system
- ▶ 2 per cent preferred accessing ministry services through a community partner or agency

Go to **Appendix K** for a tabular version of the data.

Figure 5: Preferred service channel



MySS was the preferred channel across all respondent profiles. However, the proportion of who preferred it varied in some cases:

- ▶ Respondents without a disability were more likely to prefer MySS (78 per cent) than those with a disability (68 per cent)
- ▶ Those on assistance less than a year were more likely to prefer MySS (77 per cent) than those on assistance one to three years (72 per cent) or three or more years (66 per cent)
- ▶ Length of time on assistance and disability status also had a combined impact on MySS preference. For example, those without a disability and on assistance for less than a year were even more likely to prefer MySS (81 per cent)
- ▶ MySS preference decreased with age. For example, 76 per cent of those under 35 preferred MySS, compared to 67 per cent of respondents 55 and over

For detailed profile comparisons, go to **Appendix L**.

Service channel experience

The survey asked respondents to indicate the last time they received service through any channel they were aware of. The ministry asked those who received service within the previous one to three months to use a five-point scale to rate their level of agreement with a series of statements about their experience.

The ministry calculated these ratings into an average score out of 100 (go to **Appendix C** for details). This section of the report summarizes the service experience statements, distribution of ratings and average scores.

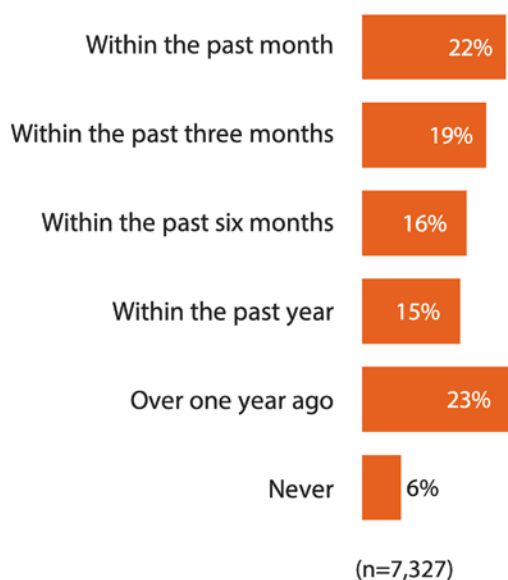
Ministry office

Last time receiving service—ministry office

Sixty-one per cent of respondents indicated being aware of in-person service at a ministry office (Figure 4). The survey asked this group to indicate the last time they received service this way.

Forty-one per cent indicated receiving service within the past one to three months (Figure 6). Go to **Appendix M** for a tabular version of the data.

Figure 6: Last time respondents received service from a ministry office



Responses varied by respondent profile information:

Length of time on assistance and disability status

Those on assistance less than a year were more likely to have received service from a ministry office in the past one to three months (60 per cent). This compares to 42 per cent of those on assistance for one to less than three years and 32 per cent for three or more years.

Regardless of how long respondents had been clients, those without a disability were more likely to have received service from this channel within the past three months (55 per cent). This compares to 37 per cent of those with a disability.

Length of time on assistance and disability status also had a combined impact. For example:

- ▶ Those on assistance for less than a year and without a disability were most likely to have visited a ministry office in the past one to three months (63 per cent)
- ▶ Only 32 per cent of those on assistance for three or more years, and with a disability, had recently visited a ministry office

Housing status

Respondents who were precariously housed were more likely to have visited a ministry office in the past one to three months (54 per cent). This compares to 37 per cent of those with housing.

This trend was consistent regardless of how long respondents had been a client.

Gender identity

Those who identified as gender-diverse, transgender or Two-Spirit were less likely to have visited a ministry office in the past one to three months (30 per cent). This is lower than 41 per cent of women and 42 per cent of men.

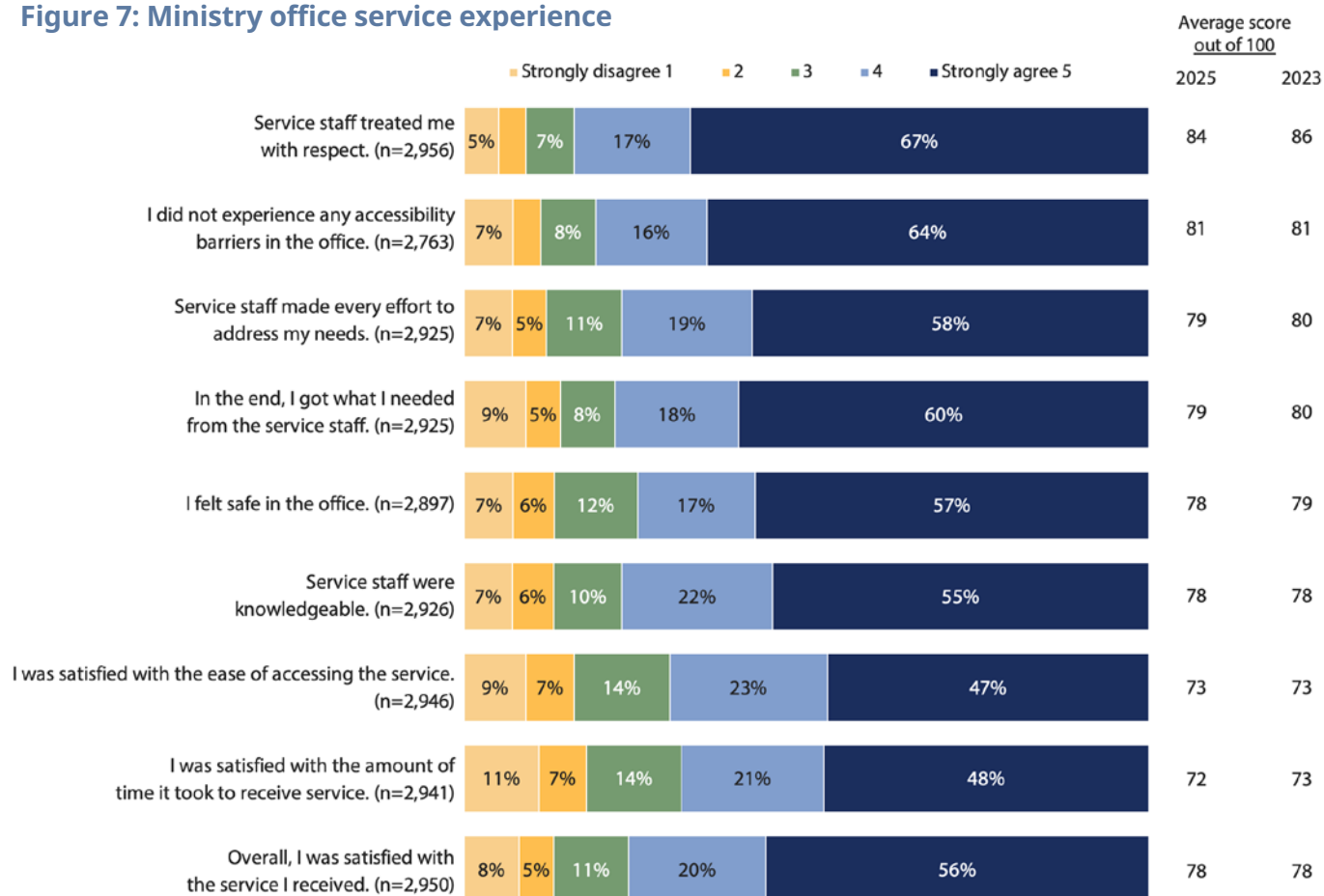
For detailed profile comparisons about the last time respondents received service from a ministry office, go to **Appendix N**.

Service experience—ministry office

The survey asked respondents who had accessed service at a ministry office in the past one to three months to provide feedback on their most recent visit (Figure 7).

Service experience statements are sorted from highest to lowest average scores (out of 100). The exception is overall channel service satisfaction, which is last on the list. Both 2025 and 2023 average scores are provided. Go to **Appendix O** for a tabular version of the data.

Figure 7: Ministry office service experience



The service experience statement with the highest average score was “staff treating respondents with respect” (84).

“Not experiencing accessibility barriers in the ministry office” received an average score of 81.

“Staff making every effort to address respondents’ needs” and “respondents getting what they needed from staff” both received average scores of 79.

“Respondents feeling safe in the ministry office” and “staff being knowledgeable” both received an average score of 78. Respondents provided slightly lower ratings for “ease of accessing the service” (73) and “timeliness of ministry office service” (72).

The 2025 average scores for the ministry office service experience statements are comparable to the 2023 survey results. Scores either held steady or were down by one or two points. There were no statistically significant differences.

As in 2023, respondents provided an average score of 78 on their overall satisfaction with ministry office service. The similarity in overall satisfaction scores between the two survey years was also consistent within key respondent profile subgroups, such as disability status and length of time on assistance. For example, respondents with a disability had a score of 76 in 2023 and 75 in 2025 (not a significant difference).

While overall satisfaction with ministry office service did not vary significantly between survey years, the 2025 average score did vary by respondent profile information:

Length of time on assistance and disability status

Length of time on assistance and disability status had a combined impact on overall channel satisfaction.

Among those on assistance for less than a year, respondents without a disability had a higher score (86) than those with a disability (77). Similarly, among those on assistance for one to less than three years, those without a disability had a higher score (84) than those with a disability (77).

However, among those on assistance for three or more years, scores were similar for those with (73) or without (74) a disability.

Frequency of contact with the ministry

Those who contacted the ministry at least monthly had a lower average score than those contacting less often. For example, those who contact the ministry at least monthly had an average score of 75. This compares to 82 from those who contact the ministry once or twice a year.

Age

Respondents aged 55 or over provided a higher average score of 83, compared to younger respondents. For example, those under 35 had an average score of 73.

Housing status

Housing status only impacted average scores for some subgroups:

- ▶ Among respondents with a disability, those who were housed had a higher average score (77) than those precariously housed (71)
- ▶ Those without a disability had similar scores regardless of housing situation
- ▶ Among those on assistance three or more years, housed respondents had a higher average score (76) than those precariously housed (68)
- ▶ Those on assistance less than three years shared similar scores regardless of housing status

Gender identity

Those who identified as gender-diverse, transgender or Two-Spirit provided a lower average score of 65. This compares to 78 from women and 80 from men.

Language

Those preferring English provided a lower average score of 77. This compares to 88 from those who prefer another language.

For detailed profile comparisons about overall satisfaction with ministry office service, go to **Appendix P**.

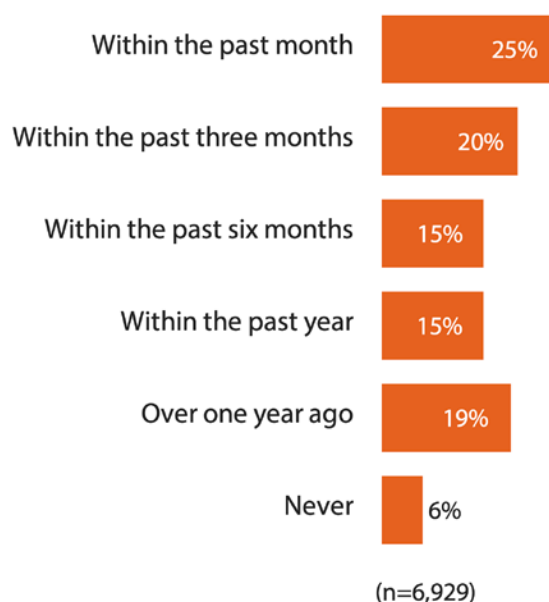
Telephone staff person

Last time receiving service—telephone staff person

Fifty-nine per cent of respondents indicated being aware that they could access services over the phone with a staff person (Figure 4). The survey asked this group to indicate when they last received service this way.

Of these respondents, 45 per cent indicated having received telephone service within the past one to three months (Figure 8). Go to **Appendix Q** for a tabular version of the data.

Figure 8: Last time service was received from a telephone staff person



Responses varied by profile information:

Length of time on assistance and disability status

Respondents on assistance less than a year were more likely to have received service from a telephone staff person in the past one to three months (64 per cent). This compares to 43 per cent of those on assistance for one to less than three years, and 40 per cent for three or more years.

Respondents without a disability were more likely to have had recent telephone contact with the ministry (53 per cent). This compares to 43 per cent of those with a disability.

This was driven by longer-term clients (three or more years) without a disability. These respondents were more likely to have recently contacted a telephone staff person (47 per cent). In comparison, longer-term clients with a disability were less likely to have recently used this service channel (39 per cent).

Those on assistance for less than three years had similarly recent channel contact, regardless of disability status.

Housing status

Housing status only had an impact among respondents who had been on assistance for three or more years. Among this subset, respondents who were precariously housed were more likely to have recently contacted a telephone staff person (46 per cent). In comparison, just 38 per cent of longer-term clients who were housed had recently used this service channel.

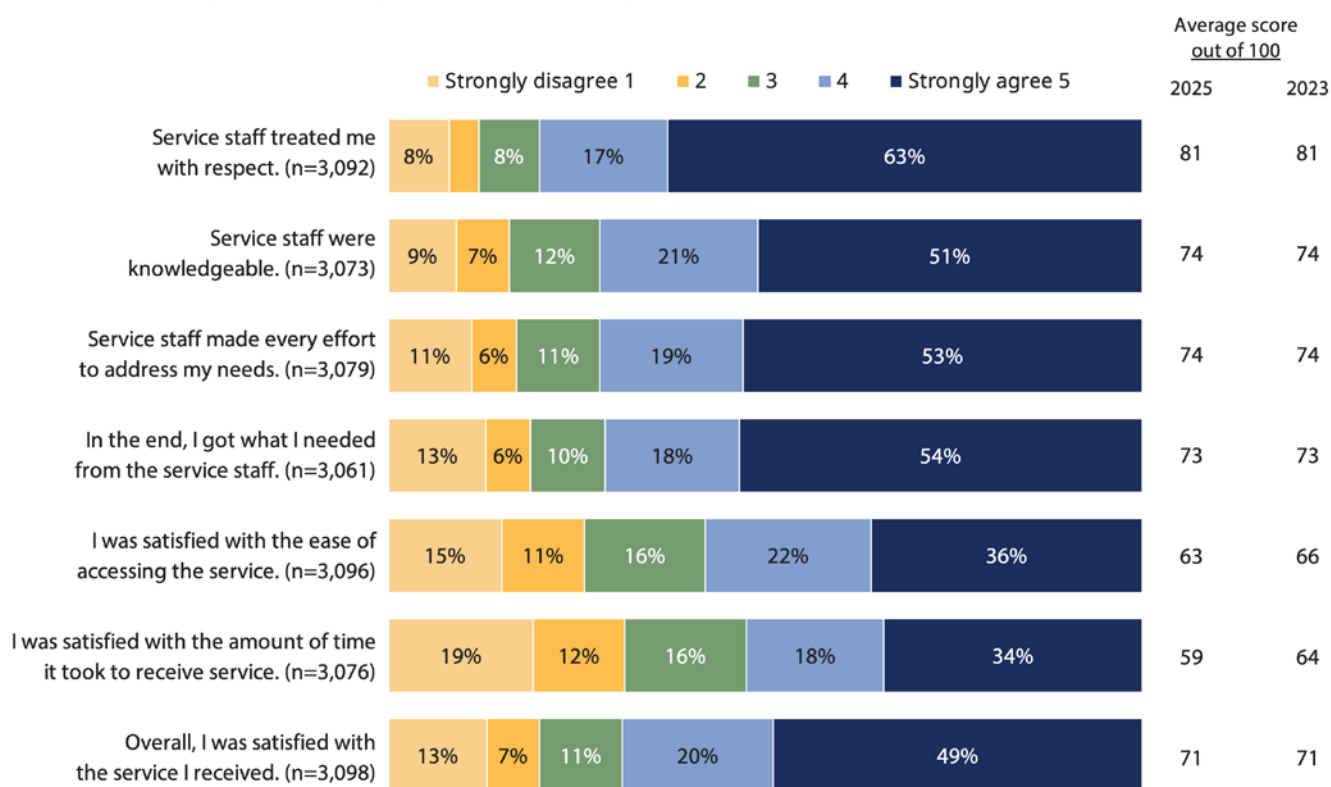
For detailed respondent profile comparisons regarding the last time clients received service from a telephone staff person, go to **Appendix R**.

Service experience—telephone staff person

The survey asked respondents who had accessed service in the past one to three months to provide feedback on their most recent experience speaking to a telephone staff person (Figure 9).

Go to **Appendix S** for a tabular version of the data.

Figure 9: Telephone staff person service experience



Four survey statements about service experience maintained the same highest average scores as in 2023.

Of these, the highest average score for telephone staff person service was for the statement “staff treating respondents with respect” (average score of 81).

The other three top-scoring service experience statements received average scores in the seventies:

- ▶ “Staff being knowledgeable” (74)
- ▶ “Staff making every effort to address respondents’ needs” (74)
- ▶ “Respondents getting what they needed from staff at the end of their service experience” (73)

Average scores trended lower for “ease of accessing the service” and “amount of time to receive service.” These were down significantly from 2023.

- ▶ “I was satisfied with the ease of accessing the service” received an average score of 63 (66 in 2023)

- ▶ “I was satisfied with the amount of time it took to receive service” received an average score of 59 (64 in 2023)

Overall satisfaction with telephone staff person service received an average score of 71 again in 2025. The similarity in overall satisfaction scores between the two survey years was also consistent within key respondent profile subgroups, such as disability status and time on assistance. For example, respondents with a disability had a score of 70 in 2023 and 69 in 2025 (not a significant difference).

While overall satisfaction with telephone staff person service did not vary significantly between survey years, the 2025 average score did vary by respondent profile information:

Frequency of contact with the ministry

Those who contacted the ministry less often had higher average scores. For example, those who contact the ministry once or twice a year had an average score of 78. This compares to 66 from those who contact the ministry monthly.

Length of time on assistance and disability status

Length of time on assistance and disability status had a combined impact on overall channel satisfaction.

Among those on assistance for less than a year, respondents without a disability had a higher score (86) than those with a disability (72). Similarly, among those on assistance for one to less than three years, those without a disability had a higher score (76) than those with a disability (68).

However, among those on assistance for three or more years, scores were similar for those with (68) or without (69) a disability.

Age

Respondents aged 55 or over provided a higher average score of 78 compared to younger respondents. For example, those under 35 had an average score of 67.

The higher overall score for those 55 or over was a general trend, regardless of the length of time as a client.

Housing status

Housed respondents provided a higher average score of 73, compared to 64 for precariously housed respondents. This was consistent regardless of how long respondents had been on assistance.

Gender identity

Those who identified as gender-diverse, transgender or Two-Spirit provided an average score of 52. This is lower than 72 from women and 75 from men.

For detailed respondent profile comparisons regarding overall satisfaction with telephone staff person service, go to **Appendix T**.

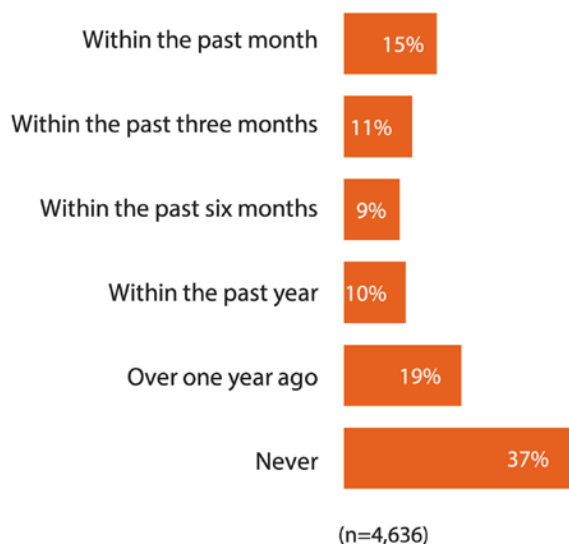
Automated telephone system

Last time receiving service—automated telephone system

Forty-two per cent of survey respondents indicated being aware of the automated telephone system (Figure 4). The ministry asked this group to indicate the last time they received service this way.

Of these respondents, 26 per cent had received service within the past one to three months (Figure 10). Go to **Appendix U** for a tabular version of the data.

Figure 10: Last time service was received from the automated telephone system



The last time respondents received service through the automated telephone system varied by their profile information:

Length of time on assistance and disability status

Respondents on assistance for less than a year were more likely to have used the automated telephone system in the past one to three months (41 per cent). This compares to 24 per cent of those on assistance for one to less than three years, and 21 per cent for three or more years.

Respondents without a disability were more likely to have recently used this channel (35 per cent), compared to those with a disability (24 per cent).

This was driven by newer clients without a disability (on assistance for less than a year). This subset was more likely to have used the system recently (46 per cent). This is in comparison to 39 per cent of newer clients with a disability.

Those on assistance for one or more years had similarly recent channel use, regardless of disability status.

Housing status

Respondents who were precariously housed were more likely to have used the automated telephone system in the past one to three months (33 per cent). This is in comparison to 23 per cent of those with housing.

The more recent use among precariously housed respondents was driven by the subset who had been on assistance for less than one year. Forty-six per cent of respondents in this group used the automated telephone system in the past one to three months. This compares to just 38 per cent of housed respondents.

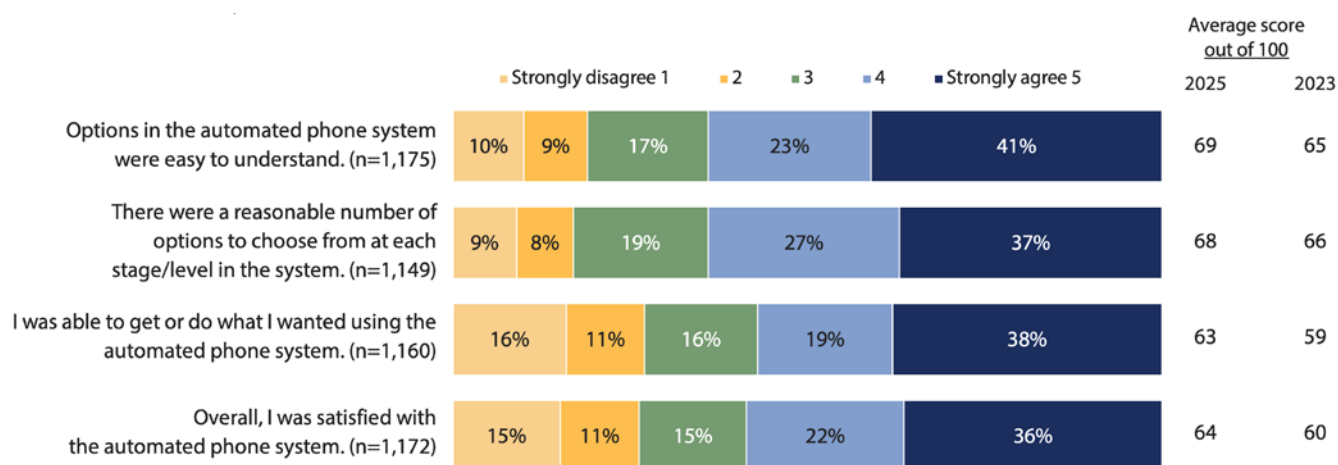
For detailed profile comparisons regarding the last time respondents used the automated telephone system, go to **Appendix V**.

Service experience—automated telephone system

The survey asked respondents who had accessed the automated telephone system in the past one to three months to provide feedback on their most recent experience with that channel (Figure 11).

Go to **Appendix W** for a tabular version of the data.

Figure 11: Automated telephone system service experience



Respondents provided an average score of 69 for the statement, “options were easy to understand.” The score was 68 for the statement “the number of phone tree options to choose from were reasonable.” As in 2023, the average score was lower (63) for respondents being able to get or do what they wanted using the automated telephone system.

While they are not statistically significant differences, the average scores trended higher in 2025 compared to 2023 across all three measures.

Overall satisfaction with this service channel received an average score of 64, a four-point increase from 2023 (not a statistically significant increase).

This slight rise in overall satisfaction score between the two survey years was generally consistent within key respondent profile subgroups. These included disability status and time on assistance. However, the increase was more pronounced (though still not significant) among those on assistance for less than a year, and those without a disability. For example, respondents without a disability had a score of 67 in 2023 and 75 in 2025.

Overall satisfaction with the automated phone system did vary by respondent profile information:

Disability status

Overall satisfaction with the automated telephone system varied by respondents' disability status. The average score is higher among those without a disability (75) than those with a disability (60). This is regardless of their length of time on assistance.

Age

Respondents over 55 provided a higher average score of 69 compared to younger respondents. For example, those under 35 had an average score of 62.

For detailed respondent profile comparisons regarding overall satisfaction with the automated telephone service, go to **Appendix X**.

Other functions that could improve the automated telephone system

There were respondents who disagreed that they were able to get or do what they wanted using the automated telephone system. This group provided a rating of one or two out of five.

The survey asked this group to describe what they had wanted to do. The ministry received 247 comments, which it themed into multiple categories. The top three comment themes were the same in 2023. Go to **Appendix Y** for a tabular version of the data.

- ▶ Just over half of the comments received (55 per cent) suggested improvements to the automated telephone system options and functionality. For example:
 - ▶ Respondents indicated the system is confusing, has many options and is time-consuming to use
 - ▶ Some reported being placed on hold, disconnected or not receiving a requested call back
 - ▶ Others noted their desired option wasn't available in the system
- ▶ The second largest comment theme (44 per cent) involved respondents indicating they'd prefer to speak to an employee for quicker and higher quality service. For example:
 - ▶ Getting more detailed information than what's available in the automated telephone system
 - ▶ Receiving compassionate service from ministry employees
- ▶ Thirty-five per cent of respondents commented that they were seeking more specific information or functions from the system. For example:
 - ▶ Case-specific details, including payment amounts and why cheques were on hold
 - ▶ Ability to check status of service requests/applications
 - ▶ Ability to update information or follow up on an issue

MySS

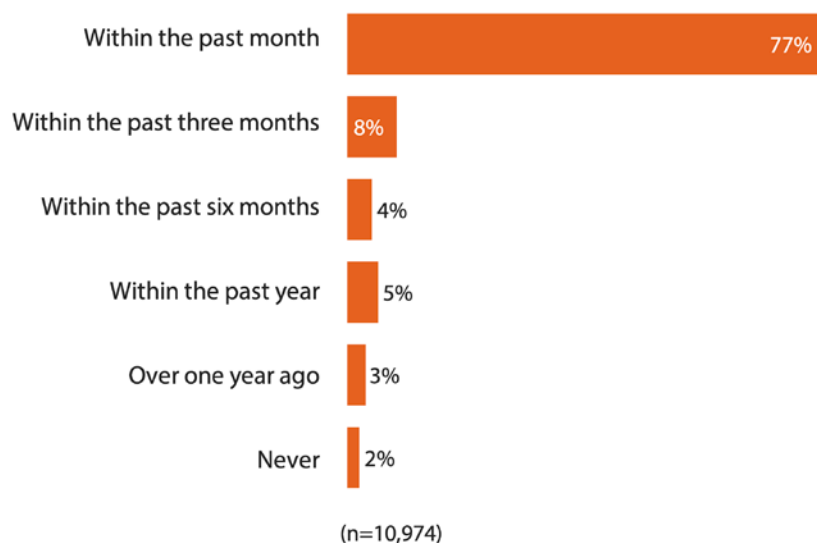
Last time receiving service—MySS

The final service channel the survey measured was MySS.

Ninety-two per cent of survey respondents indicated being aware of MySS (Figure 4). The survey asked this group to indicate the last time they received service this way.

Of these respondents, 85 per cent had received service within the past one to three months (Figure 12). Go to **Appendix Z** for a tabular version of the data.

Figure 12: Last time service was received from MySS



The last time respondents received service through MySS varied by profile information:

Length of time on assistance and disability status

Respondents on assistance for less than a year were more likely to have used MySS in the past one to three months (93 per cent). This compares to 89 per cent of those on assistance for one to less than three years, and 80 per cent for three or more years.

Respondents without a disability were more likely to have used MySS in the past one to three months (92 per cent). This is in comparison to 84 per cent of those with a disability.

This is driven by respondents without a disability and on assistance for more than a year. This subset had significantly more recent contact through MySS than longer-term respondents with a disability. For example:

- ▶ 89 per cent of those without a disability and on assistance for three or more years had recently used MySS
- ▶ 80 per cent of those with a disability and on assistance for three or more years had recently used this channel

Those on assistance less than a year had similarly recent use, regardless of disability status.

Age

Respondents on assistance for less than a year shared similarly recent use of the MySS channel regardless of age.

However, among those on assistance for more than a year, age impacted MySS use. For example, among respondents on assistance for three or more years, only 77 per cent of those 55 or over had recently used MySS. This compares to 82 per cent of longer-term clients who were under 35.

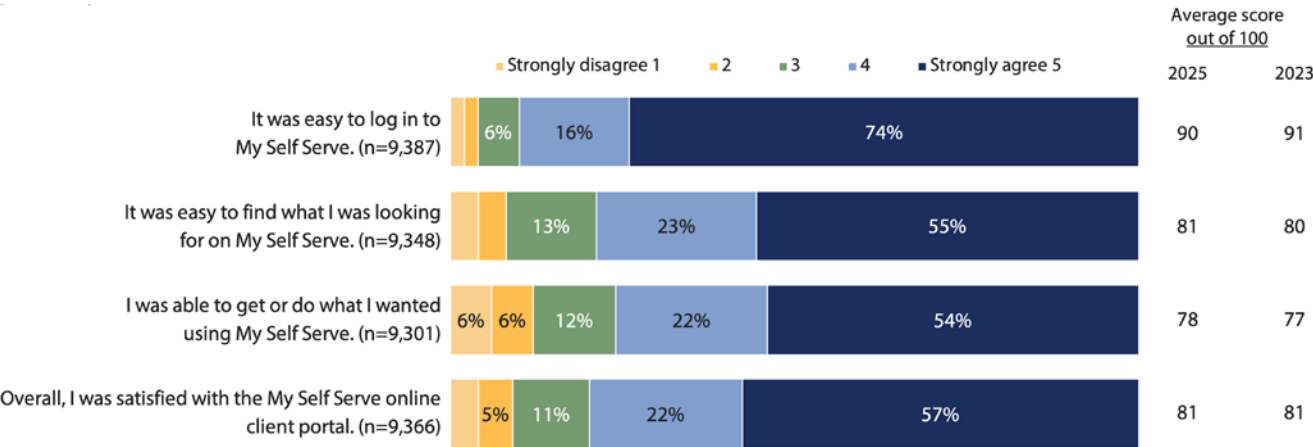
For detailed respondent profile comparisons regarding the last time they received service from MySS, go to **Appendix AA**.

Service experience—MySS

The survey asked respondents who had accessed MySS in the past one to three months to provide feedback on their most recent experience with the service (Figure 13).

Go to **Appendix BB** for a tabular version of the data.

Figure 13: MySS service experience



The majority of those who recently used MySS strongly agreed it was easy to log in to the system (average score of 90).

Respondents provided an average score of 81 for ease of finding what they were looking for. They provided an average score of 78 for being able to get or do what they wanted using this channel. The 2025 average scores are comparable to 2023 survey results, with just one-point differences.

Overall satisfaction with MySS received an average score of 81, the same as 2023. This was the highest score across all ministry service channels.

The similarity in overall satisfaction scores between the two survey years was also consistent within key respondent profile subgroups. These included disability status and time on assistance. For example, respondents on assistance for three or more years had a score of 79 in 2023 and 79 in 2025.

While overall satisfaction with MySS did not vary significantly between survey years, the 2025 average score did vary by respondents' profile information:

Frequency of contact with the ministry

Respondents who contacted the ministry less often had higher average scores. For example:

- ▶ Those who contacted the ministry once or twice a year or almost never had higher average scores of 82 and 84, respectively
- ▶ This compares to 79 from those who contacted the ministry at least monthly, and 78 from those who made contact less than once a month

Disability status

Respondents with a disability had a lower score (79) than those without a disability (87). This was consistent regardless of how long respondents had been on assistance.

Age

Older respondents had higher average scores. Those 55 years of age and over provided an average score of 84. This compares to 80 from those under 35.

This difference in score by age category was driven by respondents with a disability. Among those without a disability, scores did not differ by age.

Housing status

Respondents with housing had a higher average score (82) than those who were precariously housed (76). This was consistent regardless of how long respondents had been on assistance.

Preferred language

Respondents whose preferred language was not English had a higher average score (88) than those whose preferred language was English (81).

Gender identity

Those who indicated they were gender-diverse, transgender or Two-Spirit had a lower average score (67) than those identifying as men (83) or women (81).

For detailed respondent profile comparisons regarding overall satisfaction with MySS, go to **Appendix CC**.

Other functions that could improve MySS

There were respondents who disagreed that they were able to get or do what they wanted using MySS. This group provided a rating of one or two out of five.

The survey asked this group to describe what they'd wanted to do. The ministry received 830 comments, which it themed into multiple categories. Go to **Appendix DD** for a tabular version of the detailed themes.

- ▶ The top theme was improving the ability to efficiently communicate through MySS (35 per cent). Examples included:
 - ▶ Adding new functionality (e.g., direct message, email, live-chat, client-initiated communications)

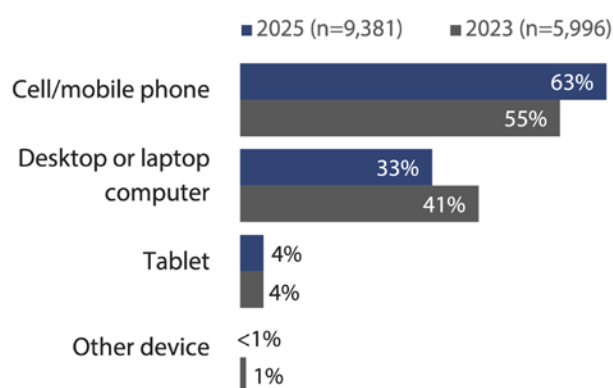
- ▶ Providing the ability to access case-specific information, like service request decisions
- ▶ Allowing ability to respond to requests for information (e.g., provide more information for service requests, reply to messages more than once)
- ▶ Thirty-one per cent of comments were related to completing specific functions in the tool. For example:
 - ▶ Accessing crisis supports
 - ▶ Submitting a general request or inquiry through MySS
 - ▶ Updating personal information on file, such as an address
 - ▶ Requesting health/dental supports
- ▶ Eighteen per cent of comments suggested faster service in MySS. For example:
 - ▶ Reducing service request and message response timelines
 - ▶ Some respondents felt they needed to call a telephone agent or visit a ministry office to process service requests faster than in MySS

Device and location last used to access MySS

The survey asked respondents who had used MySS in the last one to three months which electronic device they used when they last accessed the system (Figure 14):

- ▶ Cell/mobile phone: 63 per cent
- ▶ Desktop or laptop computer: 33 per cent
- ▶ Tablet: four per cent
- ▶ Other device: less than one per cent

Figure 14: Device last used to access MySS

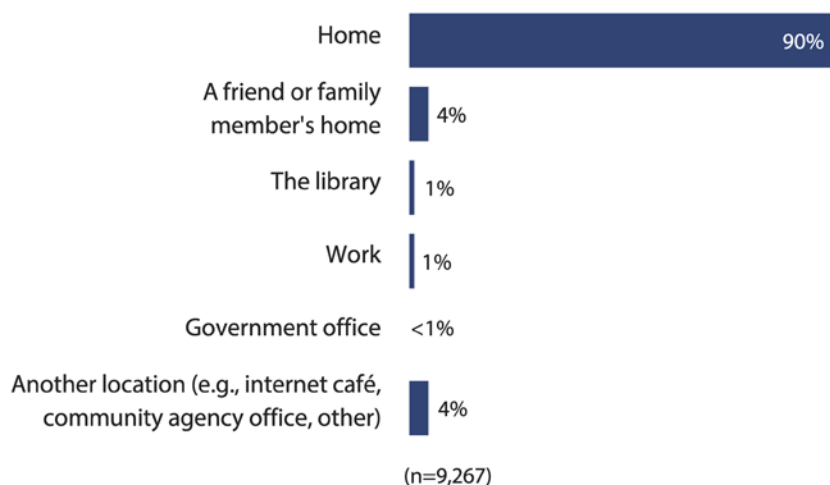


Regardless of length of time on assistance or age group, the proportion indicating they had last used a cell or mobile phone to access MySS increased in 2025. This is in comparison to 2023, when it was 55 per cent of respondents.

Overall satisfaction with MySS was similar for those who had last used a mobile device or a desktop/laptop computer (average scores of 81 and 80, respectively).

The ministry also asked where respondents were when they last used MySS (Figure 15). Ninety per cent indicated they were at home. Four per cent replied they were at a friend or family member's home. The remaining six per cent were at various other locations, such as the library, at work and in government office spaces.

Figure 15: Location last used MySS

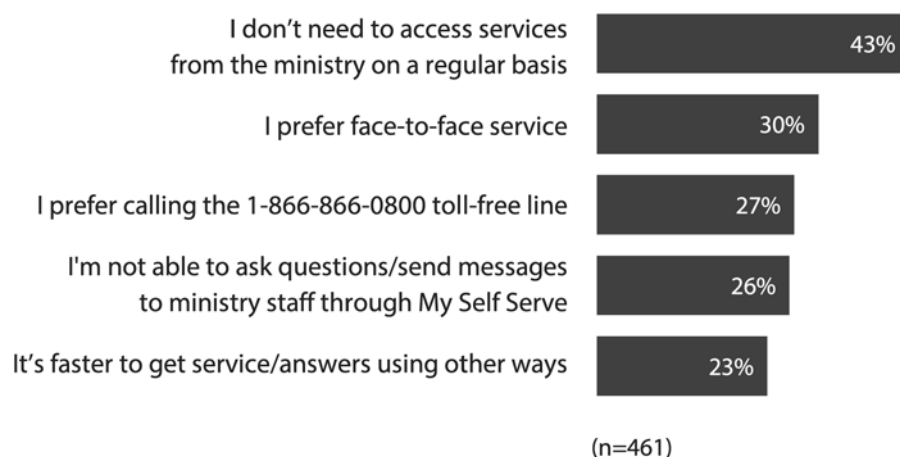


Go to **Appendix EE** for a tabular version of the data for device and location last used to access MySS.

MySS infrequent/non-users

Of those who were aware of MySS, five per cent indicated they had last used it over a year ago or had never accessed this channel. The survey asked these respondents to select the reasons for this from a list. Figure 16 illustrates the top five reasons. Go to **Appendix FF** for a tabular version of the full list of responses.

Figure 16: Top five reasons for not using MySS



The most noted reason for not using MySS (43 per cent) was not needing to access service from the ministry on a regular basis. An example of this would be not having to submit monthly reports.

Other commonly selected reasons were preferences for other channels, such as face-to-face service in a ministry office (30 per cent) or the toll-free line (27 per cent).

Twenty-six per cent noted not being able to ask questions or send messages through MySS. Twenty-three per cent indicated it is faster to get service/answers using other channels.

Overall ministry service

Respondents who'd received service through any of the ministry's channels within the past year (93 per cent of all respondents) had the opportunity to rate their overall service experience (Figure 17).

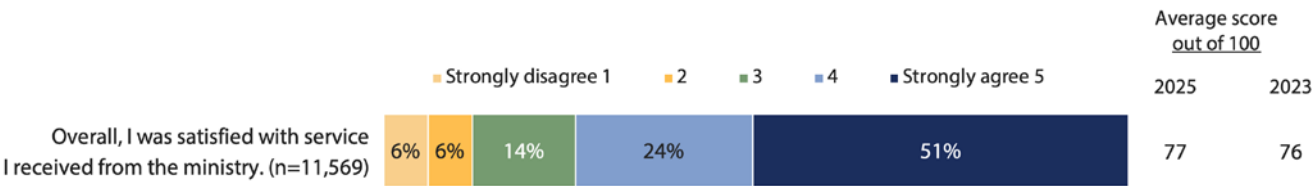
Overall, three-quarters (75 per cent) agreed that they were satisfied with ministry service, providing an average score of 77. This is a one-point increase over the 2023 survey results (not statistically significant).

This relative stability in overall satisfaction between the two survey years was consistent within key respondent profile subgroups. These included disability status and time on assistance. For example, respondents with a disability had a score of 74 in 2023 and 75 in 2025.

However, the increase was significant among those on assistance for one to three years, with the average score increasing from 76 in 2023 to 79 in 2025.

Go to **Appendix GG** for a tabular version of the data.

Figure 17: Overall ministry service



Overall satisfaction with ministry service did vary by respondent profile information:

Frequency of contact with the ministry

Respondents who contacted the ministry at least once a month or less than once a month provided lower average scores (75 each). This is in comparison to an average score of 80 from those who contacted the ministry once or twice a year and 78 from those who almost never did.

Length of time on assistance and disability status

Length of time on assistance and disability status had a combined impact on average scores:

- ▶ Those with a disability had a lower average score of 75, compared to 85 for those without a disability. This trend was consistent regardless of length of time on assistance
- ▶ Among respondents without a disability, scores were lower for those on assistance for three or more years (78), compared to those on assistance for less than a year or for one to three years (86 each)

Age

Respondents 55 years and older provided a higher average score (82) than younger age groups. For example, the average score for those under 35 years old was 74.

Housing status

Housed respondents had an average score of 79. In comparison, the average score was 72 for those who were precariously housed.

Language preference

Those whose preferred language was not English provided a higher average score (87) than those who preferred English (77).

Gender identity

Those who identified as gender-diverse, transgender or Two-Spirit had a lower average score (58) than those identifying as a man (80) or woman (78).

For detailed respondent profile comparisons regarding overall satisfaction with MySS, go to **Appendix HH**.

Suggestions for improvement

The survey invited all respondents to provide recommendations for service improvements in an open-ended (comment) question.

Due to the volume of responses received (7,683), the ministry randomly selected a sample of 1,000 comments for analysis. The ministry then coded these responses into one of 14 themes and 53 corresponding sub-themes (go to **Appendix II**).

Service quality was the most frequently noted improvement. Other top themes included financial assistance rates and MySS enhancement suggestions. The top three comment themes were the same in 2023.

1. Service quality (17 per cent of responses analyzed)

Seventeen per cent of the comments analyzed provided suggestions regarding service quality.

The main sub-theme in the category was improving staff customer service and compassion skills (seven per cent). For example, respondents suggested improving customer service quality by serving clients with respect, patience and empathy.

Five per cent suggested hiring additional frontline staff would reduce wait times for service. Three per cent noted the importance of staff providing consistent information to clients about ministry policies and services.

Sample comments:

“Treat vulnerable people with respect and a trauma-informed approach.”

“More staff accessible by phone to reduce wait times.”

“Standards should be more consistent. I was asked for different things to prove my presence in B.C. during my last three visits.”

"Have properly trained agents who can find correct information and have professionalism. I've been given incorrect information numerous times."

2. Financial assistance rates (13 per cent of responses analyzed)

The second top theme was about the assistance rates.

The main sub-theme (eight per cent) consisted of general comments about increasing rates.

Sample comments:

"Raise benefits up from below the poverty level."

"We hope the government will be able to enhance the level of assistance in the future, as rent and material prices are getting higher and creating additional challenges for many people."

"Monthly PWD is minimal to get by, stressful sometimes, but I am very thankful for the assistance, it holds my life up."

"It has been quite a long time since my monthly PWD payment was increased. Cost of living expenses are going up, and my PWD monthly payment has not been increasing."

3. MySS online client portal (12 per cent of responses analyzed)

The third top theme involved suggestions about MySS.

The most common sub-theme (eight per cent) was the suggestion to offer additional features through the tool. For example, the ability to communicate back and forth with a ministry employee through a chat-type feature. Some respondents suggested making improvements to MySS's email functionality (for example, allowing client-initiated messages).

One per cent of respondents suggested improving the process for uploading documents. Another one per cent suggested additional general support for using the tool.

Sample comments:

"Make it easier to send a message on the My Self Serve site. Can only answer messages from the ministry but can't ask a question online unless the ministry starts the conversation."

"I think My Self Serve would benefit from having a system in which people could ask questions anytime or send emails and get an answer back instantly. Almost like an online customer service rep chat room."

"Make uploading documents smoother on the self-serve platform."

"I find it frustrating that the My Self Serve account is lacking comprehensive instructions on how to use it effectively."

Other feedback

Twenty-three per cent of the feedback received was complimentary of ministry staff or service.

Sample comments:

"I've always received great service over the phone. Everyone has always been polite, compassionate and willing to assist where needed to the best of their abilities."

"I have always had very positive interactions with ministry workers. Everything is always taken care of promptly. At 'worst' I have had to wait a couple days for a reply if it was something more specific or involved. Always kind, polite and thorough. Nothing to report, honestly..."

"My Self Serve has made the ministry's service much better. It saves a lot of time and fixes many problems that come up sometimes. The 1-800 number with a live agent is also good because I can usually talk to someone quickly when I need help."

"All in all, I was impressed with the help I got and how fast it all came together. Minimal stress, which was good because I am stressed out enough already. Helped me get new work boots and a tent so it went really good. Thank-you."

2025 Conclusion

The 2025 Service Satisfaction shows the overall satisfaction with ministry services remains high and stable. Most clients reported positive experiences, and 75 per cent said they were satisfied with the service they received. Results were largely consistent with the 2023 survey. There were some small improvements, including higher satisfaction with the automated telephone system.

These findings help to confirm what's working well and to identify areas in need of continued attention.

Over the past two years, demand for services has increased significantly. Income assistance caseloads have grown by 30 per cent. Disability assistance caseloads have increased by almost 5 per cent. This growth reflects broader pressures across British Columbia. These pressures include a slower economy, higher cost of living, an 85 per cent increase in immigration since 2023 and more people facing complex challenges (for example, mental health or substance-use issues, homelessness and/or language barriers). These realities place added importance on delivering services that are timely, respectful and responsive.

To respond to this increased demand within current budgets, the ministry has focused on:

- ▶ Filling existing vacancies
- ▶ Using a flexible provincial service delivery model
- ▶ Improving technology and business processes

Recent technology upgrades now automate routine tasks, such as monthly assistance for seniors receiving Old Age Security/Guaranteed Income Supplement and MySS monthly reporting. These improvements reduce manual work, support consistent services and allow staff to focus more time on direct client support. Staff training and tools have also been strengthened to support quality and consistency across service channels.

Protecting program integrity remains a key priority together with service improvement efforts. The ministry continues to refine legislation, policy and verification processes to ensure it keeps delivering assistance fairly and appropriately. Targeted eligibility reviews focused on cases with a higher likelihood of overpayment help reduce financial risk, protect public funds and maintain trust in assistance programs. Because they're targeted, these reviews minimize disruption for clients.

This survey reinforces the value of listening to client feedback and community input. MySS continues to be the most-used and preferred service channel among survey respondents. Respectful treatment by staff remains a clear strength across in-person and telephone services. At the same time, feedback highlights the need to improve access, timeliness and equity for groups experiencing lower satisfaction.

The ministry will continue to regularly gather feedback. It will use the results of the 2025 Service Satisfaction Survey to guide future improvements and strengthen services for people across British Columbia.

Appendix A: Copy of questionnaire

Service Satisfaction Survey

We want to hear from you about accessing services from the Ministry of Social Development and Poverty Reduction. Your feedback helps us improve services!

- ▶ Your responses are anonymous. They are not linked to your file.
- ▶ Do not include personal details about yourself or others in your answers.
- ▶ The survey will take about 10 minutes. Please finish it in one session, as your progress cannot be saved.

The survey is hosted on a secure external website. The information is collected under the authority of the Freedom of Information and Protection of Privacy Act, Section 26 (c).

For accessibility, a simplified-view version is available in the top-left corner of the screen.

Thank you for participating!

Section 1: Usage Profile

1. Are you currently an income assistance, disability assistance or Medical Services Only (MSO) client? Select one option.
 - a. Yes **[CONTINUE]**
 - b. No **[SKIP TO SCREEN OUT]**
 - c. I don't know/I'm not sure **[SKIP TO SCREEN OUT]**
2. How long have you been receiving income or disability assistance, or MSO? Select one option.
 - a. Less than one year
 - b. One year to less than three years
 - c. Three or more years
 - d. I don't know/prefer not to answer
3. How often do you contact the ministry? 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. I don't know/prefer not to answer

4. The ministry offers several ways for clients to receive service. Which of the following ways are you aware of (you know about)? Select all that apply.
 - a. Using the My Self Serve online client portal to submit documents, submit a service request, message ministry staff, etc.
 - b. Calling 1-866-866-0800 and using the automated phone system (that is, using your phone key/touch pad)
 - c. Calling 1-866-866-0800 and speaking to a staff person
 - d. Visiting a ministry office and speaking to a staff person
 - e. Through a community partner or agency **[IF ONLY e SELECTED, SKIP TO CLOSE]**
 - f. None of the above **[EXCLUSIVE] [SKIP TO CLOSE]**
5. Of the options currently available, what is your preferred way of receiving service from the ministry? Select one option.
 - a. Using the My Self Serve online client portal
 - b. Calling 1-866-866-0800 and using the automated phone system
 - c. Calling 1-866-866-0800 and speaking to a staff person
 - d. Visiting a ministry office
 - e. Community partner or agency
 - f. I don't know/I'm not sure

Section 2: Visiting a Ministry Office

[SECTION TO BE ASKED IF Q4 = d (AWARE OF IN-PERSON SERVICE OPTION); OTHERWISE, SKIP TO CONDITION AT START OF SECTION 3]

6. When was the last time you received service from the ministry by **visiting a ministry office and speaking to a staff person**? Select one option.
 - a. Within the past month
 - b. Within the past three months
 - c. Within the past six months
 - d. Within the past year
 - e. Over one year ago
 - f. I never receive service from the ministry this way
 - g. I don't know/I'm not sure

[IF Q6 = a OR b (SERVICE IN LAST 3 MONTHS), CONTINUE; OTHERWISE, SKIP TO CONDITION AT START OF SECTION 3]

Please answer the following questions based on your **most recent visit** to a ministry office when you spoke to a staff person.

7. Please rate your level of agreement with the following statements on a scale from 1 to 5, where 1 means you Strongly disagree and 5 means you Strongly agree. You may also select don't know/not sure (DK/NS) or not applicable (N/A).

	Strongly disagree				Strongly agree		
a. I was satisfied with the amount of time it took to receive service.	1	2	3	4	5	DK/NS	N/A
b. I was satisfied with the ease of accessing the service.	1	2	3	4	5	DK/NS	N/A
c. Service staff were knowledgeable.	1	2	3	4	5	DK/NS	N/A
d. Service staff made every effort to address my needs.	1	2	3	4	5	DK/NS	N/A
e. Service staff treated me with respect.	1	2	3	4	5	DK/NS	N/A
f. In the end, I got what I needed from the service staff.	1	2	3	4	5	DK/NS	N/A
g. I did not experience any accessibility barriers in the office.	1	2	3	4	5	DK/NS	N/A
h. I felt safe in the office.	1	2	3	4	5	DK/NS	N/A
i. Overall, I was satisfied with the service I received.	1	2	3	4	5	DK/NS	N/A

Section 3: Telephone Staff Person

[SECTION TO BE ASKED IF Q4 = c (AWARE OF TELEPHONE STAFF PERSON OPTION); OTHERWISE, SKIP TO CONDITION AT START OF SECTION 4]

8. When was the last time you received service from the ministry by **calling 1-866-866-0800 and speaking to a telephone staff person**? Select one option.
- a. Within the past month
 - b. Within the past three months
 - c. Within the past six months
 - d. Within the past year
 - e. Over one year ago
 - f. I never receive service from the ministry this way
 - g. I don't know/I'm not sure

[IF Q8 = a OR b (SERVICE IN LAST 3 MONTHS), CONTINUE; OTHERWISE, SKIP TO CONDITION AT START OF SECTION 4]

Please answer the following questions based on your **most recent experience** speaking with a ministry staff person on the phone.

9. Please rate your level of agreement with the following statements on a scale from 1 to 5, where 1 means you Strongly disagree and 5 means you Strongly agree. You may also select don't know/not sure (DK/NS) or not applicable (N/A).

	Strongly disagree				Strongly agree		
a. I was satisfied with the amount of time it took to receive service.	1	2	3	4	5	DK/NS	N/A
b. I was satisfied with the ease of accessing the service.	1	2	3	4	5	DK/NS	N/A
c. Service staff were knowledgeable.	1	2	3	4	5	DK/NS	N/A
d. Service staff made every effort to address my needs.	1	2	3	4	5	DK/NS	N/A
e. Service staff treated me with respect.	1	2	3	4	5	DK/NS	N/A
f. In the end, I got what I needed from the service staff.	1	2	3	4	5	DK/NS	N/A
g. Overall, I was satisfied with the service I received.	1	2	3	4	5	DK/NS	N/A

Section 4: Automated phone system

[SECTION TO BE ASKED IF Q4 = b (AWARE OF AUTOMATED PHONE SYSTEM); OTHERWISE, SKIP TO CONDITION AT START OF SECTION 5]

10. When was the last time you received service from the ministry by calling 1-866-866-0800 and using the automated phone system (by pressing keys on your phone) to get information or submit your monthly report? Select one option.
- Within the past month
 - Within the past three months
 - Within the past six months
 - Within the past year
 - Over one year ago
 - I never receive service from the ministry this way
 - I don't know/I'm not sure

[IF Q10 = a OR b (SERVICE IN LAST 3 MONTHS), CONTINUE; OTHERWISE, SKIP TO CONDITION AT START OF SECTION 5]

Please answer the following questions based on your **most recent experience** using the automated phone system to receive service.

11. Please rate your level of agreement with the following statements on a scale from 1 to 5, where 1 means you Strongly disagree and 5 means you Strongly agree. You may also select don't know/not sure (DK/NS) or not applicable (N/A).

	Strongly disagree				Strongly agree		
a. Options in the automated phone system were easy to understand.	1	2	3	4	5	DK/NS	N/A
b. There were a reasonable number of options to choose from at each stage/level in the system.	1	2	3	4	5	DK/NS	N/A
c. I was able to get or do what I wanted using the automated phone system.	1	2	3	4	5	DK/NS	N/A
d. Overall, I was satisfied with the automated phone system.	1	2	3	4	5	DK/NS	N/A

[IF Q11c = 1 OR 2, CONTINUE; OTHERWISE, SKIP TO CONDITION AT START OF SECTION 5]

12. You disagreed that you were able to get or do what you wanted by using the automated phone system. Please describe what you had wanted to do in the space below. **[MAX. 400 CHARACTERS] [OPTIONAL]**

Section 5: My Self Serve

[SECTION TO BE ASKED IF Q4 = a (AWARE OF MYSS); OTHERWISE, SKIP TO CONDITION AT START OF SECTION 6]

13. When was the last time you accessed services from the ministry by **using the My Self Serve online client portal**? Select one option.
- a. Within the past month
 - b. Within the past three months
 - c. Within the past six months
 - d. Within the past year
 - e. Over one year ago
 - f. I never access service from the ministry this way
 - g. I don't know/I'm not sure

[IF Q13 = e OR f, CONTINUE to Q14 (RARELY/NEVER USE); IF Q13 = a OR b (USED IN LAST 3 MONTHS), SKIP TO Q17; OTHERWISE, SKIP TO CONDITION AT START OF SECTION 6]

14. You indicated that you **[IF Q13 = e, PIPE IN "rarely"; IF Q13=f, PIPE IN "don't"]** use the My Self Serve online portal. What are the reasons you **[IF Q13 = e, PIPE IN "rarely"; IF Q13=f, PIPE IN "don't"]** use My Self Serve? Select all that apply.
- a. I have issues logging in/issues with my Basic BCeID
 - b. I don't remember my login information
 - c. I prefer face-to-face service
 - d. I prefer calling the 1-866-866-0800 toll-free line
 - e. It's faster to get service/answers using other ways
 - f. I don't need to access services from the ministry on a regular basis (e.g., I don't need to submit monthly reports)
 - g. The specific assistance/requests I need aren't available on My Self Serve
 - h. I can't find the forms or information I need
 - i. I'm not able to ask questions/send messages to ministry staff through My Self Serve
 - j. I find it difficult to use
 - k. I have trouble uploading documents
 - l. I find communicating through the channel is difficult (e.g., slow service, don't hear back)
 - m. I don't like/I have challenges/barriers using technology
 - n. I need help from an advocate to use My Self Serve
 - o. I don't have regular access to the Internet and/or a computer
 - p. Some other reason
 - q. I don't know/I'm not sure **[EXCLUSIVE]**

[IF Q14 = p, CONTINUE TO Q15; OTHERWISE, SKIP TO CONDITION BEFORE Q16]

15. You selected “I can’t do what I want to do using My Self Serve” in the previous question. Please use the space below to describe other services/information you would like to access using My Self Serve. **[MAX. 400 CHARACTERS] [OPTIONAL]**

[IF Q13 = a OR b, ASK Q16]

Please answer the following questions based on your **most recent experience** using My Self Serve to access service.

16. Please rate your level of agreement with the following statements on a scale from 1 to 5, where 1 means you Strongly disagree and 5 means you Strongly agree. You may also select don’t know/not sure (DK/NS) or not applicable (N/A).

	Strongly disagree					Strongly agree		
a.	It was easy to log in to My Self Serve.							
	1	2	3	4	5		DK/NS	N/A
b.	It was easy to find what I was looking for on My Self Serve.							
	1	2	3	4	5		DK/NS	N/A
c.	I was able to get or do what I wanted using My Self Serve.							
	1	2	3	4	5		DK/NS	N/A
d.	Overall, I was satisfied with the My Self Serve online client portal.							
	1	2	3	4	5		DK/NS	N/A

[IF Q16c = 1 OR 2, CONTINUE; OTHERWISE, SKIP TO CONDITION AT SECTION 6]

17. You disagreed that you were able to get or do what you wanted using My Self Serve. Please describe what you had wanted to do in the space below. **[MAX. 400 CHARACTERS] [OPTIONAL]**
18. Still thinking of your **most recent experience** using My Self Serve, what device did you use? Select one option.
- a. Cell/mobile phone
 - b. Desktop or laptop computer
 - c. Tablet
 - d. Other device
 - e. I don’t know/I’m not sure

19. Where were you when you last used My Self Serve? Select one option.

- a. Home
- b. A friend or family member's home
- c. Work
- d. An internet café
- e. The library
- f. Ministry of Social Development and Poverty Reduction office
- g. Service BC office
- h. WorkBC office
- i. A community agency office
- j. At another location
- k. I don't know/I'm not sure

Section 6: Overall ministry service

[IF REGENCY OF ACCESSING SERVICE AT ANY OF Q6, Q8, Q10 OR Q13 IS WITHIN PAST YEAR OR MORE RECENT, CONTINUE; OTHERWISE, SKIP TO Q21]

20. Thinking about your **overall service experience** with the ministry in the past 12 months, rate your level of agreement with the following statement. Please use a scale from 1 to 5, where 1 means you Strongly disagree and 5 means you Strongly agree. You may also select don't know/not sure (DK/NS).

	Strongly disagreeStrongly agree					
a. Overall, I was satisfied with the service I received from the ministry.	1	2	3	4	5	DK/NS

21. What's one thing the ministry could do to improve how it provides service to clients? Please provide comments in the space below. [MAX. 400 CHARACTERS] [OPTIONAL]

Section 7: Demographics

We would like to know a little more about you. The following pages ask some demographic questions.

Responses to these questions are completely anonymous and not linked to your file in any way. If you don't want to answer a question, you have the option to select "Prefer not to answer".

We use the information to help improve our services.

22. What is your age range? Select one option.

- a. Under 25
- b. 25 – 34
- c. 35 – 44
- d. 45 – 54
- e. 55 – 64
- f. 65 or older
- g. Prefer not to answer

23. Which category best describes your gender? Select one option.

- a. Man
- b. Non-Binary person
- c. Woman
- d. Prefer not to answer/unknown
- e. Prefer to self-describe

24. Is English your preferred language (that is, the language you know best and use most often)? Select one option.

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

25. Do you identify as a person with a disability? Select one option.

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

[IF 25=a, ASK Q26; OTHERWISE SKIP TO Q27]

26. Do you have a Persons with a Disability (PWD) designation? Select one option.

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

27. What is your current living situation? Select one option.

- a. Housed
- b. Temporarily housed (e.g., staying with family/friends on a short-term basis, living in a motel or vehicle, in a shelter)
- c. Currently experiencing homelessness
- d. Prefer not to answer

28. Which area of BC do you live in? Select one option.

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

[SCREEN OUT]

Thank you for your interest in completing the survey. Currently, we're only seeking feedback from current income or disability assistance clients or clients who have Medical Services Only support.

[CLOSE]

Thank you for your interest in completing the survey. We're currently seeking feedback from citizens who have used our ministry's service channels.

Important: Please select the "Submit" button to complete this survey.

Appendix B: Respondent and client caseload profiles

Table 1: Respondent and client caseload profiles

Characteristic	Survey respondent profile	Client caseload profile
Population size	n=12,578	n=201,665
Person with a disability	77%	
Person with a Disability Designation	60%	63%
Age		
Under 25 years	8%	11%
25 to 44	39%	46%
45 to 54	23%	20%
55 to 64	26%	22%
65+	4%	1%
Region		
Vancouver Island	23%	20%
Coastal/Lower Mainland	49%	54%
Interior/North	28%	27%

*Persons with a Disability Designation

Appendix C: Analysis scoring method

Table 2: Average score calculation

Rating scale	1 – Strongly disagree	2	3	4	5 – Strongly agree
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 characteristics:

- ▶ 49% have been on assistance for more than 3 years
- ▶ 23% contact the ministry at least once a month
- ▶ 77% identify as a person with a disability
- ▶ 96% indicate English as their preferred language

Table 3: Respondent age

Age	Percentage
Number of responses	n=12,249
Under 35 years	24%
35 to 44	23%
45 to 54	23%
55 or older	30%

Table 4: Respondent gender identity

Gender identity	Percentage
Number of responses	n=12,036
Man	42%
Non-binary	3%
Woman	55%
Self-described	<1%

Table 5: Respondent housing status

Housing status	Percentage
Number of responses	n=11,652
Housed	83%
Temporarily housed	14%
Experiencing homelessness	3%

Table 6: Respondent geographic location

Geographic location	Percentage
Number of responses	n=11,668
Vancouver Island	23%
Coastal/Lower Mainland	49%
Interior	21%
North	7%

Appendix E: Length of time on assistance by year

Table 7: Length of time on assistance by year

Length of time on assistance	2025	2023
Number of responses	n=11,792	n=7,835
Less than one year	25%	22%
One to less than three years	26%	23%
Three years or more	49%	55%

Appendix F: Length of time on assistance by profile information

Table 8: Length of time on assistance by frequency of contacting the ministry

Length of time on assistance	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=2,520	n=2,183	n=3,133	n=3,281
Less than one year	40%	30%	13%	19%
One to less than three years	26%	31%	26%	22%
Three years or more	34%	39%	62%	59%

Table 9: Length of time on assistance by disability status

Length of time on assistance	Persons with a disability	Persons without a disability
Number of responses	n=8,383	n=2,467
Less than one year	16%	50%
One to less than three years	23%	34%
Three years or more	61%	17%

Table 10: Length of time on assistance by age

Length of time on assistance	Under 35	35 to 44	45 to 54	55+
Number of responses	n=2,742	n=2,675	n=2,656	n=3,479
Less than one year	35%	25%	22%	19%
One to less than three years	30%	26%	25%	24%
Three years or more	36%	49%	53%	58%

Table 11: Length of time on assistance by geographic location

Length of time on assistance	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=2,511	n=5,429	n=2,374	n=729
Less than one year	22%	25%	23%	27%
One to less than three years	25%	26%	25%	29%
Three years or more	54%	49%	51%	44%

Table 12: Length of time on assistance by housing status

Length of time on assistance	Housed	Precariously housed
Number of responses	n=9,200	n=1,864
Less than one year	22%	37%
One to less than three years	25%	29%
Three years or more	53%	34%

Table 13: Length of time on assistance by language preference

Length of time on assistance	English	Other language
Number of responses	n=11,140	n=454
Less than one year	24%	42%
One to less than three years	25%	36%
Three years or more	51%	21%

Table 14: Length of time on assistance by gender identity

Length of time on assistance	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=341	n=4,737	n=6,267
Less than one year	22%	27%	23%
One to less than three years	31%	27%	24%
Three years or more	48%	46%	52%

Appendix G: Frequency of ministry contact by year

Table 15: Frequency of ministry contact by year

Frequency of contact	2025	2023
Number of responses	n=11,759	n=7,794
At least once a month	23%	21%
Less than once a month	19%	19%
Once or twice a year	28%	30%
Almost never	30%	30%

Appendix H: Frequency of ministry contact by profile information

Table 16: Frequency of ministry contact by length of time on assistance

Frequency of contact	Less than one year	One year to less than three years	Three or more years
Number of responses	n=2,667	n=2,867	n=5,583
At least once a month	37%	23%	16%
Less than once a month	24%	24%	15%
Once or twice a year	15%	28%	35%
Almost never	23%	25%	35%

Table 17: Frequency of ministry contact by disability status

Frequency of contact	Persons with a disability	Persons without a disability
Number of responses	n=8,383	n=2,441
At least once a month	19%	33%
Less than once a month	19%	21%
Once or twice a year	30%	22%
Almost never	32%	24%

Table 18: Frequency of ministry contact by age

Frequency of contact	Under 35	35 to 44	45 to 54	55+
Number of responses	n=2,623	n=2,677	n=2,673	n=3,524
At least once a month	24%	25%	22%	20%
Less than once a month	20%	22%	20%	18%
Once or twice a year	24%	28%	28%	32%
Almost never	33%	26%	30%	30%

Table 19: Frequency of ministry contact by geographic location

Frequency of contact	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=2,489	n=5,419	n=2,391	n=731
At least once a month	21%	22%	23%	27%
Less than once a month	18%	20%	20%	20%
Once or twice a year	28%	30%	27%	25%
Almost never	32%	28%	31%	28%

Table 20: Frequency of ministry contact by housing status

Frequency of contact	Housed	Precariously housed
Number of responses	n=9,154	n=1,861
At least once a month	20%	34%
Less than once a month	19%	20%
Once or twice a year	30%	23%
Almost never	31%	22%

Table 21: Frequency of ministry contact by language preference

Frequency of contact	English	Other language
Number of responses	n=11,131	n=447
At least once a month	22%	35%
Less than once a month	20%	16%
Once or twice a year	28%	28%
Almost never	30%	20%

Table 22: Frequency of ministry contact by gender identity

Frequency of contact	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=333	n=4,726	n=6,238
At least once a month	18%	26%	20%
Less than once a month	22%	19%	20%
Once or twice a year	29%	28%	29%
Almost never	32%	27%	32%

Table 23: Frequency of ministry contact by length of time on assistance and disability status

Frequency of contact	Less than one year		One year to less than three years		Three years or more	
	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=1,268	n=1,125	n=1,807	n=792	n=4,906	n=403
At least once a month	35%	40%	19%	29%	15%	20%
Less than once a month	27%	22%	25%	23%	15%	18%
Once or twice a year	16%	14%	29%	26%	35%	35%
Almost never	22%	24%	28%	21%	35%	27%

Table 24: Frequency of ministry contact by length of time on assistance and age

	Less than one year				One year to less than three years				Three years or more			
Frequency of contact	Under 35	35 to 44	45 to 54	55+	Under 35	35 to 44	45 to 54	55+	Under 35	35 to 44	45 to 54	55+
Number of responses	n=826	n=628	n=554	n=612	n=750	n=656	n=622	n=791	n=908	n=1,251	n=1,362	n=1,952
At least once a month	38%	36%	37%	38%	20%	25%	24%	22%	14%	18%	16%	14%
Less than once a month	23%	25%	25%	24%	23%	26%	25%	23%	14%	18%	15%	14%
Once or twice a year	14%	15%	15%	16%	26%	28%	28%	30%	30%	35%	33%	38%
Almost never	25%	23%	23%	22%	31%	21%	23%	25%	42%	29%	36%	34%

Table 25: Frequency of ministry contact by length of time on assistance and language preference

	Less than one year		One year to less than three years		Three years or more	
Frequency of contact	English	Other language	English	Other language	English	Other language
Number of responses	n=2,444	n=181	n=2,651	n=157	n=5,442	n=91
At least once a month	37%	43%	22%	33%	15%	25%
Less than once a month	25%	17%	25%	17%	15%	13%
Once or twice a year	15%	18%	28%	34%	34%	38%
Almost never	23%	22%	26%	16%	35%	23%

Table 26: Frequency of ministry contact by length of time on assistance and gender identity

	Less than one year			One year to less than three years			Three years or more		
Frequency of contact	Gender-diverse, transgender or Two-Spirit	Man	Woman	Gender-diverse, transgender or Two-Spirit	Man	Woman	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=65	n=1,184	n=1,323	n=99	n=1,213	n=1,446	n=156	n=2,110	n=3,128
At least once a month	31%	41%	34%	13%	28%	19%	15%	17%	15%
Less than once a month	28%	24%	25%	27%	23%	24%	15%	14%	16%
Once or twice a year	18%	16%	14%	29%	26%	30%	33%	35%	34%
Almost never	23%	19%	27%	30%	23%	27%	38%	34%	35%

Appendix I: Awareness of ministry service channels by year

Table 27: Awareness of ministry service channels by year

Frequency of contact	2025	2023
Number of responses	n=12,578	n=8,291
MySS	92%	91%
Telephone with a staff person	59%	65%
Ministry office	61%	64%
Automated telephone system	42%	46%
Community partner or agency	13%	13%

Appendix J: Awareness of ministry service channels by profile information

Table 28: Awareness of ministry service channels by frequency of ministry contact

Service channel	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=2,663	n=2,287	n=3,318	n=3,491
MySS	91%	93%	91%	93%
Telephone with a staff person	55%	69%	66%	52%
Ministry office	60%	67%	65%	58%
Automated telephone system	40%	49%	45%	40%
Community partner or agency	14%	16%	13%	13%

Table 29: Awareness of ministry service channels by length of time on assistance

Service channel	Less than one year	One year to less than three years	Three or more years
Number of responses	n=2,929	n=3,032	n=5,831
MySS	94%	93%	91%
Telephone with a staff person	48%	56%	67%
Ministry office	52%	61%	67%
Automated telephone system	36%	40%	48%
Community partner or agency	12%	14%	14%

Table 30: Awareness of ministry service channels by disability status

Service channel	Persons with a disability	Persons without a disability
Number of responses	n=8,861	n=2,603
MySS	92%	94%
Telephone with a staff person	63%	47%
Ministry office	64%	52%
Automated telephone system	45%	34%
Community partner or agency	15%	9%

Table 31: Awareness of ministry service channels by age

Service channel	Under 35	35 to 44	45 to 54	55+
Number of responses	n=2,920	n=2,844	n=2,822	n=3,663
MySS	94%	94%	92%	90%
Telephone with a staff person	50%	60%	63%	61%
Ministry office	59%	63%	64%	59%
Automated telephone system	39%	46%	47%	40%
Community partner or agency	13%	15%	15%	12%

Table 32: Awareness of ministry service channels by geographic location

Service channel	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=2,658	n=5,726	n=2,501	n=783
MySS	93%	93%	92%	91%
Telephone with a staff person	57%	60%	62%	59%
Ministry office	64%	60%	65%	57%
Automated telephone system	43%	43%	45%	42%
Community partner or agency	14%	13%	14%	13%

Table 33: Awareness of ministry service channels by housing status

Service channel	Housed	Precariously housed
Number of responses	n=9,669	n=1,983
MySS	93%	93%
Telephone with a staff person	61%	53%
Ministry office	62%	60%
Automated telephone system	43%	41%
Community partner or agency	13%	16%

Table 34: Awareness of ministry service channels by language preference

Service channel	English	Other language
Number of responses	n=11,856	n=475
MySS	93%	88%
Telephone with a staff person	60%	36%
Ministry office	62%	48%
Automated telephone system	43%	23%
Community partner or agency	14%	7%

Table 35: Awareness of ministry service channels by gender identity

Service channel	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=357	n=5,009	n=6,670
MySS	96%	92%	92%
Telephone with a staff person	67%	53%	62%
Ministry office	76%	57%	64%
Automated telephone system	54%	37%	46%
Community partner or agency	21%	12%	13%

Table 36: Awareness of ministry service channels by length of time on assistance and disability status

	Less than one year		One year to less than three years		Three years or more	
Service channel	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=1,381	n=1,223	n=1,898	n=831	n=5,104	n=413
MySS	94%	95%	94%	93%	91%	93%
Telephone with a staff person	53%	41%	59%	49%	68%	60%
Ministry office	56%	47%	63%	54%	67%	64%
Automated telephone system	40%	31%	43%	34%	48%	44%
Community partner or agency	15%	9%	16%	9%	15%	11%

Table 37: Awareness of ministry service channels by length of time on assistance and age

	Less than one year				One year to less than three years				Three years or more			
Service channel	Under 35	35 to 44	45 to 54	55+	Under 35	35 to 44	45 to 54	55+	Under 35	35 to 44	45 to 54	55+
Number of responses	n=949	n=682	n=586	n=652	n=815	n=689	n=653	n=820	n=978	n=1,304	n=1,417	n=2,007
MySS	95%	96%	91%	95%	94%	93%	95%	91%	93%	93%	91%	89%
Telephone with a staff person	42%	47%	52%	53%	53%	58%	60%	55%	59%	70%	71%	66%
Ministry office	51%	53%	53%	53%	60%	61%	68%	56%	66%	70%	69%	63%
Automated telephone system	35%	35%	38%	35%	39%	45%	44%	35%	43%	53%	52%	44%
Community partner or agency	10%	14%	13%	11%	13%	16%	16%	12%	15%	15%	16%	12%

Table 38: Awareness of ministry service channels by length of time on assistance and geographic location

	Less than one year				One year to less than three years				Three years or more			
Service channel	Vancouver Island	Coastal/ Lower Mainland	Interior	North	Vancouver Island	Coastal/ Lower Mainland	Interior	North	Vancouver Island	Coastal/ Lower Mainland	Interior	North
Number of responses	n=545	n=1,357	n=552	n=194	n=621	n=1,392	n=603	n=212	n=1,345	n=2,680	n=1,219	n=323
MySS	95%	95%	93%	93%	93%	94%	93%	95%	92%	92%	91%	87%
Telephone with a staff person	45%	51%	50%	44%	53%	56%	61%	61%	65%	67%	69%	68%
Ministry office	54%	52%	57%	48%	60%	61%	64%	62%	69%	65%	70%	59%
Automated telephone system	37%	36%	39%	35%	37%	42%	43%	44%	49%	47%	49%	45%
Community partner or agency	14%	12%	11%	13%	12%	15%	14%	14%	15%	14%	15%	12%

Table 39: Awareness of ministry service channels by length of time on assistance and housing status

	Less than one year		One year to less than three years		Three years or more	
Service channel	Housed	Precariously housed	Housed	Precariously housed	Housed	Precariously housed
Number of responses	n=1,982	n=689	n=2,309	n=545	n=4,909	n=630
MySS	95%	94%	94%	92%	91%	91%
Telephone with a staff person	50%	41%	57%	55%	67%	66%
Ministry office	54%	52%	61%	62%	67%	68%
Automated telephone system	37%	33%	41%	41%	48%	49%
Community partner or agency	13%	13%	13%	16%	13%	21%

Appendix K: Preferred service channel by year

Table 40: Preferred service channel by year

Service channel	2025	2023
Number of responses	n=12,273	n=8,064
MySS	70%	68%
Telephone with a staff person	16%	20%
Ministry office	11%	10%
Automated telephone system	1%	2%
Community partner or agency	2%	1%

Appendix L: Preferred service channel by profile information

Table 41: Preferred service channel by frequency of ministry contact

Service channel	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=2,609	n=2,237	n=3,266	n=3,394
MySS	66%	64%	66%	80%
Telephone with a staff person	17%	21%	20%	11%
Ministry office	13%	11%	12%	7%
Automated telephone system	2%	1%	1%	1%
Community partner or agency	2%	2%	2%	1%

Table 42: Preferred service channel by length of time on assistance

Service channel	Less than one year	One year to less than three years	Three or more years
Number of responses	n=2,880	n=2,962	n=5,689
MySS	77%	72%	66%
Telephone with a staff person	11%	14%	20%
Ministry office	9%	11%	11%
Automated telephone system	1%	1%	1%
Community partner or agency	2%	2%	2%

Table 43: Preferred service channel by disability status

Service channel	Persons with a disability	Persons without a disability
Number of responses	n=8,628	n=2,584
MySS	68%	78%
Telephone with a staff person	18%	11%
Ministry office	11%	9%
Automated telephone system	1%	1%
Community partner or agency	2%	1%

Table 44: Preferred service channel by age

Service channel	Under 35	35 to 44	45 to 54	55+
Number of responses	n=2,840	n=2,772	n=2,758	n=3,597
MySS	76%	72%	69%	67%
Telephone with a staff person	12%	16%	17%	19%
Ministry office	10%	10%	11%	11%
Automated telephone system	1%	1%	1%	1%
Community partner or agency	1%	2%	2%	2%

Table 45: Preferred service channel by geographic location

Service channel	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=2,591	n=5,617	n=2,445	n=758
MySS	70%	71%	69%	71%
Telephone with a staff person	15%	17%	17%	15%
Ministry office	12%	9%	11%	11%
Automated telephone system	1%	1%	1%	2%
Community partner or agency	2%	2%	1%	2%

Table 46: Preferred service channel by housing status

Service channel	Housed	Precariously housed
Number of responses	n=9,476	n=1,918
MySS	71%	69%
Telephone with a staff person	17%	15%
Ministry office	10%	12%
Automated telephone system	1%	2%
Community partner or agency	1%	3%

Table 47: Preferred service channel by language preference

Service channel	English	Other language
Number of responses	n=11,577	n=468
MySS	70%	75%
Telephone with a staff person	17%	9%
Ministry office	10%	13%
Automated telephone system	1%	2%
Community partner or agency	2%	1%

Table 48: Preferred service channel by gender identity

Service channel	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=338	n=4,910	n=6,517
MySS	70%	73%	69%
Telephone with a staff person	12%	14%	18%
Ministry office	14%	10%	10%
Automated telephone system	0%	1%	1%
Community partner or agency	3%	1%	2%

Table 49: Preferred service channel by length of time on assistance and disability status

	Less than one year		One year to less than three years		Three years or more	
Service channel	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=1,352	n=1,214	n=1,842	n=827	n=4,984	n=411
MySS	74%	81%	70%	77%	65%	73%
Telephone with a staff person	13%	10%	16%	11%	21%	14%
Ministry office	10%	7%	10%	11%	11%	11%
Automated telephone system	1%	1%	1%	1%	2%	1%
Community partner or agency	2%	1%	2%	0%	2%	1%

Appendix M: Last time receiving service-ministry office

Table 50: Last time receiving service-ministry office

Last time receiving service	Percent
Number of responses	n=7,327
Within the past month	22%
Within the past three months	19%
Within the past six months	16%
Within the past year	15%
Over one year ago	23%
Never	6%

Appendix N: Last time receiving service at a ministry office by profile information

Table 51: Last time receiving service at a ministry office by frequency of ministry contact

Last time receiving service	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=1,544	n=1,496	n=2,076	n=1,892
Within the past month	50%	26%	12%	7%
Within the past three months	23%	30%	16%	9%
Within the past six months	10%	17%	22%	12%
Within the past year	6%	13%	21%	16%
Over one year ago	7%	9%	25%	44%
Never	3%	5%	4%	12%

Table 52: Last time receiving service at a ministry office by length of time on assistance

Last time receiving service	Less than one year	One year to less than three years	Three or more years
Number of responses	n=1,477	n=1,787	n=3,711
Within the past month	35%	21%	17%
Within the past three months	25%	21%	15%
Within the past six months	18%	18%	14%
Within the past year	9%	18%	15%
Over one year ago	3%	16%	34%
Never	11%	6%	4%

Table 53: Last time receiving service at a ministry office by disability status

Last time receiving service	Persons with a disability	Persons without a disability
Number of responses	n=5,382	n=1,318
Within the past month	20%	31%
Within the past three months	17%	24%
Within the past six months	15%	20%
Within the past year	16%	11%
Over one year ago	27%	9%
Never	6%	6%

Table 54: Last time receiving service at a ministry office by age

Last time receiving service	Under 35	35 to 44	45 to 54	55+
Number of responses	n=1,622	n=1,714	n=1,745	n=2,082
Within the past month	22%	25%	23%	19%
Within the past three months	18%	18%	20%	19%
Within the past six months	17%	18%	14%	15%
Within the past year	16%	14%	14%	15%
Over one year ago	19%	20%	24%	26%
Never	9%	5%	5%	5%

Table 55: Last time receiving service at a ministry office by geographic location

Last time receiving service	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=1,619	n=3,316	n=1,567	n=417
Within the past month	21%	21%	24%	29%
Within the past three months	19%	18%	19%	17%
Within the past six months	15%	16%	15%	15%
Within the past year	13%	15%	15%	16%
Over one year ago	26%	23%	22%	17%
Never	7%	7%	5%	6%

Table 56: Last time receiving service at a ministry office by housing status

Last time receiving service	Housed	Precariously housed
Number of responses	n=5,746	n=1,155
Within the past month	20%	32%
Within the past three months	17%	22%
Within the past six months	16%	15%
Within the past year	15%	12%
Over one year ago	25%	14%
Never	7%	5%

Table 57: Last time receiving service at a ministry office by language preference

Last time receiving service	English	Other language
Number of responses	n=6,989	n=217
Within the past month	22%	28%
Within the past three months	19%	24%
Within the past six months	16%	22%
Within the past year	15%	12%
Over one year ago	23%	10%
Never	6%	5%

Table 58: Last time receiving service at a ministry office by gender identity

Last time receiving service	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=263	n=2,733	n=4,021
Within the past month	16%	23%	22%
Within the past three months	14%	19%	19%
Within the past six months	19%	16%	15%
Within the past year	17%	14%	15%
Over one year ago	24%	22%	23%
Never	10%	5%	6%

Table 59: Last time receiving service at a ministry office by length of time on assistance and disability status

	Less than one year		One year to less than three years		Three years or more	
Last time receiving service	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=742	n=557	n=1,153	n=442	n=3,265	n=258
Within the past month	32%	38%	19%	26%	17%	25%
Within the past three months	25%	25%	19%	26%	15%	19%
Within the past six months	18%	18%	17%	23%	13%	18%
Within the past year	10%	6%	20%	14%	15%	15%
Over one year ago	2%	4%	19%	7%	36%	21%
Never	12%	9%	7%	5%	5%	3%

Appendix O: Ministry office service experience by year

Table 60: Ministry office service experience by year

Service staff treated me with respect.	2025	2023
Number of responses	n=2,956	n=1,953
1 - Strongly disagree	5%	5%
2	4%	3%
3	7%	7%
4	17%	15%
5 - Strongly agree	67%	70%
Average score	84	86

Table 61: Ministry office service experience by year

I did not experience any accessibility barriers in the office.	2025	2023
Number of responses	n=2,763	n=1,850
1 - Strongly disagree	7%	7%
2	4%	5%
3	8%	8%
4	16%	16%
5 - Strongly agree	64%	64%
Average score	81	81

Table 62: Ministry office service experience by year

Service staff made every effort to address my needs.	2025	2023
Number of responses	n=2,925	n=1,948
1 - Strongly disagree	7%	7%
2	5%	4%
3	11%	11%
4	19%	17%
5 - Strongly agree	58%	60%
Average score	79	80

Table 63: Ministry office service experience by year

In the end, I got what I needed from the service staff.	2025	2023
Number of responses	n=2,925	n=1,946
1 - Strongly disagree	9%	9%
2	5%	5%
3	8%	8%
4	18%	16%
5 - Strongly agree	60%	62%
Average score	79	80

Table 64: Ministry office service experience by year

I felt safe in the office.	2025	2023
Number of responses	n=2,897	n=1,915
1 - Strongly disagree	7%	6%
2	6%	6%
3	12%	13%
4	17%	18%
5 - Strongly agree	57%	57%
Average score	78	79

Table 65: Ministry office service experience by year

Service staff were knowledgeable.	2025	2023
Number of responses	n=2,926	n=1,937
1 - Strongly disagree	7%	6%
2	6%	6%
3	10%	12%
4	22%	21%
5 - Strongly agree	55%	55%
Average score	78	78

Table 66: Ministry office service experience by year

I was satisfied with the amount of time it took to receive service.	2025	2023
Number of responses	n=2,941	n=1,943
1 - Strongly disagree	11%	10%
2	7%	7%
3	14%	14%
4	21%	21%
5 - Strongly agree	48%	49%
Average score	72	73

Table 67: Ministry office service experience by year

I was satisfied with the ease of accessing the service.	2025	2023
Number of responses	n=2,946	n=1,950
1 - Strongly disagree	9%	9%
2	7%	7%
3	14%	15%
4	23%	21%
5 - Strongly agree	47%	48%
Average score	73	73

Table 68: Ministry office service experience by year

Overall, I was satisfied with the service I received.	2025	2023
Number of responses	n=2,950	n=1,946
1 - Strongly disagree	8%	8%
2	5%	5%
3	11%	11%
4	20%	20%
5 - Strongly agree	56%	56%
Average score	78	78

Appendix P: Overall satisfaction with ministry office service by profile information

Table 69: Overall satisfaction with ministry office service by frequency of ministry contact

Overall satisfaction	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=1,116	n=836	n=572	n=292
1 - Strongly disagree	12%	6%	5%	7%
2	5%	5%	4%	7%
3	10%	11%	11%	10%
4	19%	22%	20%	20%
5 - Strongly agree	54%	55%	60%	56%
Average score	75	79	82	78

Table 70: Overall satisfaction with ministry office service by length of time on assistance

Overall satisfaction	Less than one year	One year to less than three years	Three or more years
Number of responses	n=868	n=743	n=1,183
1 - Strongly disagree	6%	7%	10%
2	4%	5%	6%
3	9%	9%	13%
4	21%	20%	19%
5 - Strongly agree	60%	58%	52%
Average score	81	79	74

Table 71: Overall satisfaction with ministry office service by disability status

Overall satisfaction	Persons with a disability	Persons without a disability
Number of responses	n=1,943	n=706
1 - Strongly disagree	10%	5%
2	5%	4%
3	12%	8%
4	20%	18%
5 - Strongly agree	53%	65%
Average score	75	83

Table 72: Overall satisfaction with ministry office service by age

Overall satisfaction	Under 35	35 to 44	45 to 54	55+
Number of responses	n=632	n=727	n=739	n=784
1 - Strongly disagree	9%	11%	8%	5%
2	7%	5%	4%	4%
3	13%	12%	10%	7%
4	22%	17%	21%	20%
5 - Strongly agree	49%	55%	57%	64%
Average score	73	75	79	83

Table 73: Overall satisfaction with ministry office service by geographic location

Overall satisfaction	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=628	n=1,276	n=667	n=189
1 - Strongly disagree	7%	7%	10%	7%
2	5%	5%	6%	4%
3	12%	11%	10%	7%
4	19%	21%	19%	25%
5 - Strongly agree	57%	56%	55%	56%
Average score	78	79	76	79

Table 74: Overall satisfaction with ministry office service by housing status

Overall satisfaction	Housed	Precariously housed
Number of responses	n=2,115	n=621
1 - Strongly disagree	7%	11%
2	5%	6%
3	10%	10%
4	21%	16%
5 - Strongly agree	56%	57%
Average score	79	76

Table 75: Overall satisfaction with ministry office service by language preference

Overall satisfaction	English	Other language
Number of responses	n=2,773	n=112
1 - Strongly disagree	8%	3%
2	5%	4%
3	11%	6%
4	20%	12%
5 - Strongly agree	55%	75%
Average score	77	88

Table 76: Overall satisfaction with ministry office service by gender identity

Overall satisfaction	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=78	n=1,150	n=1,603
1 - Strongly disagree	19%	8%	7%
2	6%	4%	5%
3	15%	9%	11%
4	14%	21%	20%
5 - Strongly agree	45%	59%	56%
Average score	65	80	78

Table 77: Overall satisfaction with ministry office service by length of time on assistance and disability status

Overall satisfaction	Less than one year		One year to less than three years		Three years or more	
	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=415	n=348	n=429	n=223	n=1,000	n=110
1 - Strongly disagree	8%	4%	9%	4%	10%	11%
2	5%	3%	6%	4%	6%	5%
3	11%	6%	10%	9%	13%	14%
4	22%	17%	21%	18%	19%	19%
5 - Strongly agree	53%	69%	54%	65%	52%	51%
Average score	77	86	77	84	74	73

Table 78: Overall satisfaction with ministry office service by disability status and housing status

Overall satisfaction	Persons with a disability		Persons without a disability	
	Housed	Precariously housed	Housed	Precariously housed
Number of responses	n=1,478	n=360	n=469	n=181
1 - Strongly disagree	8%	15%	5%	6%
2	5%	7%	4%	4%
3	12%	10%	8%	11%
4	22%	15%	17%	17%
5 - Strongly agree	53%	53%	66%	61%
Average score	77	71	84	81

Table 79: Overall satisfaction with ministry office service by length of time on assistance and housing status

Overall satisfaction	Less than one year		One year to less than three years		Three years or more	
	Housed	Precariously housed	Housed	Precariously housed	Housed	Precariously housed
Number of responses	n=556	n=235	n=534	n=167	n=942	n=184
1 - Strongly disagree	6%	6%	6%	12%	9%	16%
2	4%	3%	5%	6%	5%	9%
3	9%	8%	9%	10%	12%	13%
4	22%	19%	22%	14%	21%	13%
5 - Strongly agree	59%	63%	59%	58%	53%	49%
Average score	81	82	81	75	76	68

Appendix Q: Last time receiving service-telephone staff person

Table 80: Last time receiving service-telephone staff person

Last time receiving service	Percentage
Number of responses	n=6,929
Within the past month	25%
Within the past three months	20%
Within the past six months	15%
Within the past year	15%
Over one year ago	19%
Never	6%

Appendix R: Last time receiving service from a telephone staff person by profile information

Table 81: Last time receiving service from a telephone staff person by frequency of ministry contact

Last time receiving service	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=1,421	n=1,530	n=2,064	n=1,650
Within the past month	51%	31%	16%	8%
Within the past three months	24%	32%	18%	9%
Within the past six months	8%	19%	21%	11%
Within the past year	6%	10%	24%	18%
Over one year ago	6%	5%	17%	43%
Never	4%	3%	3%	12%

Table 82: Last time receiving service from a telephone staff person by length of time on assistance

Last time receiving service	Less than one year	One year to less than three years	Three or more years
Number of responses	n=1,335	n=1,628	n=3,638
Within the past month	36%	23%	22%
Within the past three months	28%	20%	18%
Within the past six months	16%	18%	14%
Within the past year	8%	19%	17%
Over one year ago	2%	15%	26%
Never	9%	6%	4%

Table 83: Last time receiving service from a telephone staff person by disability status

Last time receiving service	Persons with a disability	Persons without a disability
Number of responses	n=5,240	n=1,162
Within the past month	24%	29%
Within the past three months	19%	24%
Within the past six months	15%	17%
Within the past year	16%	12%
Over one year ago	20%	10%
Never	5%	7%

Table 84: Last time receiving service from a telephone staff person by age

Last time receiving service	Under 35	35 to 44	45 to 54	55+
Number of responses	n=1,377	n=1,617	n=1,693	n=2,083
Within the past month	24%	29%	25%	22%
Within the past three months	22%	19%	21%	20%
Within the past six months	14%	16%	15%	15%
Within the past year	13%	16%	15%	17%
Over one year ago	16%	16%	19%	22%
Never	10%	4%	5%	5%

Table 85: Last time receiving service from a telephone staff person by geographic location

Last time receiving service	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=1,412	n=3,256	n=1,454	n=439
Within the past month	21%	24%	26%	33%
Within the past three months	20%	20%	21%	17%
Within the past six months	14%	16%	14%	14%
Within the past year	17%	16%	14%	13%
Over one year ago	22%	17%	19%	18%
Never	5%	6%	5%	6%

Table 86: Last time receiving service from a telephone staff person by housing status

Last time receiving service	Housed	Precariously housed
Number of responses	n=5,511	n=1,011
Within the past month	24%	31%
Within the past three months	20%	20%
Within the past six months	15%	16%
Within the past year	16%	13%
Over one year ago	20%	14%
Never	6%	7%

Table 87: Last time service was received from a telephone staff person by language preference

Last time receiving service	English	Other language
Number of responses	n=6,680	n=155
Within the past month	25%	24%
Within the past three months	20%	19%
Within the past six months	15%	21%
Within the past year	15%	13%
Over one year ago	19%	15%
Never	6%	8%

Table 88: Last time receiving service from a telephone staff person by gender identity

Last time receiving service	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=228	n=2,506	n=3,891
Within the past month	22%	24%	26%
Within the past three months	18%	21%	20%
Within the past six months	15%	15%	16%
Within the past year	18%	16%	15%
Over one year ago	18%	18%	19%
Never	9%	6%	5%

Table 89: Last time receiving service from a telephone staff person by length of time on assistance and disability status

	Less than one year		One year to less than three years		Three years or more	
Last time receiving service	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=709	n=479	n=1,078	n=390	n=3,236	n=238
Within the past month	37%	37%	23%	22%	21%	26%
Within the past three months	28%	29%	20%	20%	18%	21%
Within the past six months	17%	17%	17%	21%	14%	13%
Within the past year	9%	6%	19%	16%	17%	15%
Over one year ago	2%	2%	15%	13%	26%	21%
Never	8%	9%	6%	8%	4%	3%

Table 90: Last time receiving service from a telephone staff person by length of time on assistance and housing status

	Less than one year		One year to less than three years		Three years or more	
Last time receiving service	Housed	Precariously housed	Housed	Precariously housed	Housed	Precariously housed
Number of responses	n=958	n=274	n=1,262	n=291	n=3,080	n=397
Within the past month	35%	40%	23%	25%	20%	29%
Within the past three months	27%	27%	20%	19%	18%	17%
Within the past six months	18%	14%	17%	18%	14%	15%
Within the past year	9%	5%	19%	18%	17%	13%
Over one year ago	2%	3%	16%	12%	27%	22%
Never	9%	11%	6%	7%	5%	4%

Appendix S: Telephone staff person service experience by year

Table 91: Telephone staff person service experience by year

Service staff treated me with respect.	2025	2023
Number of responses	n=3,092	n=2,235
1 - Strongly disagree	8%	8%
2	4%	4%
3	8%	8%
4	17%	17%
5 - Strongly agree	63%	63%
Average score	81	81

Table 92: Telephone staff person service experience by year

Service staff were knowledgeable.	2025	2023
Number of responses	n=3,073	n=2,223
1 - Strongly disagree	9%	9%
2	7%	7%
3	12%	13%
4	21%	21%
5 - Strongly agree	51%	50%
Average score	74	74

Table 93: Telephone staff person service experience by year

Service staff made every effort to address my needs.	2025	2023
Number of responses	n=3,079	n=2,226
1 - Strongly disagree	11%	11%
2	6%	7%
3	11%	11%
4	19%	18%
5 - Strongly agree	53%	53%
Average score	74	74

Table 94: Telephone staff person service experience by year

In the end, I got what I needed from the service staff.	2025	2023
Number of responses	n=3,061	n=2,227
1 - Strongly disagree	13%	14%
2	6%	6%
3	10%	10%
4	18%	17%
5 - Strongly agree	54%	54%
Average score	73	73

Table 95: Telephone staff person service experience by year

I was satisfied with the ease of accessing the service.	2025	2023
Number of responses	n=3,096	n=2,239
1 - Strongly disagree	15%	13%
2	11%	10%
3	16%	17%
4	22%	22%
5 - Strongly agree	36%	38%
Average score	63	66

Table 96: Telephone staff person service experience by year

I was satisfied with the amount of time it took to receive service.	2025	2023
Number of responses	n=3,076	n=2,227
1 - Strongly disagree	19%	14%
2	12%	10%
3	16%	17%
4	18%	21%
5 - Strongly agree	34%	37%
Average score	59	64

Table 97: Telephone staff person service experience by year

Overall, I was satisfied with the service I received.	2025	2023
Number of responses	n=3,098	n=2,231
1 - Strongly disagree	13%	13%
2	7%	7%
3	11%	11%
4	20%	20%
5 - Strongly agree	49%	48%
Average score	71	71

Appendix T: Overall satisfaction with telephone staff person service by profile information

Table 98: Overall satisfaction with telephone staff person service by frequency of ministry contact

Overall satisfaction	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=1,054	n=960	n=697	n=273
1 - Strongly disagree	17%	12%	8%	17%
2	7%	9%	5%	3%
3	13%	10%	10%	7%
4	20%	22%	21%	16%
5 - Strongly agree	43%	47%	56%	57%
Average score	66	71	78	74

Table 99: Overall satisfaction with telephone staff person service by length of time on assistance

Overall satisfaction	Less than one year	One year to less than three years	Three or more years
Number of responses	n=848	n=687	n=1,418
1 - Strongly disagree	8%	14%	16%
2	6%	6%	8%
3	10%	13%	10%
4	21%	21%	21%
5 - Strongly agree	55%	46%	46%
Average score	77	70	68

Table 100: Overall satisfaction with telephone staff person service by disability status

Overall satisfaction	Persons with a disability	Persons without a disability
Number of responses	n=2,247	n=607
1 - Strongly disagree	15%	8%
2	7%	4%
3	11%	8%
4	21%	18%
5 - Strongly agree	46%	61%
Average score	69	80

Table 101: Overall satisfaction with telephone staff person service by age

Overall satisfaction	Under 35	35 to 44	45 to 54	55+
Number of responses	n=633	n=766	n=771	n=859
1 - Strongly disagree	14%	17%	12%	10%
2	10%	8%	5%	4%
3	15%	10%	11%	7%
4	17%	20%	20%	24%
5 - Strongly agree	45%	45%	52%	55%
Average score	67	67	74	78

Table 102: Overall satisfaction with telephone staff person service by geographic location

Overall satisfaction	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=576	n=1,433	n=686	n=214
1 - Strongly disagree	14%	11%	16%	13%
2	8%	6%	7%	4%
3	12%	11%	9%	12%
4	24%	21%	20%	17%
5 - Strongly agree	43%	52%	48%	53%
Average score	68	74	69	73

Table 103: Overall satisfaction with telephone staff person service by housing status

Overall satisfaction	Housed	Precariously housed
Number of responses	n=2,384	n=512
1 - Strongly disagree	11%	21%
2	7%	7%
3	11%	10%
4	21%	18%
5 - Strongly agree	51%	43%
Average score	73	64

Table 104: Overall satisfaction with telephone staff person service by language preference

Overall satisfaction	English	Other language
Number of responses	n=2,998	n=67
1 - Strongly disagree	13%	6%
2	7%	6%
3	11%	6%
4	20%	22%
5 - Strongly agree	49%	60%
Average score	71	81

Table 105: Overall satisfaction with telephone staff person service by gender identity

Overall satisfaction	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=90	n=1,112	n=1,766
1 - Strongly disagree	30%	11%	13%
2	10%	5%	7%
3	11%	9%	11%
4	19%	21%	20%
5 - Strongly agree	30%	53%	49%
Average score	52	75	72

Table 106: Overall satisfaction with telephone staff person service by length of time on assistance and disability

Overall satisfaction	Less than one year		One year to less than three years		Three years or more	
	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=448	n=310	n=459	n=160	n=1,243	n=110
1 - Strongly disagree	11%	4%	16%	9%	15%	17%
2	7%	4%	7%	6%	8%	5%
3	12%	6%	13%	11%	10%	11%
4	23%	16%	21%	21%	21%	20%
5 - Strongly agree	47%	69%	43%	54%	46%	47%
Average score	72	86	68	76	68	69

Appendix U: Last time receiving service-automated telephone system

Table 107: Last time receiving service-automated telephone system

Last time receiving service	Percentage
Number of responses	n=4,636
Within the past month	15%
Within the past three months	11%
Within the past six months	9%
Within the past year	10%
Over one year ago	19%
Never	37%

Appendix V: Last time receiving service from the automated telephone system by profile information

Table 108: Last time receiving service from the automated telephone system by frequency of ministry contact

Last time receiving service	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=975	n=1,010	n=1,322	n=1,167
Within the past month	34%	16%	8%	5%
Within the past three months	17%	16%	9%	4%
Within the past six months	7%	13%	10%	6%
Within the past year	6%	10%	14%	8%
Over one year ago	9%	11%	22%	31%
Never	27%	34%	36%	46%

Table 109: Last time receiving service from the automated telephone system by length of time on assistance

Last time receiving service	Less than one year	One year to less than three years	Three or more years
Number of responses	n=910	n=1,087	n=2,442
Within the past month	24%	12%	12%
Within the past three months	17%	12%	9%
Within the past six months	12%	10%	7%
Within the past year	6%	13%	9%
Over one year ago	3%	15%	26%
Never	39%	37%	36%

Table 110: Last time receiving service from the automated telephone system by disability status

Last time receiving service	Persons with a disability	Persons without a disability
Number of responses	n=3,496	n=788
Within the past month	14%	20%
Within the past three months	10%	15%
Within the past six months	8%	11%
Within the past year	10%	9%
Over one year ago	20%	12%
Never	38%	32%

Table 111: Last time receiving service from the automated telephone system by age

Last time receiving service	Under 35	35 to 44	45 to 54	55+
Number of responses	n=959	n=1,116	n=1,157	n=1,307
Within the past month	15%	16%	15%	13%
Within the past three months	14%	11%	11%	10%
Within the past six months	10%	11%	8%	8%
Within the past year	10%	9%	11%	9%
Over one year ago	13%	19%	19%	22%
Never	38%	33%	36%	38%

Table 112: Last time receiving service from the automated telephone system by geographic location

Last time receiving service	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=990	n=2,163	n=977	n=288
Within the past month	12%	13%	17%	20%
Within the past three months	10%	12%	9%	11%
Within the past six months	9%	10%	7%	8%
Within the past year	9%	10%	10%	10%
Over one year ago	21%	18%	20%	16%
Never	38%	36%	38%	35%

Table 113: Last time receiving service from the automated telephone system by housing status

Last time receiving service	Housed	Precariously housed
Number of responses	n=3,648	n=728
Within the past month	13%	19%
Within the past three months	10%	14%
Within the past six months	9%	11%
Within the past year	10%	9%
Over one year ago	21%	12%
Never	37%	35%

Table 114: Last time receiving service from the automated telephone system by language preference

Last time receiving service	English	Other language
Number of responses	n=4,473	n=97
Within the past month	14%	19%
Within the past three months	11%	13%
Within the past six months	9%	11%
Within the past year	10%	7%
Over one year ago	19%	10%
Never	37%	39%

Table 115: Last time receiving service from the automated telephone system by gender identity

Last time receiving service	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=169	n=1,638	n=2,636
Within the past month	8%	15%	15%
Within the past three months	10%	11%	11%
Within the past six months	9%	9%	9%
Within the past year	17%	10%	9%
Over one year ago	15%	19%	19%
Never	40%	36%	37%

Table 116: Last time receiving service from the automated telephone system by length of time on assistance and disability status

	Less than one year		One year to less than three years		Three years or more	
Last time receiving service	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=479	n=336	n=729	n=251	n=2,168	n=159
Within the past month	23%	29%	13%	13%	12%	13%
Within the past three months	16%	17%	11%	14%	9%	12%
Within the past six months	13%	11%	9%	14%	7%	8%
Within the past year	6%	6%	14%	13%	9%	10%
Over one year ago	3%	3%	15%	16%	26%	25%
Never	40%	34%	39%	31%	37%	33%

Table 117: Last time receiving service from the automated telephone system by length of time on assistance and housing status

	Less than one year		One year to less than three years		Three years or more	
Last time receiving service	Housed	Precariously housed	Housed	Precariously housed	Housed	Precariously housed
Number of responses	n=635	n=203	n=835	n=209	n=2,058	n=279
Within the past month	23%	27%	12%	14%	11%	18%
Within the past three months	15%	19%	11%	14%	9%	10%
Within the past six months	13%	10%	9%	12%	7%	8%
Within the past year	6%	4%	14%	12%	9%	9%
Over one year ago	3%	3%	16%	11%	28%	20%
Never	40%	36%	38%	36%	37%	34%

Appendix W: Automated telephone system service experience by year

Table 118: Automated telephone system service experience by year

There were a reasonable number of options to choose from at each stage/level in the system.	2025	2023
Number of responses	n=1,149	n=863
1 - Strongly disagree	9%	11%
2	8%	9%
3	19%	19%
4	27%	26%
5 - Strongly agree	37%	35%
Average score	68	66

Table 119: Automated telephone system service experience by year

Options in the automated phone system were easy to understand.	2025	2023
Number of responses	n=1,175	n=884
1 - Strongly disagree	10%	12%
2	9%	10%
3	17%	18%
4	23%	23%
5 - Strongly agree	41%	37%
Average score	69	65

Table 120: Automated telephone system service experience by year

I was able to get or do what I wanted using the automated phone system.	2025	2023
Number of responses	n=1,160	n=864
1 - Strongly disagree	16%	19%
2	11%	11%
3	16%	17%
4	19%	20%
5 - Strongly agree	38%	33%
Average score	63	59

Table 121: Automated telephone system service experience by year

Overall, I was satisfied with the automated phone system.	2025	2023
Number of responses	n=1,172	n=879
1 - Strongly disagree	15%	18%
2	11%	9%
3	15%	19%
4	22%	22%
5 - Strongly agree	36%	32%
Average score	64	60

Appendix X: Overall satisfaction with automated telephone system by profile information

Table 122: Overall satisfaction with automated telephone system by frequency of ministry contact

Overall satisfaction	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=484	n=326	n=222	n=97
1 - Strongly disagree	18%	12%	10%	16%
2	11%	10%	14%	7%
3	17%	20%	10%	8%
4	19%	24%	26%	22%
5 - Strongly agree	36%	34%	40%	46%
Average score	61	64	68	69

Table 123: Overall satisfaction with automated telephone system by length of time on assistance

Overall satisfaction	Less than one year	One year to less than three years	Three or more years
Number of responses	n=362	n=259	n=498
1 - Strongly disagree	12%	13%	17%
2	8%	14%	11%
3	15%	15%	16%
4	22%	25%	21%
5 - Strongly agree	43%	32%	34%
Average score	69	62	61

Table 124: Overall satisfaction with automated telephone system by disability status

Overall satisfaction	Persons with a disability	Persons without a disability
Number of responses	n=812	n=269
1 - Strongly disagree	17%	7%
2	12%	7%
3	16%	13%
4	22%	23%
5 - Strongly agree	32%	49%
Average score	60	75

Table 125: Overall satisfaction with automated telephone system by age

Overall satisfaction	Under 35	35 to 44	45 to 54	55+
Number of responses	n=267	n=299	n=290	n=292
1 - Strongly disagree	16%	18%	14%	9%
2	14%	12%	10%	8%
3	17%	15%	11%	18%
4	15%	21%	28%	27%
5 - Strongly agree	38%	34%	37%	38%
Average score	62	60	66	69

Table 126: Overall satisfaction with automated telephone system by geographic location

Overall satisfaction	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=218	n=539	n=245	n=87
1 - Strongly disagree	17%	14%	16%	13%
2	7%	11%	14%	14%
3	17%	15%	13%	18%
4	23%	22%	23%	20%
5 - Strongly agree	35%	39%	34%	36%
Average score	63	65	61	63

Table 127: Overall satisfaction with automated telephone system by housing status

Overall satisfaction	Housed	Precariously housed
Number of responses	n=853	n=231
1 - Strongly disagree	13%	18%
2	11%	13%
3	16%	14%
4	23%	21%
5 - Strongly agree	37%	34%
Average score	65	60

Table 128: Overall satisfaction with automated telephone system by language preference

Overall satisfaction	English	Other language
Number of responses	n=1,120	n=31
1 - Strongly disagree	14%	10%
2	11%	3%
3	16%	10%
4	22%	26%
5 - Strongly agree	36%	52%
Average score	64	77

Table 129: Overall satisfaction with automated telephone system by gender identity

Overall satisfaction	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=30	n=431	n=665
1 - Strongly disagree	40%	12%	14%
2	30%	10%	11%
3	7%	13%	17%
4	7%	23%	23%
5 - Strongly agree	17%	42%	35%
Average score	33	68	64

Appendix Y: Other functions that could improve the automated telephone system

Table 130: Other functions that could improve the automated telephone system (comments from respondents who disagreed they could do what they wanted using system)

Themes and sub-themes	Comment count*	Percentage of comments
1.0 Improve current system options and functionality	136	55%
Too many options, time consuming to use and system is confusing	104	42%
Some options not available in the system	12	5%
Didn't receive call back, were disconnected or on hold a long time	35	14%
Difficult for neurodivergent respondents/those with a disability to use	4	2%
Offer in multiple languages or include translation help	1	<1%
2.0 Speak to an employee to receive service	109	44%
3.0 Access case-specific information not available on the automated system	87	35%
Access case-specific information	63	26%
Update/correct information or follow up on an issue	27	11%
Check status of service request/application	21	9%
Learn why payment is missing/cheque on hold	17	7%
4.0 Service requests: get help with services not available in the system	23	9%
Furniture funds	3	1%
Medical requests	6	2%
General crisis request	13	5%
Moving supplement	2	1%
Transportation	1	<1%
5.0 Get or submit a specific form	3	1%
Get a form	1	<1%
Submit a form	3	1%
6.0 Other: General comments about difficulties accessing ministry supports	11	4%
Total comments	247	

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

Appendix Z: Last time receiving service-MySS

Table 131: Last time receiving service-MySS

Last time receiving service	Percentage
Number of responses	n=10,974
Within the past month	77%
Within the past three months	8%
Within the past six months	4%
Within the past year	5%
Over one year ago	3%
Never	2%

Appendix AA: Last time receiving service through MySS by profile information

Table 132: Last time receiving service through MySS by frequency of ministry contact

Last time receiving service	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=2,368	n=2,086	n=2,897	n=2,984
Within the past month	89%	80%	71%	72%
Within the past three months	6%	11%	10%	8%
Within the past six months	2%	4%	7%	4%
Within the past year	1%	3%	8%	8%
Over one year ago	1%	1%	4%	6%
Never	1%	1%	1%	3%

Table 133: Last time receiving service through MySS by length of time on assistance

Last time receiving service	Less than one year	One year to less than three years	Three or more years
Number of responses	n=2,658	n=2,715	n=4,993
Within the past month	86%	81%	71%
Within the past three months	7%	8%	9%
Within the past six months	4%	4%	5%
Within the past year	2%	5%	7%
Over one year ago	0%	2%	5%
Never	1%	1%	2%

Table 134: Last time receiving service through MySS by disability status

Last time receiving service	Persons with a disability	Persons without a disability
Number of responses	n=7,706	n=2,342
Within the past month	75%	85%
Within the past three months	9%	7%
Within the past six months	5%	4%
Within the past year	6%	2%
Over one year ago	4%	1%
Never	2%	1%

Table 135: Last time receiving service through MySS by age

Last time receiving service	Under 35	35 to 44	45 to 54	55+
Number of responses	n=2,563	n=2,546	n=2,483	n=3,129
Within the past month	80%	81%	77%	73%
Within the past three months	8%	8%	9%	9%
Within the past six months	4%	4%	4%	5%
Within the past year	4%	5%	5%	6%
Over one year ago	2%	2%	3%	5%
Never	1%	1%	1%	3%

Table 136: Last time receiving service through MySS by geographic location

Last time receiving service	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=2,342	n=5,114	n=2,165	n=671
Within the past month	75%	78%	77%	81%
Within the past three months	9%	8%	8%	7%
Within the past six months	5%	4%	4%	4%
Within the past year	6%	5%	5%	5%
Over one year ago	4%	3%	4%	2%
Never	2%	1%	2%	1%

Table 137: Last time receiving service through MySS by housing status

Last time receiving service	Housed	Precariously housed
Number of responses	n=8,518	n=1,750
Within the past month	77%	80%
Within the past three months	9%	8%
Within the past six months	5%	3%
Within the past year	5%	5%
Over one year ago	3%	2%
Never	2%	2%

Table 138: Last time receiving service through MySS by language preference

Last time receiving service	English	Other language
Number of responses	n=10,397	n=397
Within the past month	77%	86%
Within the past three months	9%	5%
Within the past six months	4%	4%
Within the past year	5%	3%
Over one year ago	3%	2%
Never	2%	1%

Table 139: Last time receiving service through MySS by gender identity

Last time receiving service	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=334	n=4,384	n=5,808
Within the past month	77%	79%	76%
Within the past three months	8%	8%	9%
Within the past six months	5%	4%	4%
Within the past year	5%	4%	5%
Over one year ago	3%	3%	3%
Never	1%	2%	2%

Table 140: Last time receiving service through MySS by length of time on assistance and disability status

	Less than one year		One year to less than three years		Three years or more	
Last time receiving service	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=1,266	n=1,115	n=1,707	n=746	n=4,371	n=362
Within the past month	85%	87%	78%	84%	70%	80%
Within the past three months	8%	7%	8%	7%	10%	9%
Within the past six months	3%	5%	4%	4%	5%	4%
Within the past year	3%	1%	5%	3%	7%	4%
Over one year ago	0%	0%	2%	1%	6%	2%
Never	1%	1%	1%	1%	2%	1%

Table 141: Last time receiving service through MySS by length of time on assistance and age

	Less than one year				One year to less than three years				Three years or more			
Last time receiving service	Under 35	35 to 44	45 to 54	55+	Under 35	35 to 44	45 to 54	55+	Under 35	35 to 44	45 to 54	55+
Number of responses	n=852	n=634	n=523	n=599	n=726	n=625	n=597	n=723	n=853	n=1,149	n=1,224	n=1,671
Within the past month	86%	87%	87%	85%	82%	83%	81%	76%	74%	76%	70%	67%
Within the past three months	8%	6%	7%	8%	7%	7%	8%	8%	8%	8%	11%	10%
Within the past six months	4%	5%	2%	3%	4%	3%	5%	5%	5%	4%	5%	6%
Within the past year	2%	2%	2%	3%	4%	5%	4%	6%	6%	7%	7%	7%
Over one year ago	0%	0%	0%	1%	2%	1%	2%	3%	4%	4%	5%	7%
Never	1%	0%	2%	1%	1%	1%	0%	2%	2%	1%	2%	3%

Appendix BB: MySS service experience by year

Table 142: MySS service experience by year

It was easy to log in to My Self Serve.	2025	2023
Number of responses	n=9,387	n=6,007
1 - Strongly disagree	2%	2%
2	2%	2%
3	6%	5%
4	16%	16%
5 - Strongly agree	74%	76%
Average score	90	91

Table 143: MySS service experience by year

It was easy to find what I was looking for on My Self Serve.	2025	2023
Number of responses	n=9,348	n=5,987
1 - Strongly disagree	4%	4%
2	4%	5%
3	13%	13%
4	23%	25%
5 - Strongly agree	55%	54%
Average score	81	80

Table 144: MySS service experience by year

I was able to get or do what I wanted using My Self Serve.	2025	2023
Number of responses	n=9,301	n=5,956
1 - Strongly disagree	6%	6%
2	6%	6%
3	12%	14%
4	22%	22%
5 - Strongly agree	54%	53%
Average score	78	77

Table 145: MySS service experience by year

Overall, I was satisfied with the My Self Serve online client portal.	2025	2023
Number of responses	n=9,366	n=5,987
1 - Strongly disagree	4%	4%
2	5%	4%
3	11%	12%
4	22%	23%
5 - Strongly agree	57%	56%
Average score	81	81

Appendix CC: Overall satisfaction with MySS by profile information

Table 146: Overall satisfaction with MySS by frequency of ministry contact

Overall satisfaction	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=2,236	n=1,896	n=2,314	n=2,345
1 - Strongly disagree	7%	5%	3%	3%
2	6%	6%	4%	4%
3	11%	12%	11%	9%
4	19%	25%	24%	21%
5 - Strongly agree	57%	51%	58%	62%
Average score	79	78	82	84

Table 147: Overall satisfaction with MySS by length of time on assistance

Overall satisfaction	Less than one year	One year to less than three years	Three or more years
Number of responses	n=2,467	n=2,387	n=3,995
1 - Strongly disagree	4%	3%	5%
2	4%	5%	5%
3	10%	10%	12%
4	22%	22%	23%
5 - Strongly agree	61%	59%	55%
Average score	83	82	79

Table 148: Overall satisfaction with MySS by disability status

Overall satisfaction	Persons with a disability	Persons without a disability
Number of responses	n=6,405	n=2,136
1 - Strongly disagree	5%	2%
2	6%	3%
3	12%	8%
4	24%	18%
5 - Strongly agree	54%	69%
Average score	79	87

Table 149: Overall satisfaction with MySS by age

Overall satisfaction	Under 35	35 to 44	45 to 54	55+
Number of responses	n=2,243	n=2,225	n=2,124	n=2,560
1 - Strongly disagree	4%	5%	5%	3%
2	6%	5%	4%	4%
3	12%	12%	9%	9%
4	24%	22%	24%	20%
5 - Strongly agree	54%	55%	59%	63%
Average score	80	79	82	84

Table 150: Overall satisfaction with MySS by geographic location

Overall satisfaction	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=1,957	n=4,403	n=1,840	n=591
1 - Strongly disagree	5%	4%	5%	4%
2	6%	5%	5%	3%
3	11%	11%	10%	10%
4	23%	21%	23%	23%
5 - Strongly agree	54%	59%	57%	59%
Average score	79	82	80	83

Table 151: Overall satisfaction with MySS by housing status

Overall satisfaction	Housed	Precariously housed
Number of responses	n=7,242	n=1,528
1 - Strongly disagree	3%	8%
2	5%	6%
3	11%	12%
4	22%	22%
5 - Strongly agree	59%	52%
Average score	82	76

Table 152: Overall satisfaction with MySS by language preference

Overall satisfaction	English	Other language
Number of responses	n=8,858	n=356
1 - Strongly disagree	4%	2%
2	5%	3%
3	11%	6%
4	23%	15%
5 - Strongly agree	57%	73%
Average score	81	88

Table 153: Overall satisfaction with MySS by gender identity

Overall satisfaction	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=282	n=3,790	n=4,911
1 - Strongly disagree	9%	4%	4%
2	10%	4%	5%
3	20%	9%	11%
4	26%	23%	22%
5 - Strongly agree	35%	61%	58%
Average score	67	83	81

Appendix DD: Other functions that could improve MySS

Table 154: Other functions that could improve MySS (comments from respondents who disagreed they could do what they wanted using MySS)

Themes and sub-themes	Comment count*	Percentage of comments
1.0 Ability to efficiently communicate through MySS	290	35%
Add new functionality (e.g., direct message, email, live-chat, client-initiated communications)	156	19%
Access more case-specific information (e.g., decisions, supports, supplements)	108	13%
Ability to respond to requests for information adequately (e.g., reply to messages more than once, provide more information for service requests)	65	8%
Access to ongoing communication/message history	7	1%
2.0 Complete specific functions/service requests	258	31%
Crisis supports (e.g., clothes, shelter, utilities, moving costs)	81	10%
Include more service request options (e.g., a blank general template)	52	6%
Update personal information (e.g., address, name)	46	6%
Health/dental coverage or other medical services requests (e.g., transportation, equipment)	33	4%
Apply for disability assistance	14	2%
Access Self Employment Program support	11	1%
Bus pass	8	1%
Help finding employment	5	1%
Camp fee supplement	4	<1%
Recreation centre/pool pass	3	<1%
School start up supplement	3	<1%
Identification supplement	3	<1%
Submit employment and school-related information (e.g., employment records, WorkBC documentation)	3	<1%
File review/reconsideration request	3	<1%
Help with taxes	3	<1%
Other	4	<1%
3.0 Reduce ministry response timelines to service requests/messages	152	18%

Themes and sub-themes	Comment count*	Percentage of comments
4.0 Improve experience submitting information, uploading documents and correcting errors	140	17%
Improve process for submitting monthly report or correcting errors	59	7%
Difficulties uploading and submitting documents (e.g., file types/size, have to call first)	45	5%
Submit more information to clarify or correct case details	27	3%
Challenges accessing required resources (e.g., information, forms not downloading, broken hyperlinks)	15	2%
5.0 Provide more information in MySS	84	10%
Include more information and resources (e.g., all programs/support options, rate schedules, policy, FAQ's)	44	5%
Include more information for disability services/supports	25	3%
Provide more instructions on how to use it (e.g., FAQ's, forms instructions)	18	2%
6.0 Improve tool functionality/navigation	78	9%
Improve experience navigating the system	64	8%
Increase character/word limit in service requests	14	2%
7.0 Speak to an employee to receive service (e.g., higher quality, faster)	51	6%
8.0 Log-in/access issues	42	5%
Issues logging in (e.g., forgot password or security questions)	29	3%
System issues prevented access	12	1%
Correct issues with linked accounts	4	<1%
Total comments	830	

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

Appendix EE: Device and location last used to access MySS by year

Table 155: Device last used to access MySS by year

Device	2025	2023
Number of responses	n=9,381	n=5,996
Cell/mobile device	63%	55%
Desktop or laptop computer	33%	41%
Tablet	4%	4%
Other device	<1%	1%

Table 156: Location when last used MySS by year

Location	Percentage
Number of responses	n=9,267
Home	90%
A friend or family member's home	4%
The library	1%
Work	1%
Government office	0%
Another location (e.g., internet café, community agency office, other)	4%

Appendix FF: Reasons for not using MySS

Table 157: Reasons for not using MySS (infrequent or non-users)

Reasons	Percentage
Number of responses	n=461
I don't need to access services from the ministry on a regular basis (e.g., I don't need to submit monthly reports)	43%
I prefer face-to-face service	30%
I prefer calling the 1-866-866-0800 toll-free line	27%
I'm not able to ask questions/send messages to ministry staff through My Self Serve	26%
It's faster to get service/answers using other ways	23%
The specific assistance/requests I need aren't available on My Self Serve	23%
I find communicating through the channel is difficult (e.g., slow service, don't hear back)	19%
I don't like/I have challenges/barriers using technology	18%
I find it difficult to use	16%
I can't find the forms or information I need	15%
I have trouble uploading documents	13%
I have issues logging in/issues with my Basic BCeID	11%
I need help from an advocate to use My Self Serve	8%
I don't have regular access to the Internet and/or a computer	8%
I don't remember my login information	6%
Some other reason	2%

Appendix GG: Overall satisfaction with ministry service by year

Table 158: Overall satisfaction with ministry service by year

Overall, I was satisfied with the service I received from the ministry.	2025	2023
Number of responses	n=11,569	n=7,603
1 - Strongly disagree	6%	6%
2	6%	6%
3	14%	14%
4	24%	25%
5 - Strongly agree	51%	49%
Average score	77	76

Appendix HH: Overall satisfaction with ministry service by profile information

Table 159: Overall satisfaction with ministry service by frequency of contact

Overall satisfaction	At least once a month	Less than once a month	Once or twice a year	Almost never
Number of responses	n=2,571	n=2,237	n=3,144	n=2,957
1 - Strongly disagree	9%	7%	4%	5%
2	7%	6%	5%	5%
3	12%	15%	13%	14%
4	20%	27%	25%	23%
5 - Strongly agree	52%	45%	53%	52%
Average score	75	75	80	78

Table 160: Overall satisfaction with ministry service by length of time on assistance

Overall satisfaction	Less than one year	One year to less than three years	Three or more years
Number of responses	n=2,802	n=2,868	n=5,246
1 - Strongly disagree	4%	5%	7%
2	5%	5%	6%
3	11%	12%	15%
4	23%	24%	24%
5 - Strongly agree	56%	54%	47%
Average score	81	79	75

Table 161: Overall satisfaction with ministry service by disability status

Overall satisfaction	Persons with a disability	Persons without a disability
Number of responses	n=8,106	n=2,469
1 - Strongly disagree	7%	3%
2	6%	4%
3	15%	9%
4	25%	19%
5 - Strongly agree	47%	65%
Average score	75	85

Table 162: Overall satisfaction with ministry service by age

Overall satisfaction	Under 35	35 to 44	45 to 54	55+
Number of responses	n=2,671	n=2,668	n=2,623	n=3,338
1 - Strongly disagree	6%	8%	6%	4%
2	7%	7%	4%	4%
3	17%	14%	13%	10%
4	25%	23%	25%	24%
5 - Strongly agree	45%	48%	52%	58%
Average score	74	74	78	82

Table 163: Overall satisfaction with ministry service by geographic location

Overall satisfaction	Vancouver Island	Coastal/Lower Mainland	Interior	North
Number of responses	n=2,452	n=5,331	n=2,308	n=725
1 - Strongly disagree	6%	5%	7%	5%
2	6%	5%	6%	6%
3	15%	13%	14%	14%
4	24%	24%	25%	23%
5 - Strongly agree	49%	52%	49%	52%
Average score	76	78	76	78

Table 164: Overall satisfaction with ministry service by housing status

Overall satisfaction	Housed	Precariously housed
Number of responses	n=8,942	n=1,853
1 - Strongly disagree	5%	10%
2	5%	7%
3	13%	14%
4	25%	23%
5 - Strongly agree	52%	47%
Average score	79	72

Table 165: Overall satisfaction with ministry service by language preference

Overall satisfaction	English	Other language
Number of responses	n=10,932	n=439
1 - Strongly disagree	6%	1%
2	6%	4%
3	14%	7%
4	24%	18%
5 - Strongly agree	50%	69%
Average score	77	87

Table 166: Overall satisfaction with ministry service by gender identity

Overall satisfaction	Gender-diverse, transgender or Two-Spirit	Man	Woman
Number of responses	n=340	n=4,618	n=6,141
1 - Strongly disagree	14%	5%	5%
2	15%	5%	5%
3	21%	11%	14%
4	25%	25%	23%
5 - Strongly agree	25%	54%	52%
Average score	58	80	78

Table 167: Overall satisfaction with ministry service by length of time on assistance and disability status

	Less than one year		One year to less than three years		Three years or more	
Overall satisfaction	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability	Persons with a disability	Persons without a disability
Number of responses	n=1,331	n=1,169	n=1,790	n=796	n=4,586	n=384
1 - Strongly disagree	6%	2%	6%	2%	7%	7%
2	7%	3%	6%	4%	6%	5%
3	14%	9%	14%	8%	15%	12%
4	25%	19%	27%	19%	25%	20%
5 - Strongly agree	48%	67%	48%	67%	46%	56%
Average score	76	86	76	86	74	78

Appendix II: Suggestions for improvement

Table 168: Suggestions for improvement

Themes and sub-themes	Comment count*	Percentage of comments
1.0 Positive comments	227	23%
General positive comments	206	21%
Online/self-serve options are convenient: MySS, email, self-serve telephone options	31	3%
Positive comments about staff	27	3%
2.0 Service quality	168	17%
Improve customer service/compassion skills	73	7%
Hire more staff	46	5%
Ensure staff provide consistent information	30	3%
Improve document request/management processes (e.g., requests for paperwork)	24	2%
3.0 Rates	134	13%
Increase support rates	81	8%
Increase disability assistance rates	34	3%
Make emergency funding more accessible	17	2%
Increase Annual Earnings Exemption limits	16	2%
4.0 MySS	123	12%
Offer other features (e.g., click to chat for support)	83	8%
Expand email service	16	2%
Improve process for uploading documents	13	1%
Offer additional MySS specific support for using the tool	13	1%
Improve navigation/instructions	10	1%
Improve login process	8	1%
5.0 Telephone service	108	11%
Reduce wait times on telephone	78	8%
Improve service (e.g., offer multiple languages, ease of using the telephone system)	14	1%
Improve telephone tree options	11	1%
Improve call back feature/staff to call back sooner	11	1%
6.0 Business processes	129	13%
Improve monthly reporting process (e.g., simplify it)	44	5%

Themes and sub-themes	Comment count*	Percentage of comments
Improve service request process (e.g., MySS functionality, offer more options)	42	4%
Improve access to crisis supplements (e.g., faster approvals)	19	2%
Simplify application/intake process and provide additional support	12	1%
Improve eligibility decision-making processes (e.g., provide clear information, reduce response times)	10	1%
Improve cheque stubs/schedule	10	1%
7.0 Policy	63	6%
Health/dental supplements: provide more services and supports (mental health, dental fees, schedules and rates, additional coverage, eye care cost, medical appointments, hearing aids, Medical Services Only for alcohol and drug support, additional services)	33	3%
Employment: provide assistance with finding jobs, self employment, WorkBC, earning exemptions	15	2%
Housing: offer connections with affordable/senior housing	9	1%
School: support for going to school, more education options and better access to training programs	7	1%
Canada Pension Plan (CPP) Program: applying for CPP requirement, CPP exemption	5	1%
Bus Pass: cost of bus pass, would like more information, offer bus passes for children	4	<1%
8.0 Communications	84	8%
Provide more information/communication	83	8%
Improve ministry forms	2	<1%
9.0 Ministry office service	68	7%
Improve waiting rooms/line up conditions	34	3%
Reduce wait times in offices	22	2%
Improve office security	14	1%
Open more ministry offices	11	1%
Offer ability to make appointments	1	<1%
10.0 Service delivery model	92	9%
Improve client access to ministry employees	45	5%
Improve access to services and make easier to navigate	35	4%
Offer ability to directly email the ministry	11	1%
Expand/provide more service hours	7	1%
11.0 Persons with Disability (PWD) assistance	33	3%

Themes and sub-themes	Comment count*	Percentage of comments
Improve application process	20	2%
Provide more program supports/supplements	6	1%
Provide clearer and more information for clients	6	1%
Separate PWD assistance clients from BC Employment and Assistance program clients	5	1%
12.0 Reduce wait times (e.g., service requests, responses)	41	4%
13.0 Ministry website	25	2%
Improve/simplify website (e.g., format and simple language)	16	2%
Improve access to ministry forms	7	1%
Offer more online services	3	<1%
14.0 Other	36	4%
Other case specific suggestions	15	2%
Other	21	2%
Total comments analyzed	1,000	

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



Ministry of
Social Development
and Poverty Reduction