



CLIENT SATISFACTION SURVEY 2007

Social Assistance Branch, Adult Services

Department of Health and Social Services

Prepared by
Yukon Bureau of Statistics

November, 2007

RESULTS FROM THE CLIENT SATISFACTION SURVEY 2007

Yukon Adult Services Unit, Social Assistance Branch

Department of Health and Social Services

November 2007

Prepared by
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Executive Council Office

This report was produced by the Yukon Government's Bureau of Statistics, which is a branch of the Government's Executive Council office. The Bureau was working for the Social Services branch in the Department of Health and Social Services which commissioned this report.

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INTRODUCTION

The Adult Services Unit of the Social Assistance Branch in the Department of Health and Social Services contacted the Yukon Bureau of Statistics in October, 2007 to undertake a survey of client satisfaction.

The survey, which had been conducted in 2001, 2002, 2004, 2005 and 2006, is a means for the staff of the Adult Services Unit to assess their service to their clients, which is the primary business of the Social Assistance Branch.

The survey, which asked clients to rate the services and staff working at the Branch, used questions similar to those used in previous surveys so that the results can be compared across the years and the Adult Services Unit can assess if there is improvement over time.

Thanks are due to those social assistance clients who took the time to respond to the survey.

METHODOLOGY

The Adult Services Unit of the Social Assistance Branch contacted the Bureau of Statistics in October, 2007 to administer and analyse the client satisfaction survey for their unit. This survey had been developed and administered in 2001, 2002, 2004, 2005 and 2006.

As a semi-autonomous unit within the Yukon Government, the Yukon Bureau of Statistics provides complete impartiality of analysis of survey results, as well as ensuring the confidentiality for individual survey results.

The 2007 Client Satisfaction Survey was mailed out in October, 2007 to all social assistance clients, 667 in total, with a postage-paid return envelope included to facilitate mail-backs. Of those mailed-out forms, 96 were returned completed. Telephone follow-up of non-respondents resulted in an additional 252 completed surveys, for a combined total of 348. Compared to previous years, there were 339 completed in 2006, 343 completed in 2005, 320 completed in 2004, 341 in 2002 and 275 in 2001. The overall response rate for the 2007 survey was 52%, which was close to 2006 (51%), the same as 2005 (52%), and a decrease from previous years (55% in 2002 and 62% in 2001) except 2004, when the response rate was 47%.

There was a large number of potential respondents, 217 or 33%, whom the Bureau was unable to contact due to a non-working telephone number, cell number, or no telephone number at all. There were 27 respondents, or 4%, whom the Bureau was unable to contact due to no answer at the contact number provided or contact was made via an answering machine or message number only. Another 39 respondents, or 6%, had valid contact numbers but were unavailable to complete the survey for one of the following reasons, the respondent: was absent for the duration of the survey; experienced a language barrier; was evasive; was not eligible; had moved; was institutionalized; or had deceased. An additional 17 respondents, or 3%, had unusual or special circumstances (i.e. were handicapped). There were 19 respondents, or 5% of the 367 who were successfully contacted as well as eligible, who refused to complete the survey.

EXECUTIVE SUMMARY

RECEPTION/FRONT OFFICE STAFF

- In 2007, 81.6% of clients rated the reception/front office staff 'good' or 'excellent' in **answering their questions**; in 2006 this figure was 87.0%, in 2005 it was 87.2%, in 2004 it was 87.9%, and in 2002 it was 87.1%.
- In 2007, 80.2% of clients rated the reception/front office staff 'good' or 'excellent' in **knowing what they were doing**; in 2006 this figure was 88.5% , in 2005 it was 84.9%, in 2004 it was 83.4%, and in 2002 it was 85.6%.
- In 2007, 88.5% of clients rated the reception/front office staff 'good' or 'excellent' in being **polite/respectful**; in 2006 this figure was 91.7%, in 2005 it was 92.4%, in 2004 it was 86.6%, and in 2002 it was 89.7%.
- In 2007, 83.6% of clients rated the reception/front office staff 'good' or 'excellent' in being **quick to respond**; in 2006 this figure was 84.3%, in 2005 it was 82.8%, in 2004 it was 81.2%, and in 2002 it was 83.8%.
- In 2007, 85.1% of clients rated the reception/front office staff 'good' or 'excellent' in being **patient**; in 2006 this figure was 87.9%, in 2005 it was 90.0%, in 2004 it was 83.4%, and in 2002 it was 84.7%.
- In 2007, 77.9% of clients rated the reception/front office staff 'good' or 'excellent' in being **personal and caring about their situation**; in 2006 this figure was 83.1%, in 2005 it was 80.5%, in 2004 it was 75.0%, and 75.6% in 2002.

Answers to questions were:

- In 2007, 80.1% of clients rated the reception/front office staff 'good' or 'excellent' in being **clear**; in 2006 this figure was 84.7%, in 2005 it was 86.9%, in 2004 it was 80.9%, and in 2002 it was 80.8%.
- In 2007, 80.7% of clients rated the reception/front office staff 'good' or 'excellent' in being **timely**; in 2006 this figure was 86.1%, in 2005 it was 83.7%, in 2004 it was 81.0%, and in 2002 it was 77.0%.
- In 2007, 83.6% of clients rated the reception/front office staff 'good' or 'excellent' in being **helpful**; in 2006 this figure was 84.7%, in 2005 it was 85.5%, in 2004 it was 80.7%, and in 2002 it was 83.5%.

CASE MANAGERS

- In 2007, 82.2% of clients rated their case managers 'good' or 'excellent' in **answering their questions**; in 2006 this figure was 81.1%, in 2005 it was 81.6%, in 2004 it was 85.3%, and in 2002 it was 86.5%.
- In 2007, 81.9% of clients rated their case managers 'good' or 'excellent' in **knowing what they were doing**; in 2006 this figure was 82.0%, in 2005 it was 80.8%, in 2004 it was 82.8%, and in 2002 it was 84.8%.
- In 2007, 87.4% of clients rated their case managers 'good' or 'excellent' in being **polite/respectful**; in 2006 this figure was 86.5%, in 2005 it was 87.1%, in 2004 it was 87.2%, and in 2002 it was 87.5%.
- In 2007, 81.3% of clients rated their case managers 'good' or 'excellent' in being **quick to respond**; in 2006 this figure was 82.3%, in 2005 it was 81.0%, in 2004 it was 81.9%, and in 2002 it was 81.5%.
- In 2007, 84.2% of clients rated their case managers 'good' or 'excellent' in being **patient**; in 2006 this figure was 84.6%, in 2005 it was 84.3%, in 2004 it was 83.7%, and in 2002 it was 86.9%.

- In 2007, 81.3% of clients rated their case managers 'good' or 'excellent' in being **personal and caring about their situation**; in 2006 this figure was 82.6%, in 2005 it was 79.8%, in 2004 it was 80.1%, and in 2002 it was 81.1%.

Answers to questions were:

- In 2007, 85.1% of clients rated their case managers as 'good' or 'excellent' in being **clear**; in 2006 this figure was 82.0%, in 2005 it was 82.8%, in 2004 it was 81.9%, and in 2002 it was 84.2%.
- In 2007, 81.0% of clients rated their case managers as 'good' or 'excellent' in being **timely**; in 2006 this figure was 80.5%, in 2005 it was 80.5%, in 2004 it was 80.9%, and in 2002 it was 81.3%.
- In 2007, 82.8% of clients rated their case managers as 'good' or 'excellent' in being **helpful**; in 2006 this figure was 81.4%, in 2005 it was 80.1%, in 2004 it was 80.0%, and in 2002 it was 83.6%.

Overall, in 2007, 83.6% of the clients reported being 'somewhat satisfied' or 'very satisfied'; in 2006 this figure was 85.9%, in 2005 it was 96.4%, in 2004 it was 87.2%, and in 2002 it was 88.6%.

OVERALL DETAILS

RECEPTION/FRONT OFFICE STAFF

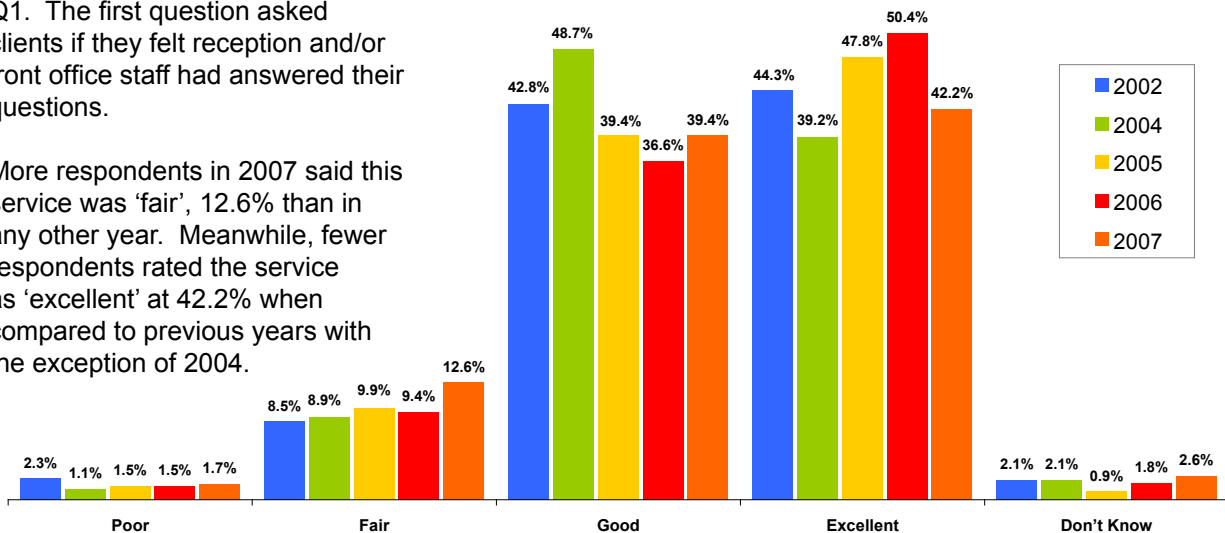
Clients of the Adult Services Unit were asked to rate services based on their experience. The first section of the survey related to their experience when dealing with reception and/or front office staff. Clients were asked to rate different areas of service on a scale from 'Poor' to 'Excellent'.

All graphs show results from 2002, 2004, 2005 and 2006 along with findings from the 2007 survey for comparison. Results from 2001 have been dropped from the graphs for ease of visual comparison.

Answered My Questions

Q1. The first question asked clients if they felt reception and/or front office staff had answered their questions.

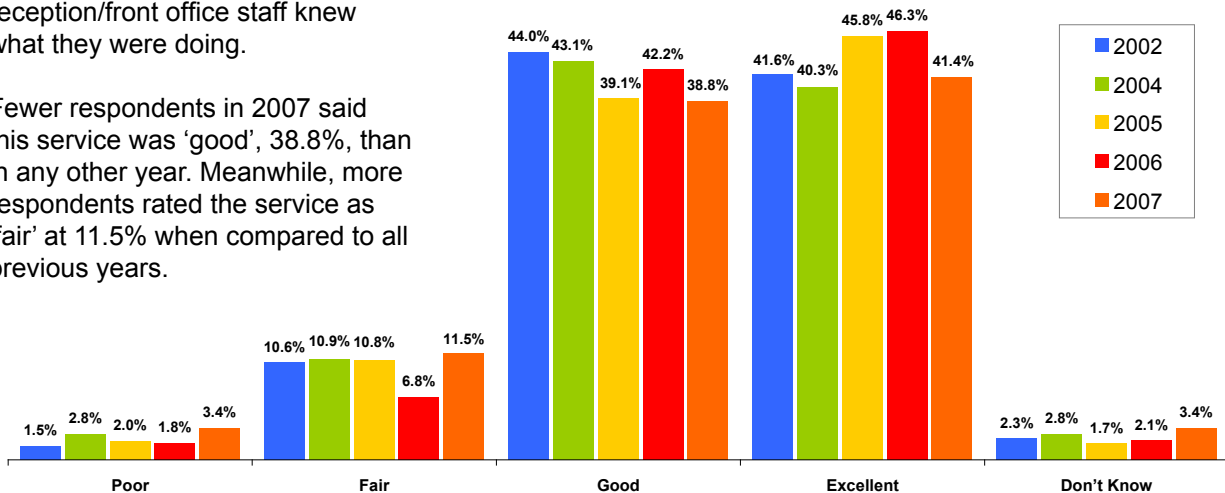
More respondents in 2007 said this service was 'fair', 12.6% than in any other year. Meanwhile, fewer respondents rated the service as 'excellent' at 42.2% when compared to previous years with the exception of 2004.

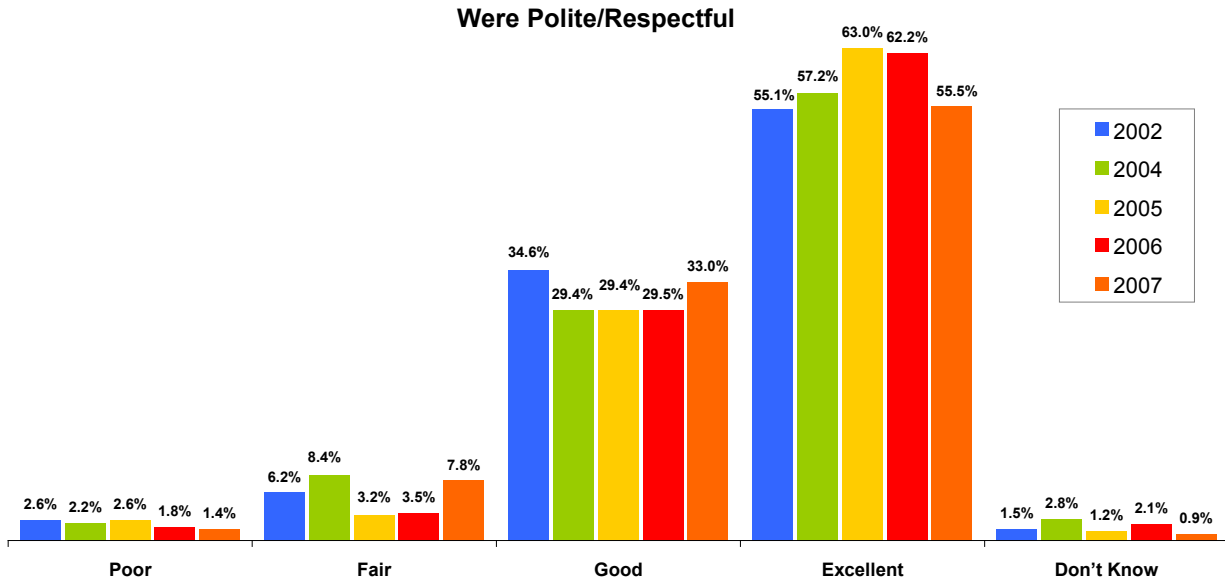


Knew What They Were Doing

Q2. Clients were asked if the reception/front office staff knew what they were doing.

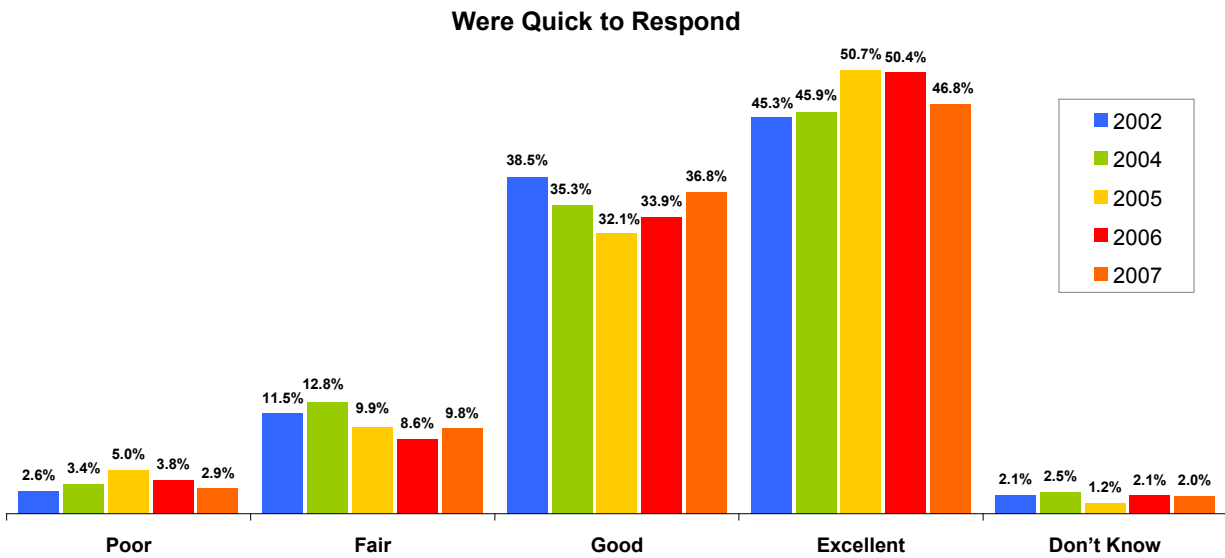
Fewer respondents in 2007 said this service was 'good', 38.8%, than in any other year. Meanwhile, more respondents rated the service as 'fair' at 11.5% when compared to all previous years.





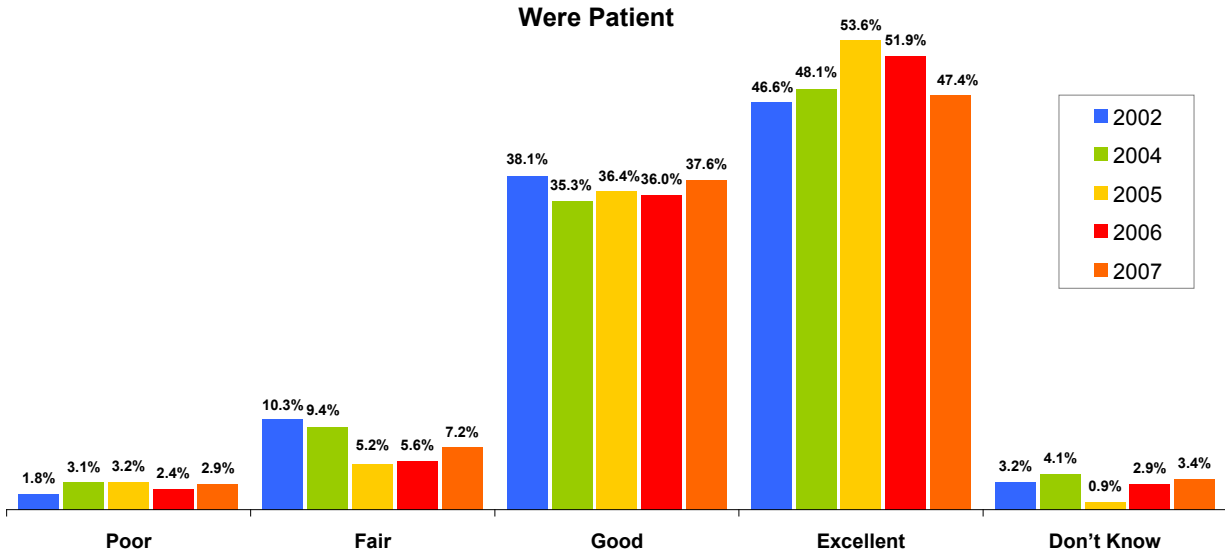
Q3. This question asked clients if they felt reception/front office staff were polite and/or respectful.

55.5% of respondents rated this service as 'excellent', fewer than any of the previous three years. However, the amount who rated the service as 'good' was higher than the three previous years at 33.0%. Only 1.4% of clients felt the service was 'poor', the lowest percentage of the past five years.



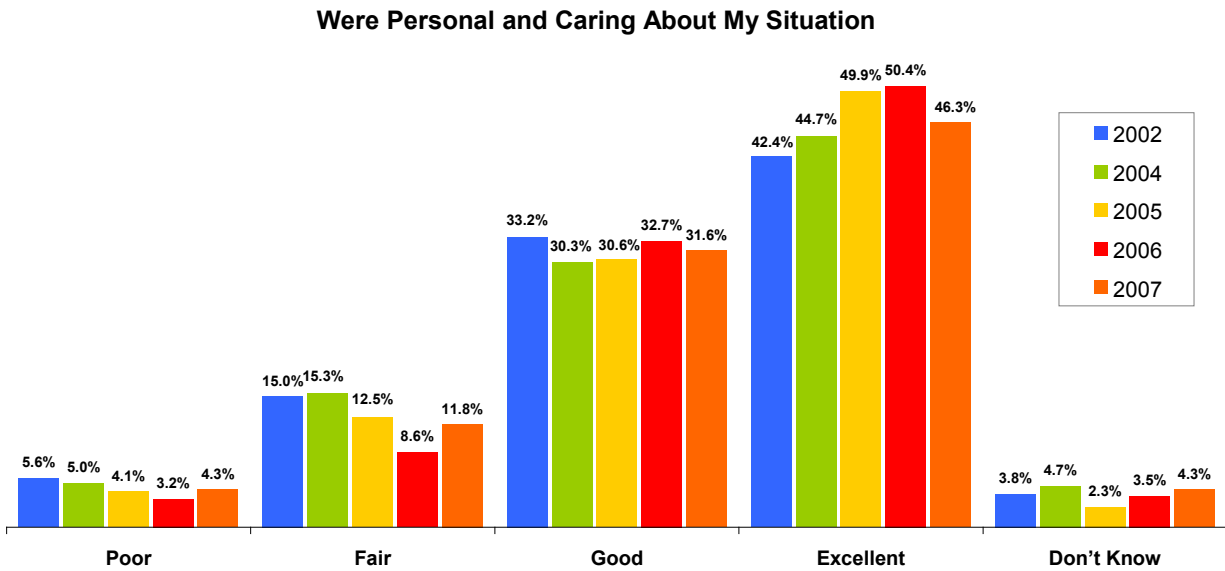
Q4. Clients were asked if reception and/or front office staff were quick to respond.

The number who said this service was 'good' in 2007 (36.8%) was higher than the previous three years. Meanwhile, the number who said this service was 'excellent' was down slightly from the previous two years.



Q5. Clients were asked to rate the reception/front office staff on patience.

The number of respondents in 2007 who rated the service as 'excellent' (47.4%) was lower than the numbers for 2004, 2005 and 2006. Meanwhile, the number who rated the service as 'good' (37.6%) remained close to the numbers for previous years.

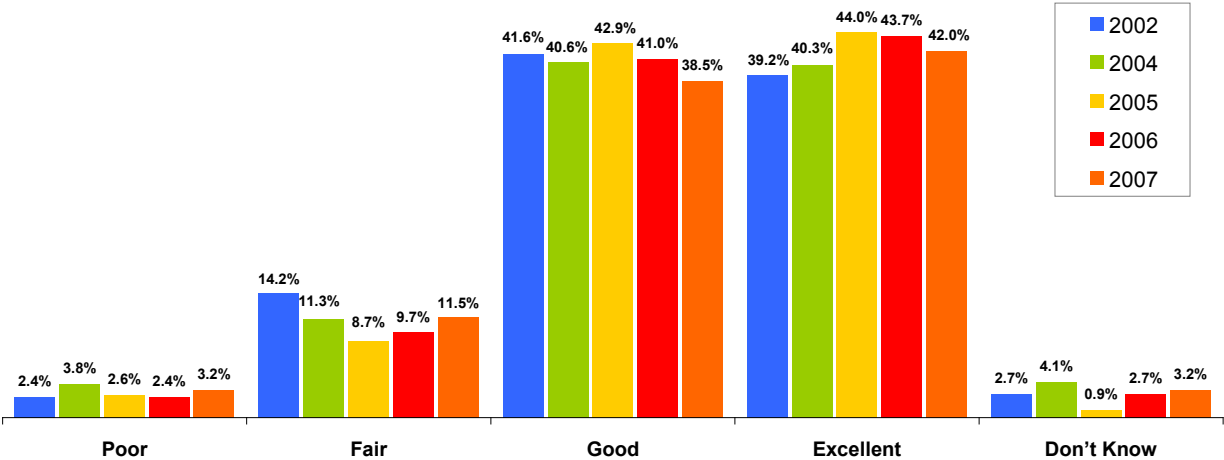


Q6. The next question asked if reception and/or front office staff were personal and caring about the clients' situation.

Trends for the responses to 'were personal and caring about my situation' (Q6) are close to the responses for 'were patient' (Q5).

The next set of questions clients were asked to answer focused on how they felt their questions were dealt with by the reception or front office staff. Clients were asked to rate different areas of service on a scale from 'poor' to 'excellent'.

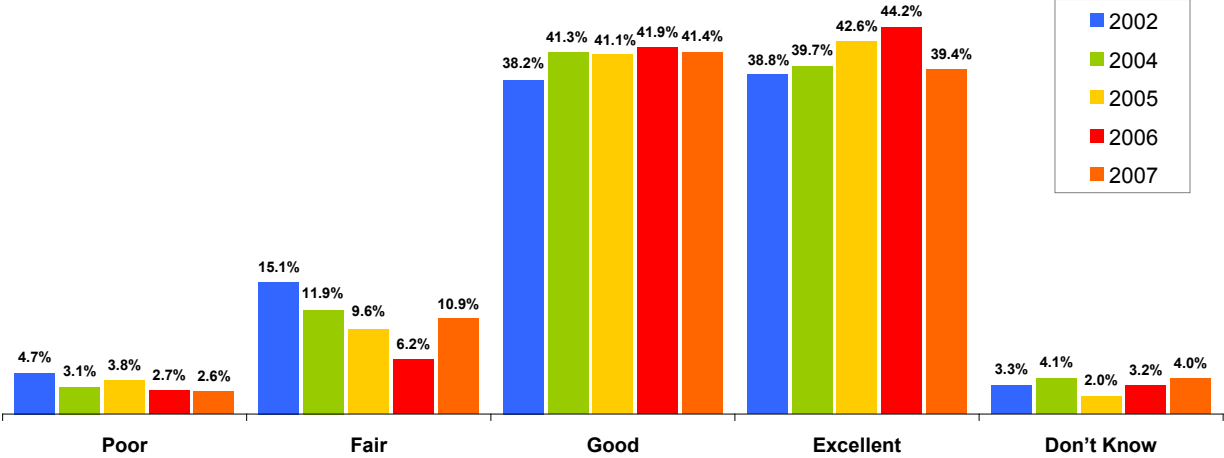
The Answers to My Questions were Clear



Q7. Clients were asked to assess whether they felt the answers to their questions were clear.

The percentage of respondents who said this service was 'excellent' has followed a general downward trend for the last three years of the survey. The number for 2007, 42.0%, is lower than the numbers for 2005 and 2006. Meanwhile, the percentage who responded 'good' has fluctuated somewhat over the past five years, with the number for 2007, 38.5%, lower than all the previous years.

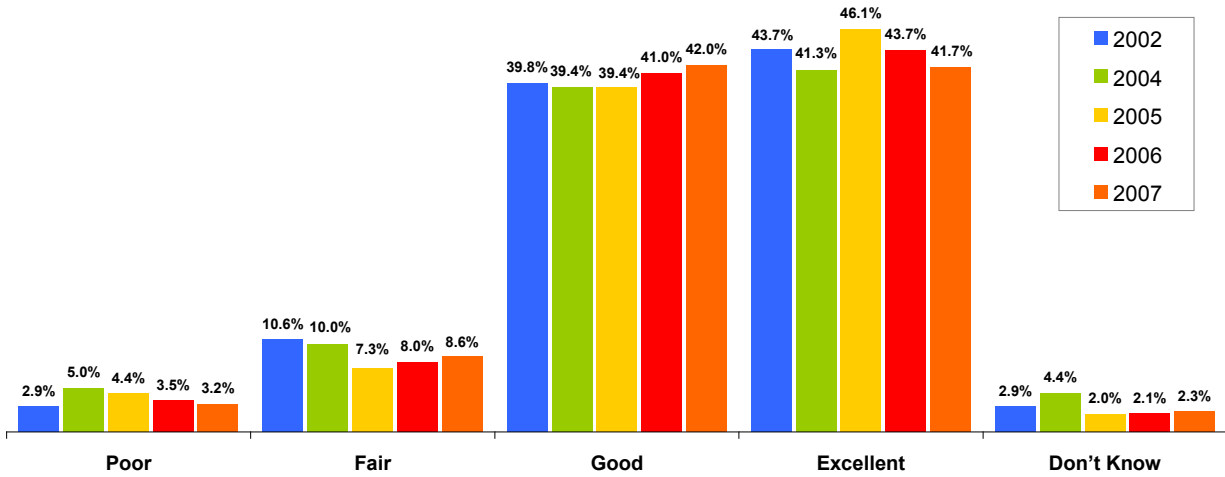
The Answers to My Questions were Timely



Q8. The next question in this area asked if clients thought their questions were answered in a timely manner.

Fewer respondents, 39.4% in 2007 said this service was 'excellent' than in any other year displayed except 2002. 41.4% of respondents rated the service as 'good' which was very close to the responses given in 2004, 2005, and 2006. Fewer respondents said 'poor' in response to this question, 2.6%, than any other year of the survey.

The Answers to My Questions were Helpful



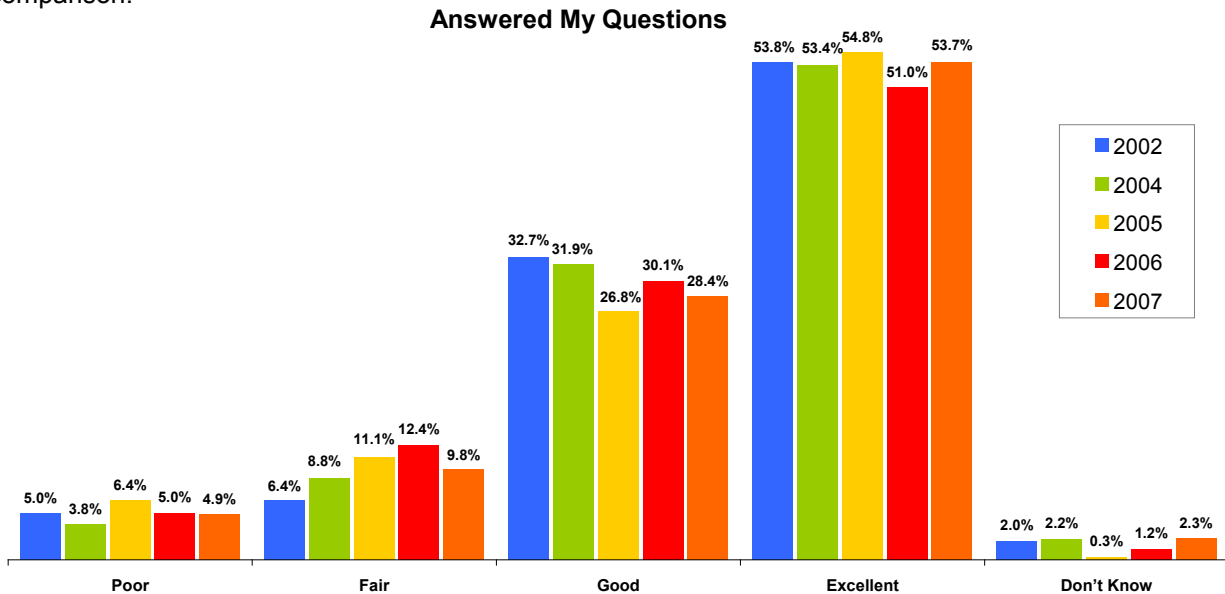
Q9. The final question in this area asked clients to rate how helpful the reception/front office staff were in answering their questions.

In 2007, 42.0% rated this service as 'good', more than in any of the previous years displayed. In contrast, fewer people rated this service as 'excellent' than in any previous year with the exception of 2004.

CASE MANAGER

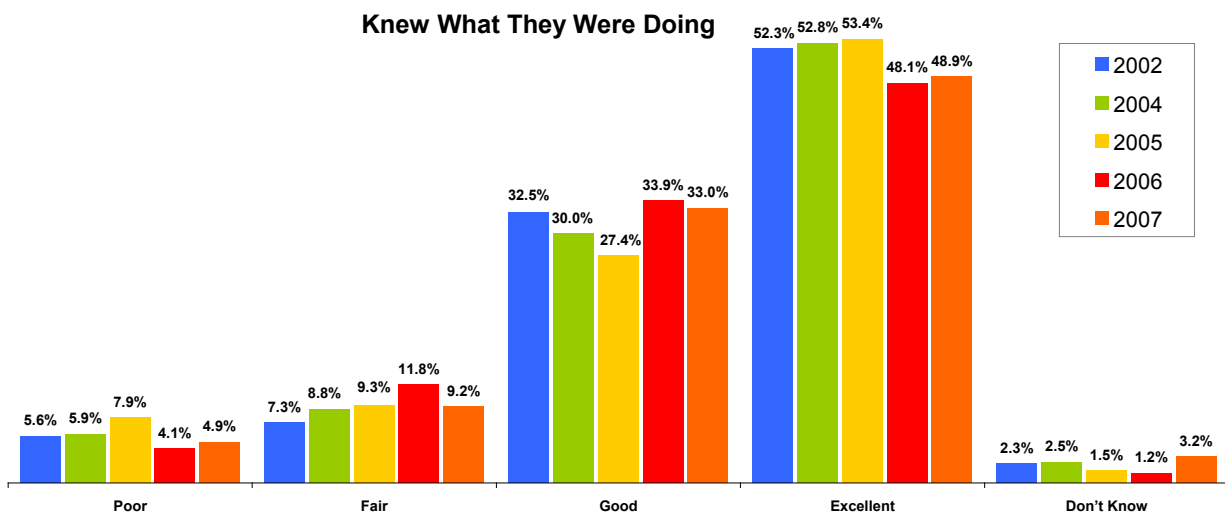
Clients of the Adult Services Unit were also asked to rate the service they received based on their experience when dealing with their Case Manager. Clients were once again asked to rate the same areas of service on a scale from 'poor' to 'excellent' for Case Managers.

All graphs show results from 2002, 2004, 2005 and 2006 along with findings from the 2007 survey for comparison.



Q10. Clients were asked to rate how their Case Managers had answered their questions.

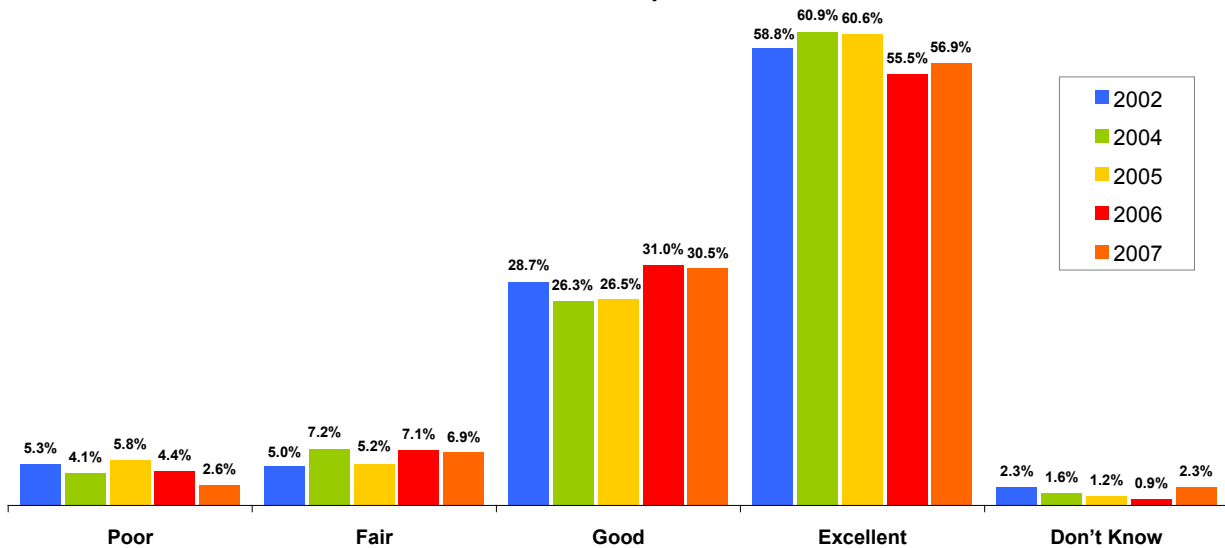
In 2007, 53.7% of respondents said this service was 'excellent', higher than in 2006, but consistent with previous years. The rating for 'good' (28.4%) was also lower than all other years except 2005.



Q11. Clients were asked to rate their Case Manager on whether the Managers knew what they were doing.

In 2007, fewer respondents rated this service as 'excellent' (48.9%) than in any other year except 2006. However, more respondents rated the service as 'good' (33.0%) than in any previous year except 2006.

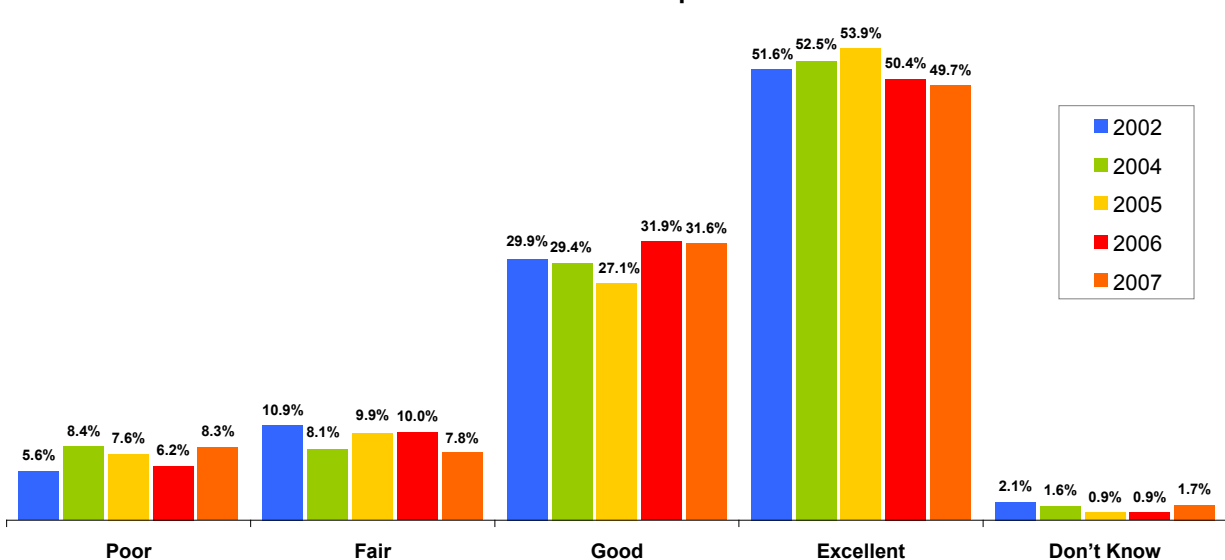
Were Polite/Respectful



Q12. This question asked clients to rate how polite and/or respectful their case manager was to them as clients.

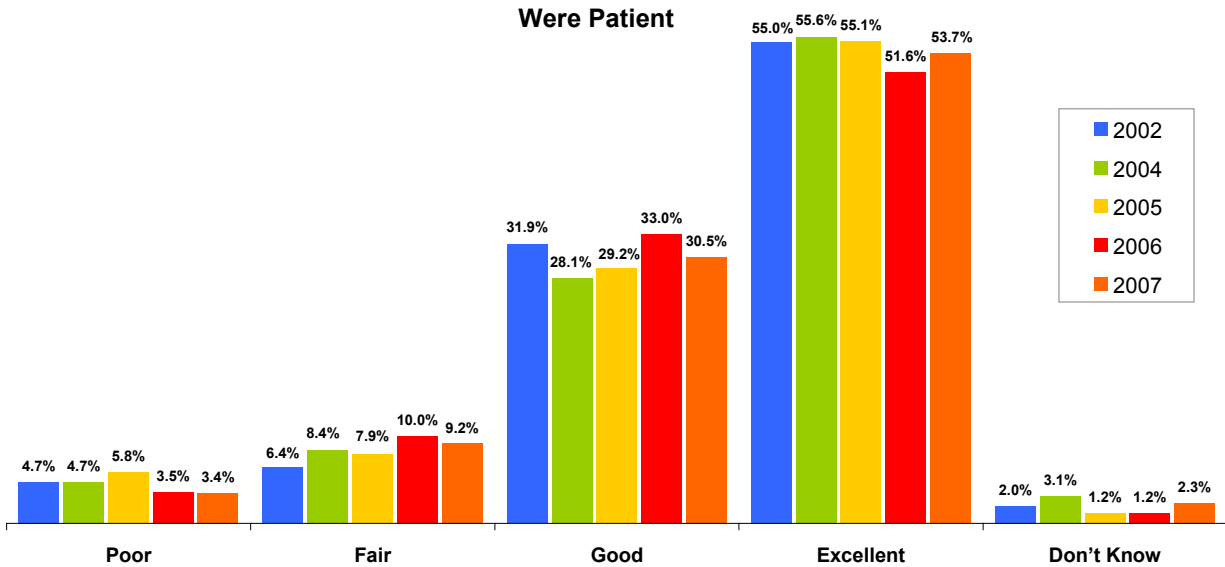
In 2007, fewer respondents rated this service as 'excellent' (56.9%) than in any other year except 2006. However, more respondents rated the service as 'good' (30.5%) than in any previous year shown except 2006, and the percentage of respondents that rated the service as 'poor' was the lowest of the years reported (2.6%)

Were Quick to Respond



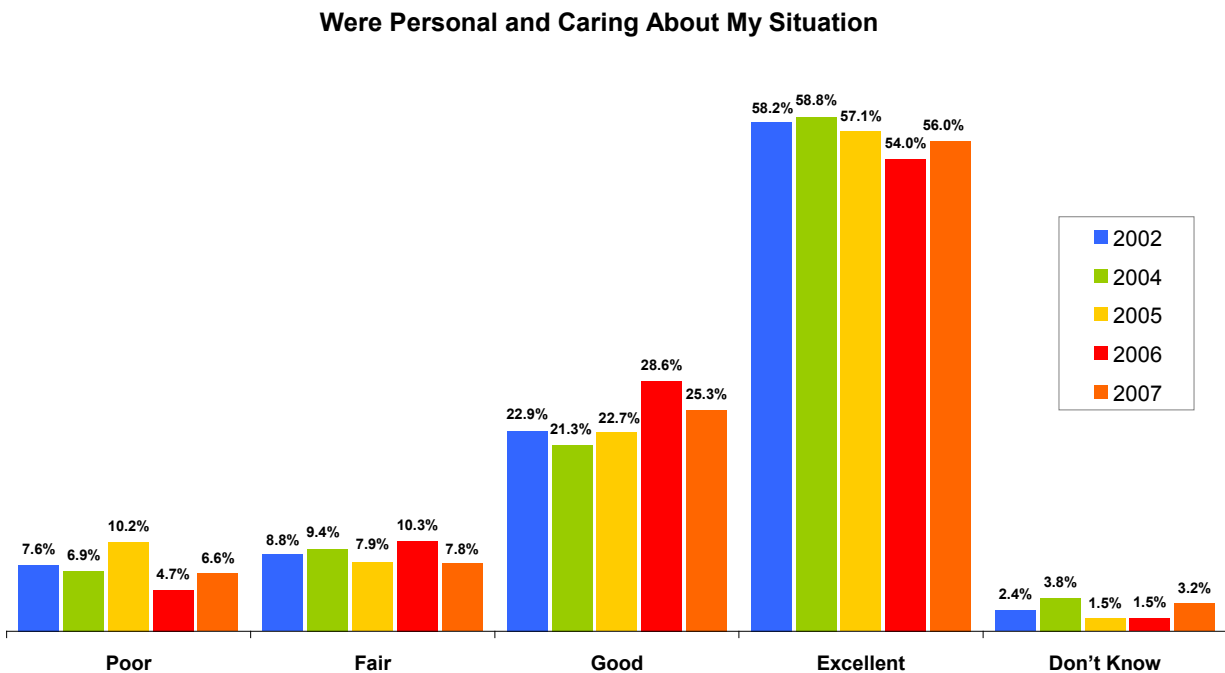
Q13. Clients were asked to rate the service level of how quick case managers were to respond to them.

Fewer respondents in 2007 said this service was 'excellent', 49.7%, than in any other year. 7.8% rated the service as 'fair', less than any other year.



Q14. Clients were asked to rate case managers on patience.

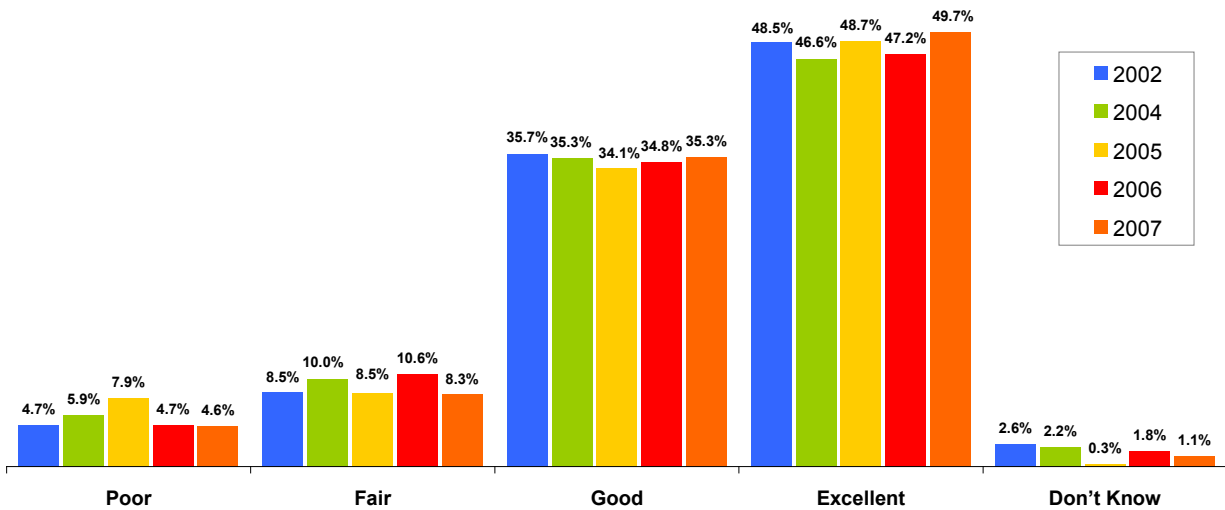
Fewer respondents in 2007 rated this service as 'excellent' (53.7%) than any other year except 2006. More respondents, 9.2%, rated the service as 'fair' when compared to all years except 2006, when it was at 10.0%.



Q15. The next question asked clients to rate how personal and caring the case managers were about the client's situation.

The number of respondents who said the service was 'excellent' was on a downward trend since 2004 (58.8%), but came back up in 2007 with 56.0%.

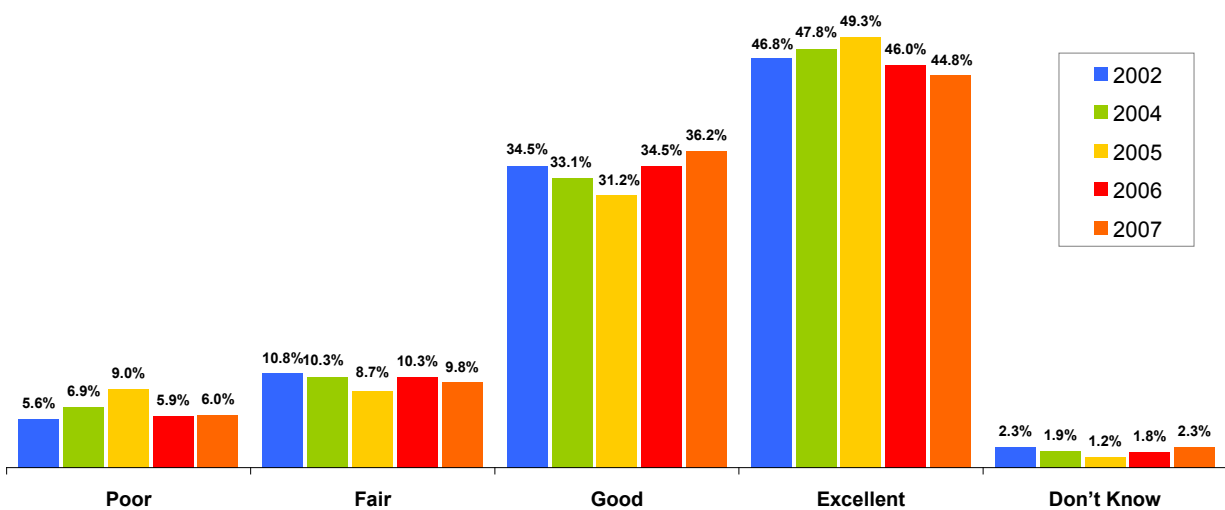
The Answers to My Questions were Clear



Q16. Clients were asked to assess whether they felt the answers to their questions received from case managers were clear.

The 2007 respondents' answers about this service being 'excellent', 49.7%, were highest when compared with all previous years. There were 35.3% of respondents who said the service was 'good', which is close to the numbers from the displayed previous years.

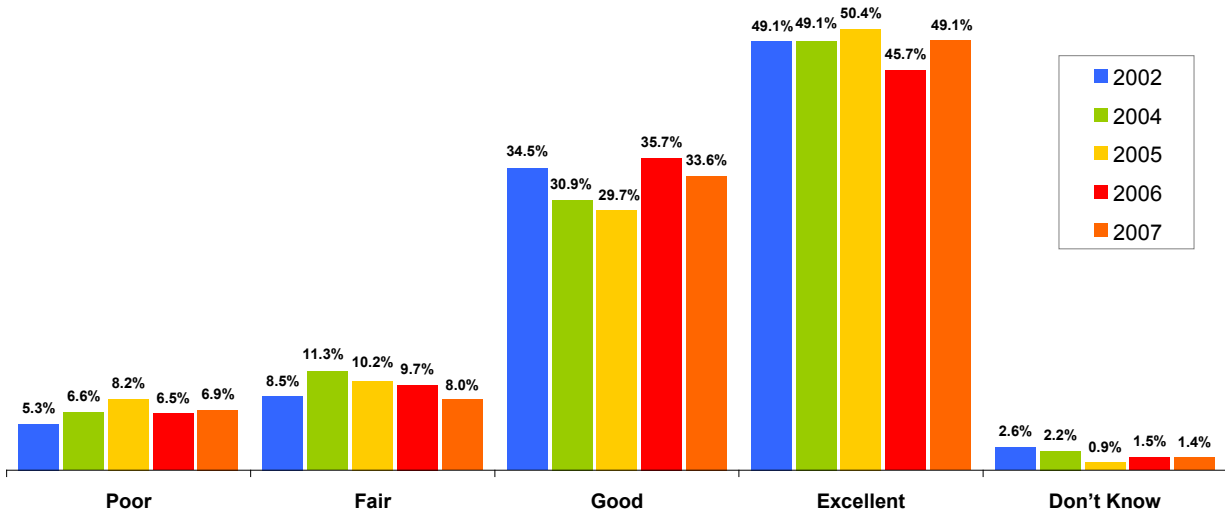
The Answers to My Questions were Timely



Q17. The next question in this area asked if clients thought their questions were answered in a timely manner by their case managers.

Only 44.8% of respondents felt this service was 'excellent', the lowest number of the years shown. However, the numbers for 'good' were 36.2%, the highest of the years shown.

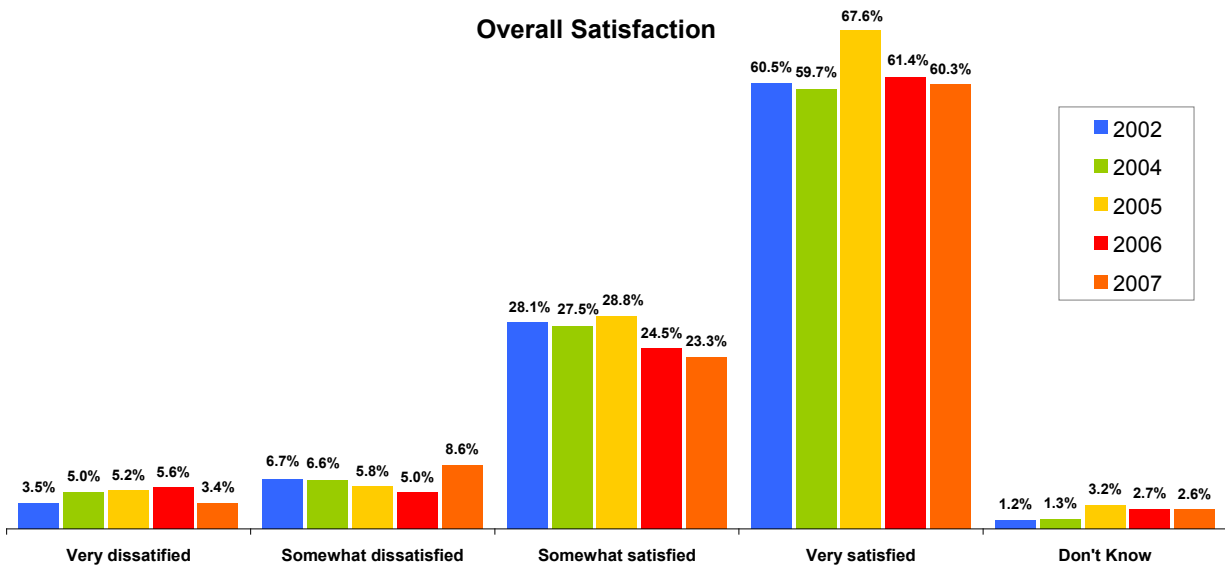
The Answers to My Questions were Helpful



Q18. The final question in this area asked clients to rate how helpful their case managers were in answering their questions.

In 2007, 49.1% rated this service as 'excellent', consistent with 2002 and 2004. The number that rated this service as 'fair' was 8.0%, the lowest of the five years shown.

Overall Satisfaction



Q20. Clients were asked to rate how satisfied they were overall with the services they received from the Adult Services Unit at the Social Assistance Office.

In 2007 there were 60.3% of respondents who rated their overall satisfaction as 'very satisfied', similar to the numbers from 2006, 2004 and 2002. 23.3% of respondents reported being 'somewhat satisfied', which is the lowest number since 2002. The number that reported being 'somewhat dissatisfied' is the highest of all the years at 8.6%, while the number of those who reported being 'very dissatisfied' (3.4%) is the lowest of all five years.

LONG-ANSWER QUESTIONS

Q20. If there were only one thing you could suggest to improve the service you received, what would it be?

There were 98 comments in response to question 20; 89 comments were from Whitehorse residents and 9 were from rural residents. Comments from rural residents are indicated with an (R) after the comment.

Case Workers (20 Comments; 3 Rural, 17 Whitehorse)
Have a case manager from the very beginning; Stay with one case manager; We have been tossed from case manager to case manager. It would be nice to have just one.
Get a better worker (R); replace my case worker.
More consistency between workers.
There is only one worker in our community. We need another worker who can listen to our complaints. (R)
I think the case managers need to get more involved with their clients. It has been over a years since I have seen my case worker.
Workers should be helping to find work for those clients that are wanting to work.
The case manager should take more time to listen instead of butting in.
Be More Understanding (10 Comments; all Whitehorse)
They need to be more concerned with a person's overall well-being.
Some of the people there do not understand your situaiton. They need to have more understanding.
To have all workers treat clients as individuals and not like they are from the same pod. That's when growth can finally happen.
All case managers should treat clients how they would like to be treated and be thankful they are not in our position.
Some of the reception/front office staff at the front desk should have compassion for the clients.
Cheque Handling Process (4 Comments; 1 Rural, 3 Whitehorse)
An improvement would be to deposit my cheque directly into my bank account. (R)
You need to pay more attention to where you are sending the cheques. They were being sent to the wrong place and this kept happening.
Communications (13 Comments; 3 Rural, 10 Whitehorse)
There needs to be more effective internal communication. Sometimes my cheque gets mailed when I am supposed to be picking it up and sometimes I have to go pick it up when it was supposed to be mailed.
To listen more closely. (R)
More information should be made available fo the clients about their rights and responsibilities. (R)
Ensure that the communication in the office is maintained. In the past we have made an appointment with the secretary and the case manager was not aware of it. (R)
To be more clear on eligibility issues.
More discretion needs to be used by case managers. Our case manager makes comments out loud that other people can hear.
More communication between social services office and chronic care.
Better communication between my worker and his supervisor.
Working with Clients Who have Disabilities (6 Comments; 1 Rural, 5 Whitehorse)
The disability forms should be more understandable and have more space to write on. (R)
Improve things with disability issues, from making it easier for us to fill out forms and not waiting so long to get an answer back to us.
In the case of special needs kids we should be able to fill out the forms annually instead of every month.
Direct deposit cheques for people on disability.

Program or Policy changes (6 Comments; all Whitehorse)
Perhaps group intake is not a good idea. Intake with a group of people with different circumstances made it more difficult, I was upset and crying so that was embarrassing. Better service would be to have intake alone.
Quit wasting money on the intake and just deal with the people. Intake waste of time could be spent assessing people's needs and wants.
Have a better phone system. I seem to change workers a lot, for that reason I can never remember my workers desk phone number. After hours I can't leave my worker a message if I can't remember his/her number.
They need smaller case loads which means we could get responses quicker. This affects the residents lives, we have had to cancel camp trips because we have not heard back. It is hard to plan a month ahead with these residents of the home.
Office Reception Area/Staff (10 Comments; all Whitehorse)
Just a little more confidentiality from the reception.
To have someone that speaks French at the front desk.
It would be nice to have a more private place to wait for our case manager. In the main waiting area there are people there in various states of sobriety. It would be nice to have a private place to wait.
The reception / front office staff need to get off their butts and help people. When I go in there it takes them 5 minutes to get off their chairs and help me.
When you phone the office the reception/front office staff should be able to answer certain questions, i.e. If your monthly assistance cheque has been mailed or not, instead of having to transfer you to a case manager which ties up his/her time.
Change Paperwork (2 Comments; all Whitehorse)
To get rid of the questionnaire forms.
To make the needs assessment forms better, easier to understand.
Respond Quicker, Speed up Processes (9 Comments; all Whitehorse)
Appointments should be on time. I don't like waiting around when I go for my appointment.
They should see you immediately if it is an emergency or a person is in dire need.
They need to answer the clients questions the same day or at least the next day, don't have them waiting for a week for a response.
Relations with Staff (8 Comments; all Whitehorse)
That the workers remember we are their clients. Remember their mission statement and learn their policies.
Need one on one service not 10 people in on one procedure.
Remember that not everyone is the same, not everyone has the same situation.
Training Opportunities (5 Comments; all Whitehorse)
There needs to be more training for the front desk staff.
Better training for social workers so they know what clients are entitled to. There should be frequent workshops for social workers reminding them that people on social assistance are depending on the money for basic survival.
Perhaps the front office staff should have better computer knowledge. Information retrieval was unclear for them.
Positive Comments (5 Comments; 1 Rural, 4 Whitehorse)
The service was exceptional.
Keep up the good work!
Frankly I cannot think of anything, everyone has been courteous and helpful.

Q21. Additional Comments

There were 204 comments in response to question 21; 179 comments were from Whitehorse residents and 25 were from rural residents. Comments from rural residents are indicated with an (R) after the comment.

Thankful, Satisfied, Good Service (79 Comments; 10 Rural and 69 Whitehorse)
I have always been treated with respect and kindness.
Staff is just awesome. What you've done for me has been absolutely fantastic, really helped me at a time when I needed it.
My case worker has been a great help and support. She has helped me set up programs, has helped me with my doctor. She has gone over and beyond the call of duty.
The service was excellent. The staff and workers [case managers] were excellent and well qualified.
As someone who lived in the south, I must say this office and its employees are the best in giving help and support to its clients.
Not Enough Money (65 Comments; 8 Rural and 57 Whitehorse)
The amount you are allowed for furnace oil in the winter, especially to those who own their own homes, needs to be looked at. (R)
The amount of money we receive has not been raised in 19 years. This amount is hard to get by on. If we received more it would help us to get ahead and start helping ourselves. The amount we currently receive makes it difficult to think about anything other than just getting by.
To get more funding, assistance is not enough to survive on. They should give extra money for laundry and start giving food vouchers for fruits and vegetables.
The thing is, it needs to be improved for the people that need it. It hasn't been improved in years. The cost of living goes up all the time but not the cheques, how can we live?
Improve Service (19 Comments; 3 Rural and 16 Whitehorse)
Every time we go there to see the case manager and secretary they would twist our words around and say something different. (R)
I would like to have the option to know the courses that are coming up. It should be put on the job board so we could see, for example, first aid courses, school courses, air tickets. I would like to be made more aware.
Need to get rid of the staff upstairs they've been there too long, all new case workers are needed. Our case manager never phones us, we have to initiate the calls. He is supposed to call us once a month. There is a lack of follow-up by the case manager as well. We don't enjoy going there, it's not very nice.
The case managers are always changing, sometimes not knowing what the other workers did the month before.
Miscellaneous (19 Comments; 1 Rural and 18 Whitehorse)
The security guard is not very nice to certain people, he's not always that way though. He is probably just assuming he is doing his job.
I would like to see social services adopt everyone in this town. Get rid of DIA [Department of Indian Affairs]. I hope everyone has a chance to go back to school.
I believe female social workers are more in tune with the overall health and needs of male clients. To achieve good mental health proper nutrition is necessary. We do not receive enough money per month to eat the food that we really need. My doctor filled out a disability for my depression and other health problems a few years ago. Social workers took it upon themselves to say no.
The department has no idea of the amount of time and energy it takes having clients that are living in our homes.
Review Policies (15 Comments; 1 Rural and 14 Whitehorse)
When you have a chronic illness, there is no chance you will get better. We should be given medical cards yearly, yet we have to fill them out every 3 months. They also make us fill out a job search sheet. I want to work but I can't. I feel that they put out the wrong message to people about us, that we don't want to work, when it's really that we are unable to work due to health issues.

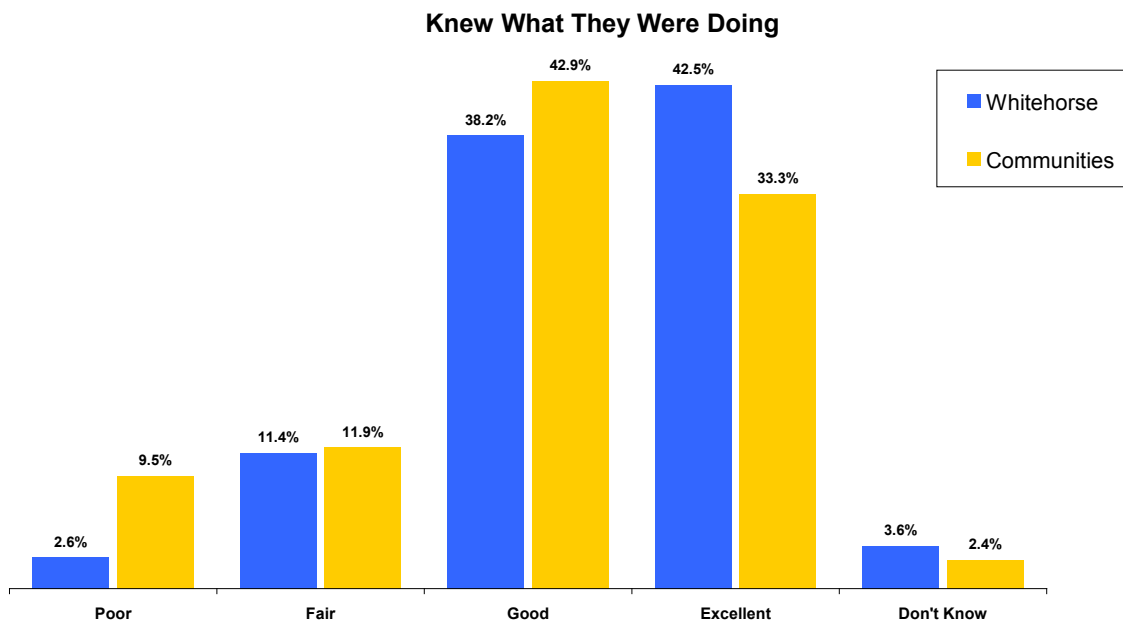
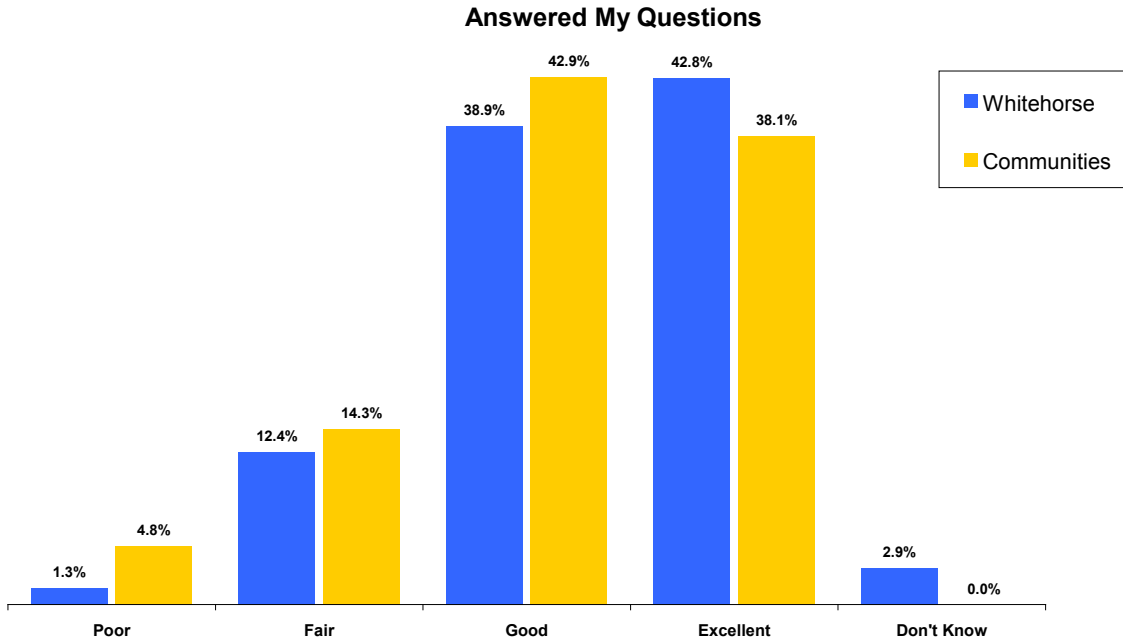
The form that has to be filled out monthly is ridiculous! My son is down's syndrome, this condition will not change, and we have to fill out this form every month! I could see completing a form every six months to update things like address or whether a client was still seeking training, but not all the other stuff. We have to go into the office to complete this form and the office is not a super pleasant place. My son would be very frustrated if he had to do it on his own.
Change the hours, sometimes I don't know whether to go down to the office at 8:30 am or 1:00 pm.
I am also receiving TSA (Territorial Supplementary Allowance) and in order to receive this my family physician has to be involved and there are long forms to complete. My physician always gives a long sigh when he has to fill these out because they are so lengthy.
Physical Changes (3 Comments; 2 Rural, 1 Whitehorse)
They need a better computer system. All the workers in Dawson should be in the same building. When one case worker does a home visit the paper work is not put on the computer right away, so when you go see another worker they do not know what is going on. (R)
The office is very musty. Improve the office. The social worker were congruent with their actions and what I felt was the necessary help given me, given my situation. (R)
There is no bench in the lobby for people who have casts, crutches or walking problems. Also there is no bench outside so people can sit down and wait for a ride.
Support for Job Placement/Training (2 Comments; all Whitehorse)
Do a little bit more to help people pursue their career instead of telling them they don't qualify.
There should be more things provided for those who are wanting to work. My son recently lost a job because of a lack of funding. The way it was handled was wrong, nothing was said or arranged. I went in and saw his worker and now things are happening and she will try to find him something else.
Cheque System (2 Comments; all Whitehorse)
Why can't cheques for people on disability be deposited directly into our accounts?
There should be automatic payments without the need for client reporting forms. (Client is permanently, profoundly disabled.)

WHITEHORSE/COMMUNITIES COMPARISON

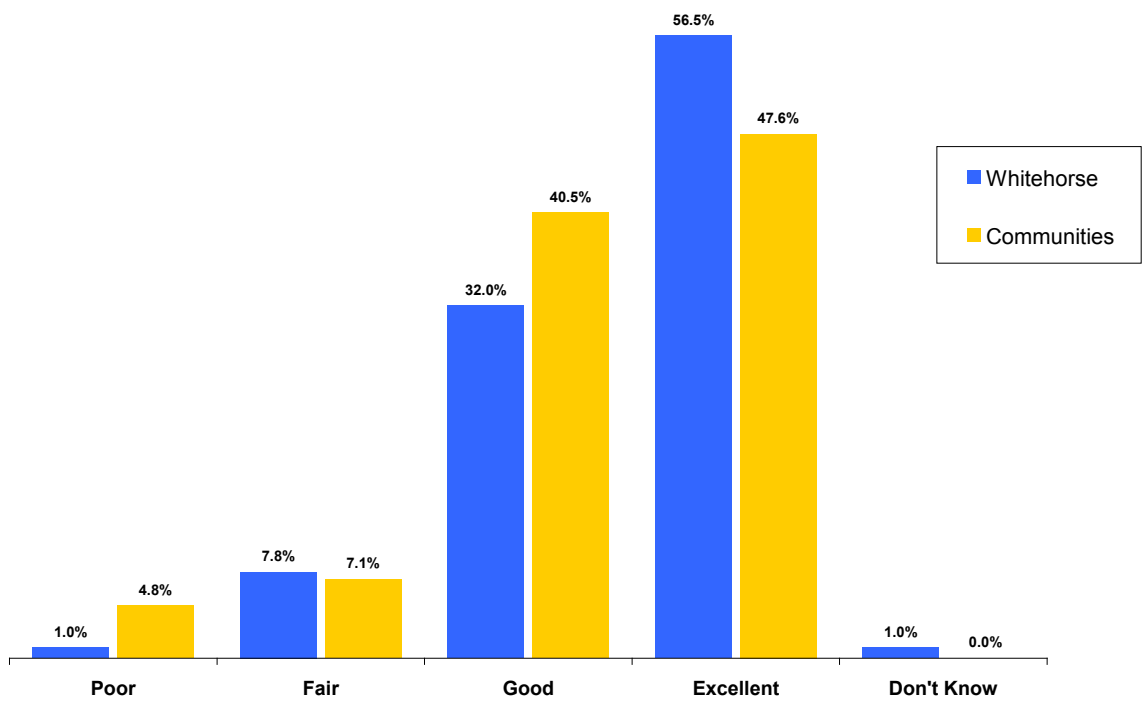
RECEPTION/FRONT OFFICE STAFF

When viewing the following charts it is important to know that there were 306 respondents from Whitehorse, whereas there were only 42 respondents from the communities.

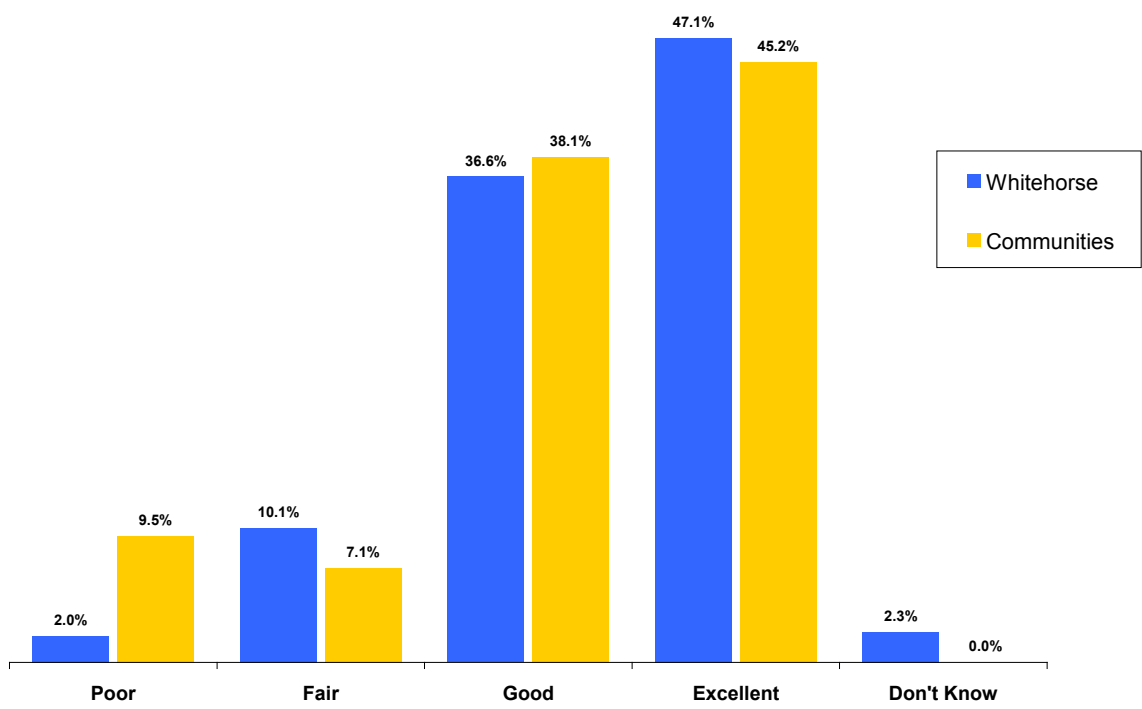
Clients of the Adult Services Unit were asked to rate the services of the reception/front office staff based on their experiences on a scale of 'poor' to 'excellent'.



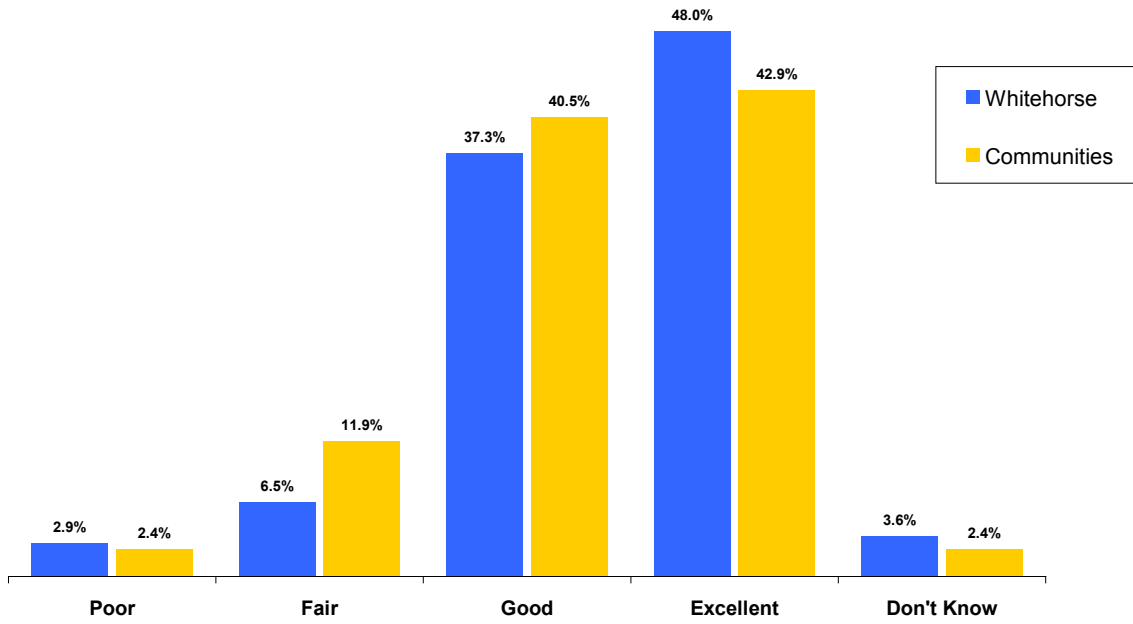
Were Polite/Respectful



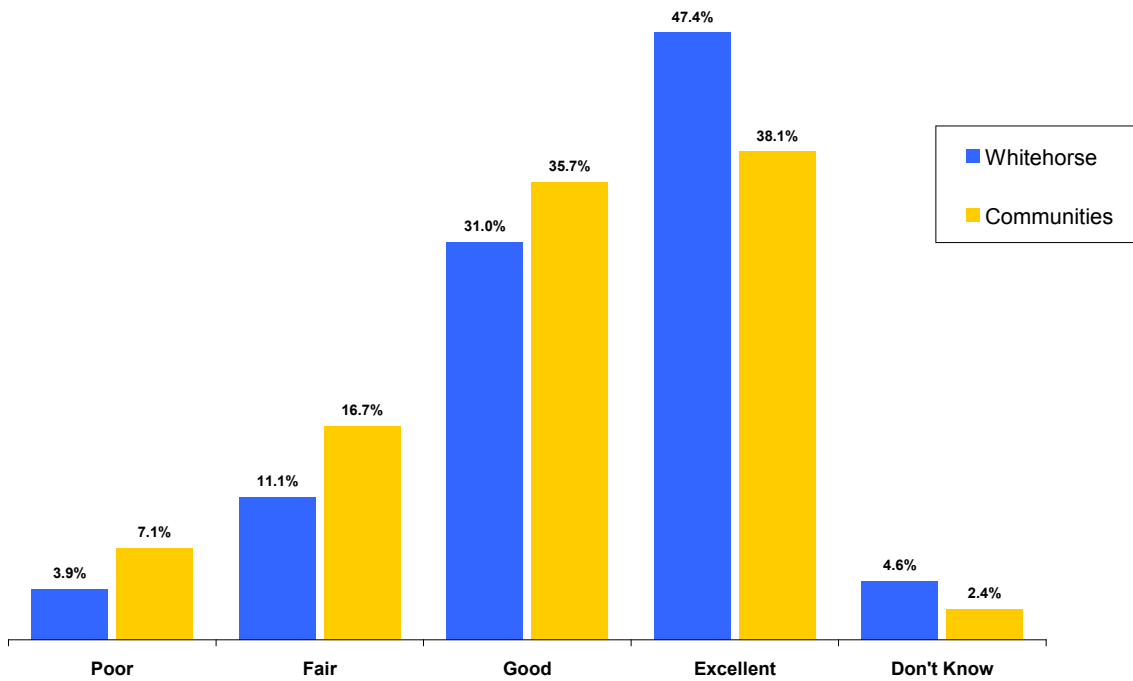
Were Quick to Respond



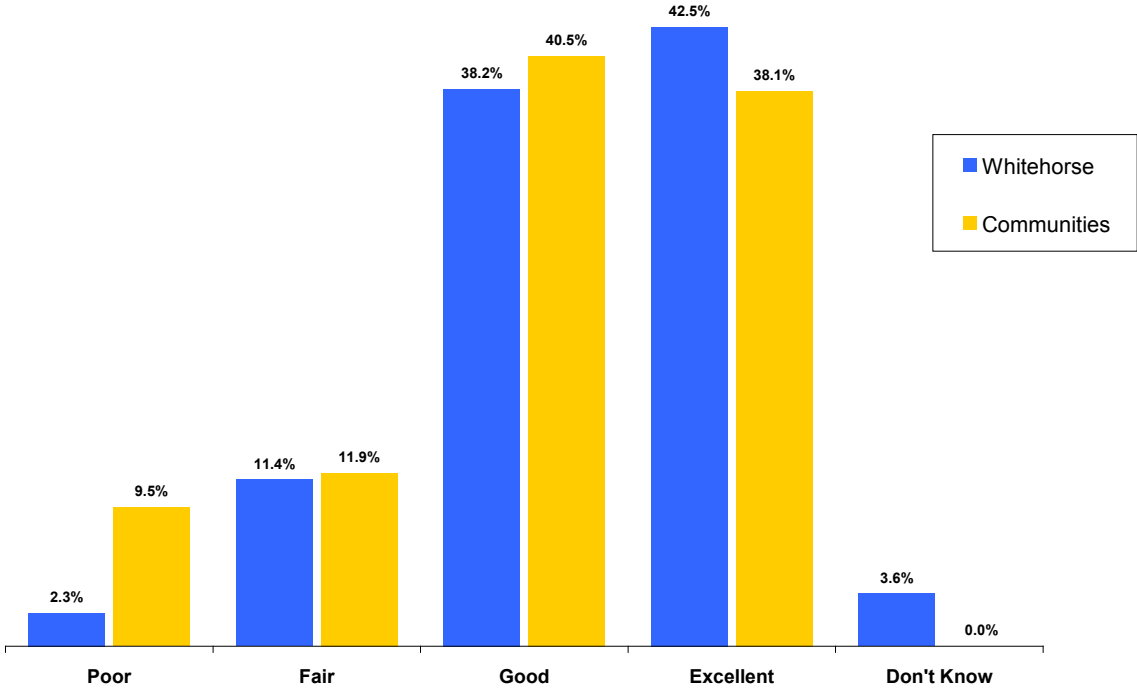
Were Patient



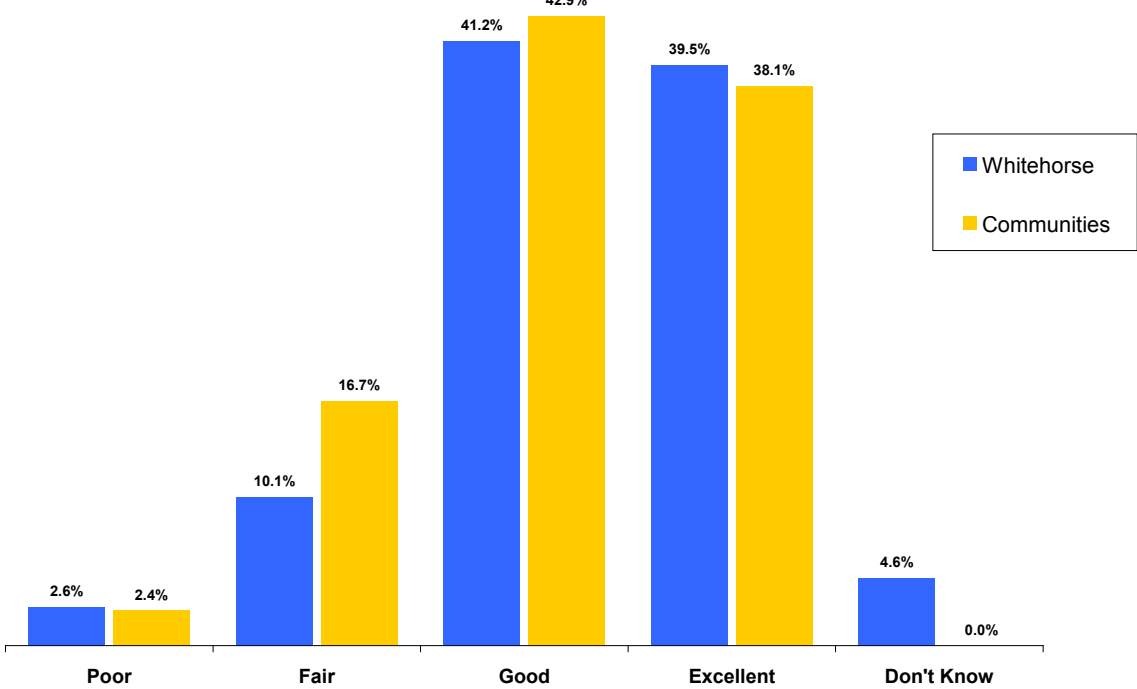
Were Personal and Caring About My Situation



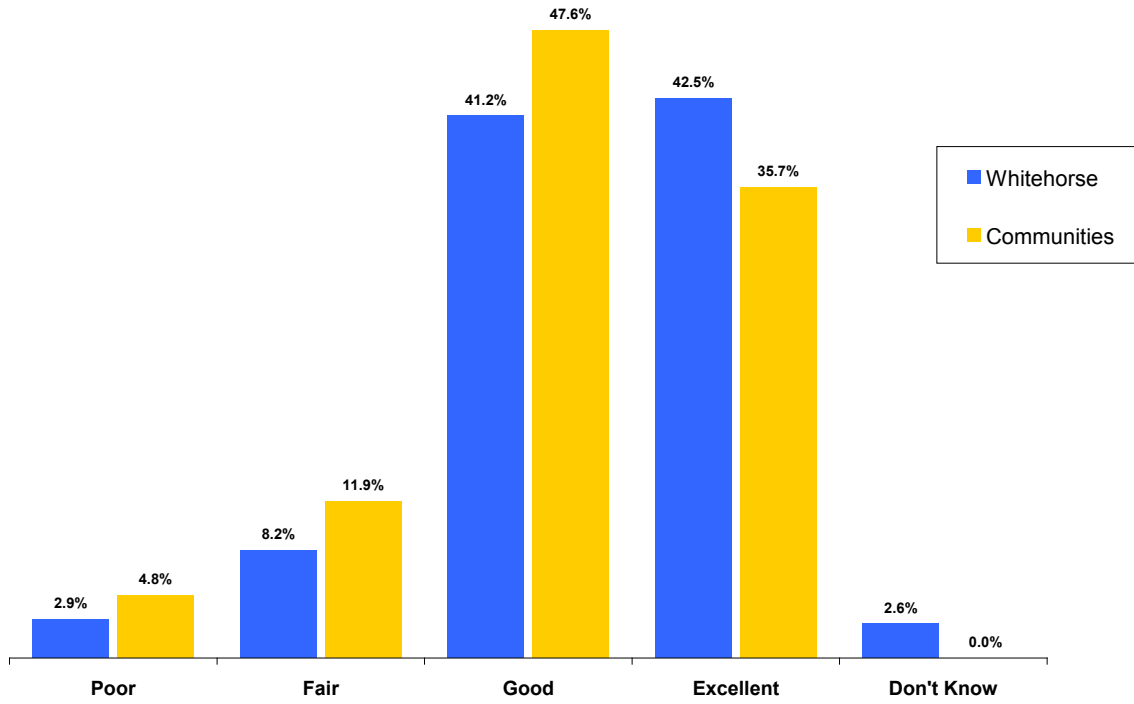
The Answers to My Questions were Clear



The Answers to My Questions were Timely



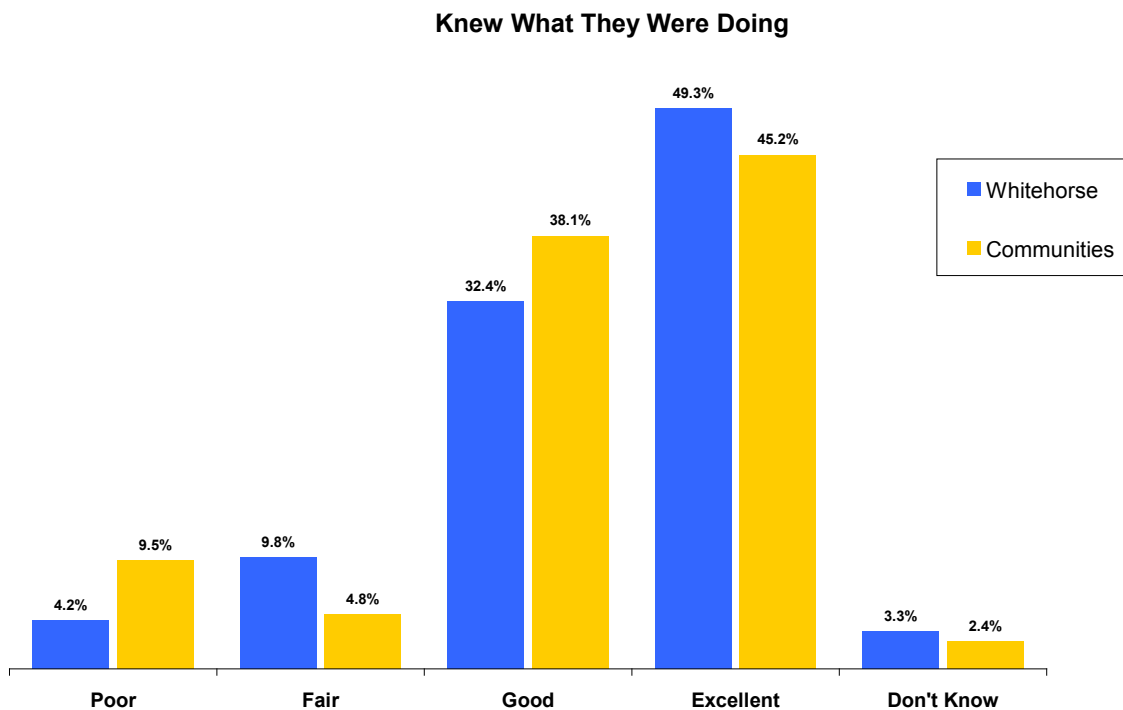
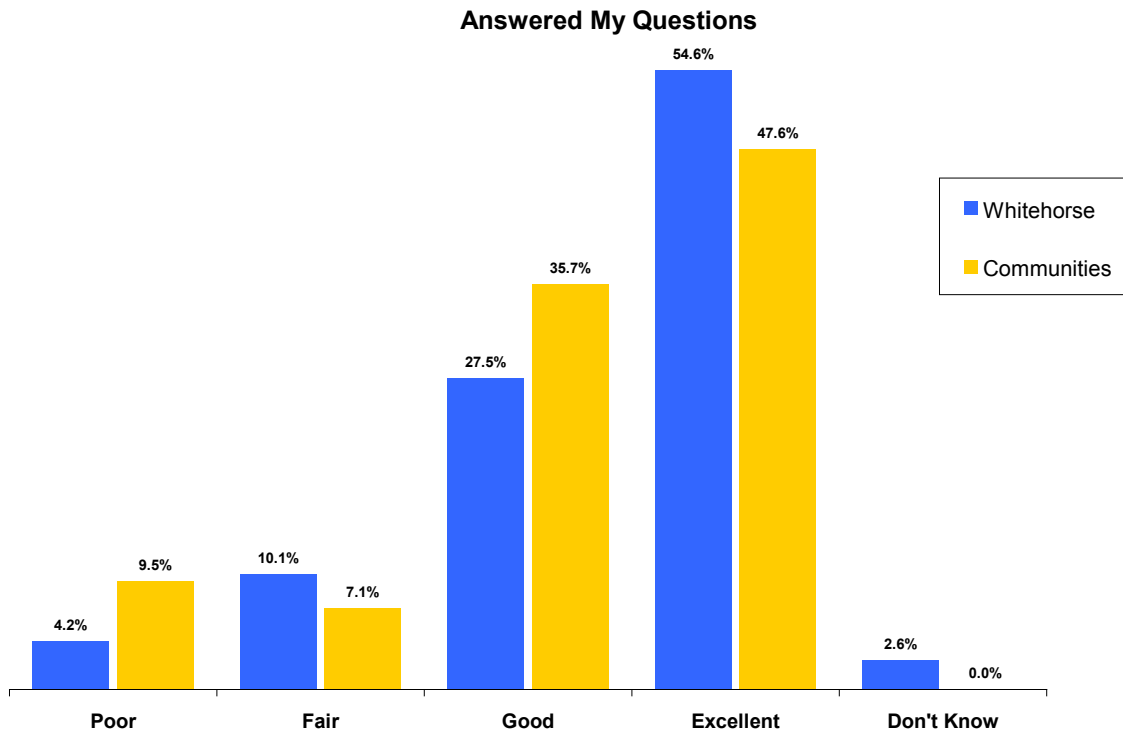
The Answers to My Questions were Helpful



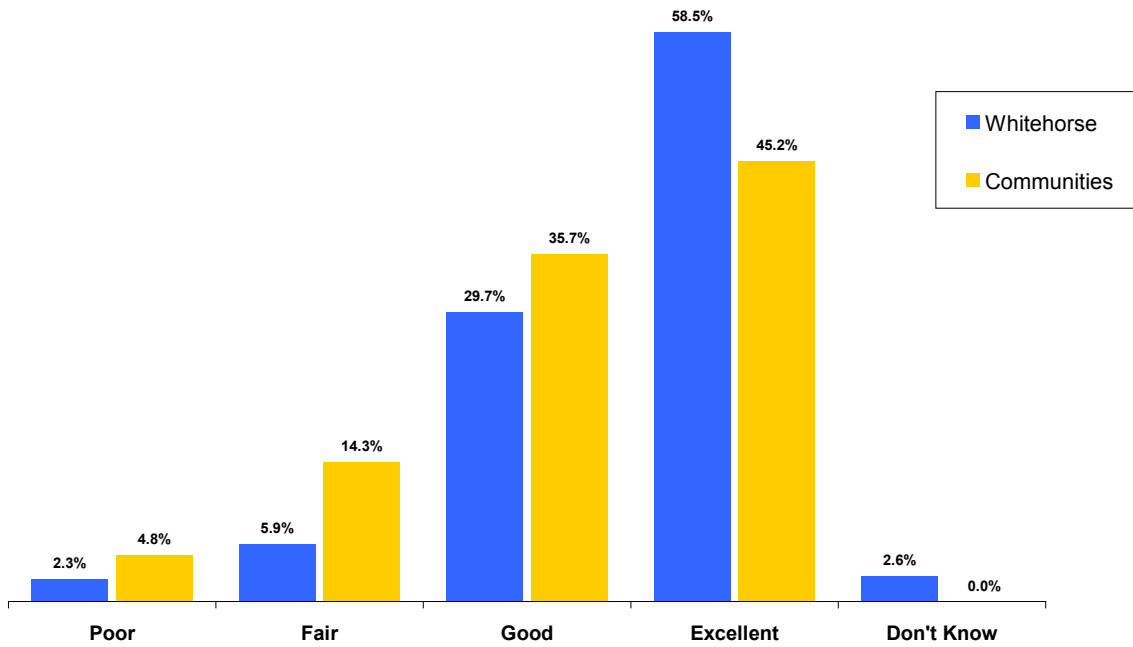
CASE MANAGER

When viewing the following charts it is important to know that there were 306 respondents from Whitehorse, whereas there were only 42 respondents from the communities.

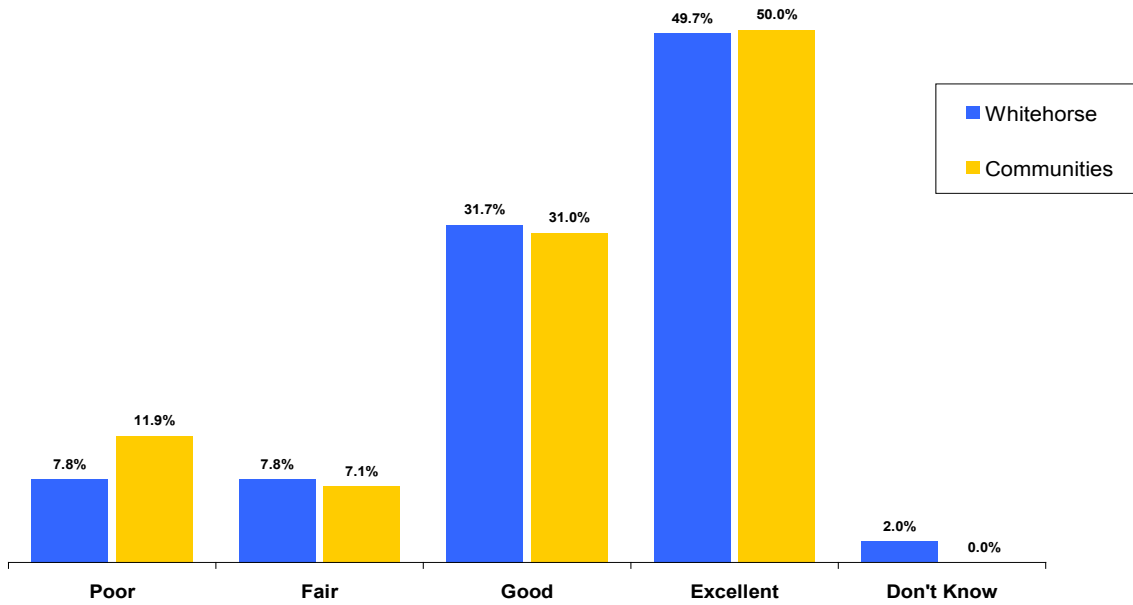
Clients of the Adult Services Unit were asked to rate the services of the case managers based on their experiences on a scale of 'poor' to 'excellent'.

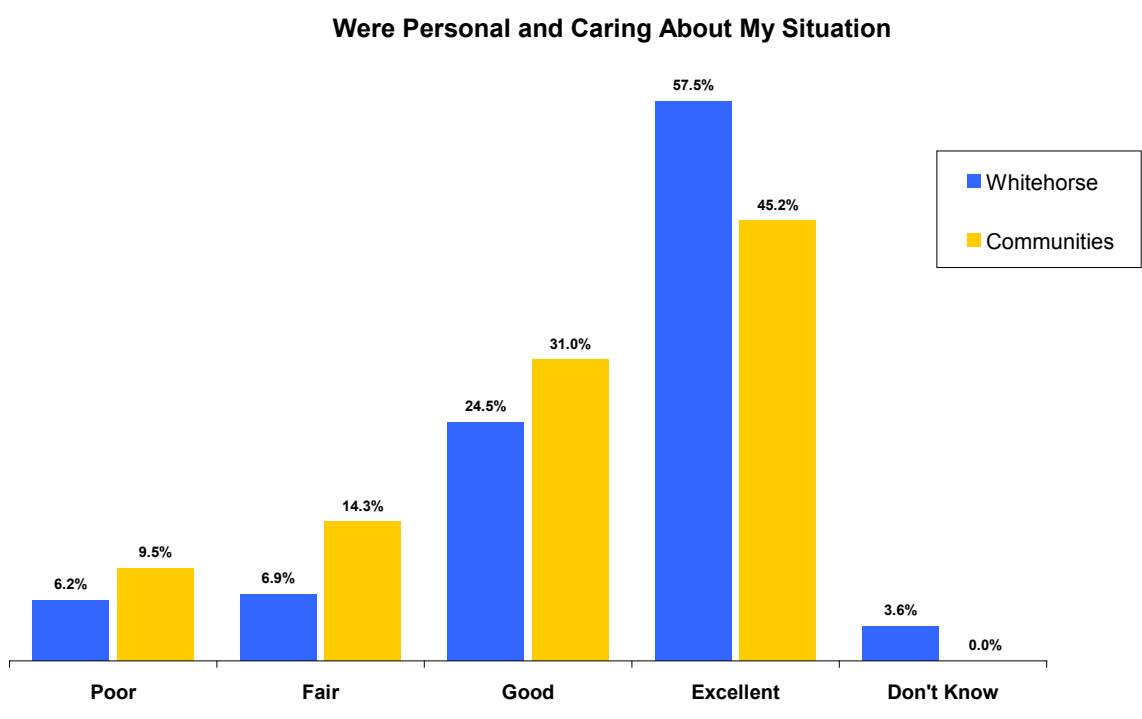
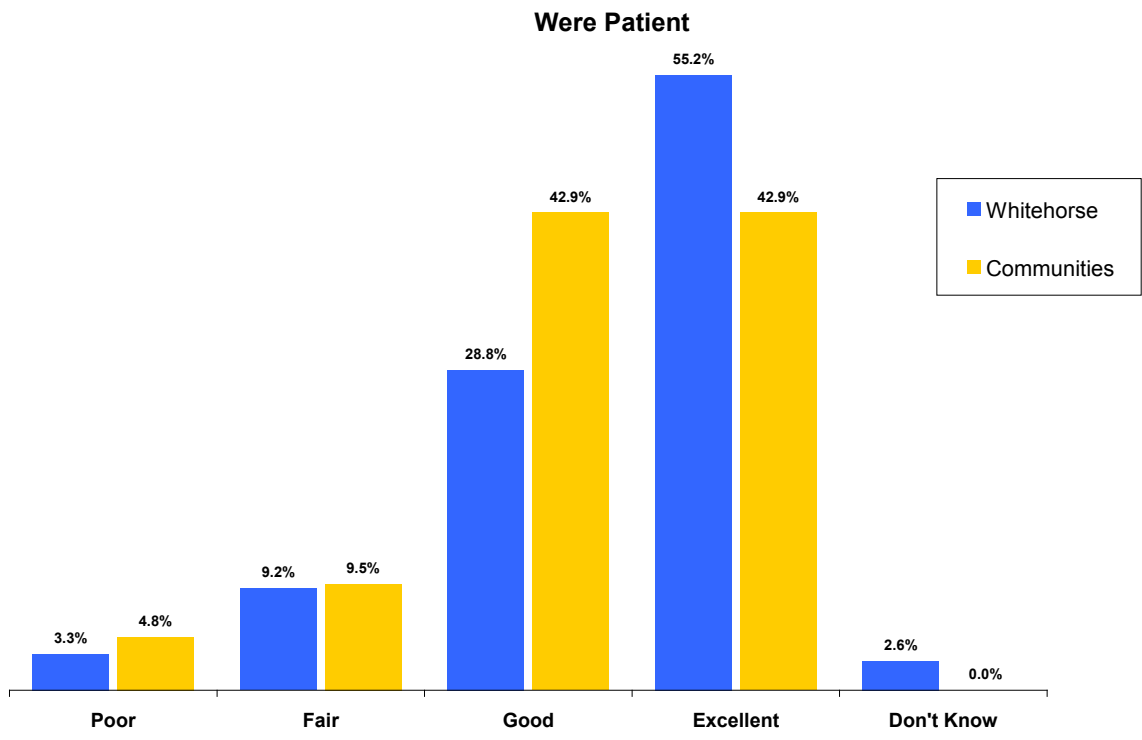


Were Polite/Respectful

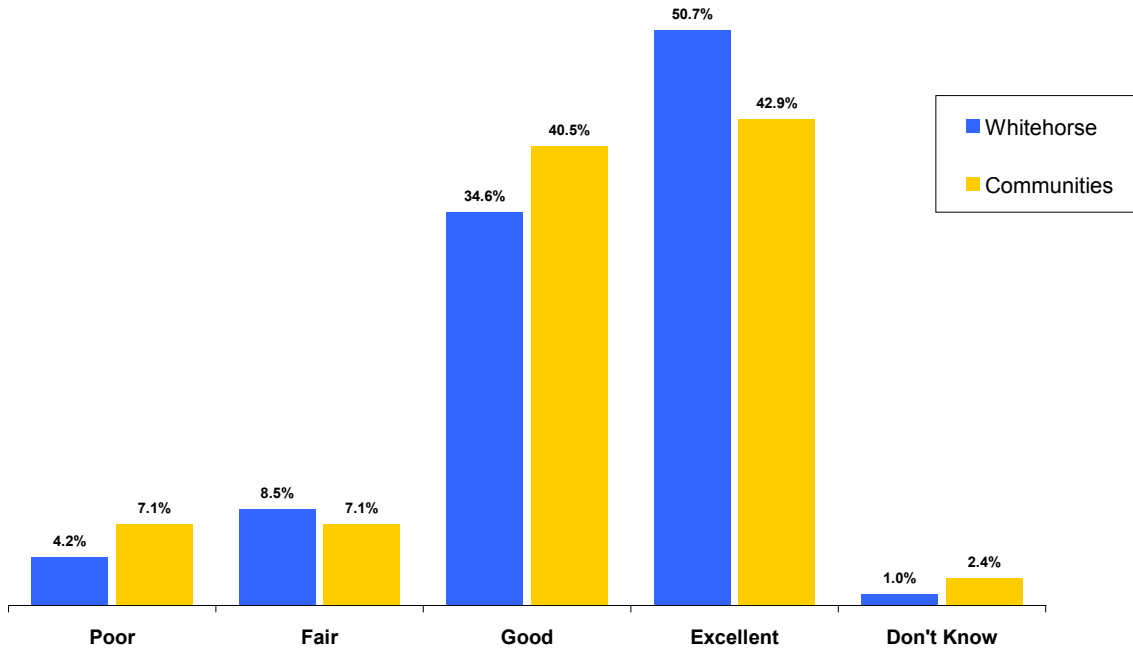


Were Quick to Respond

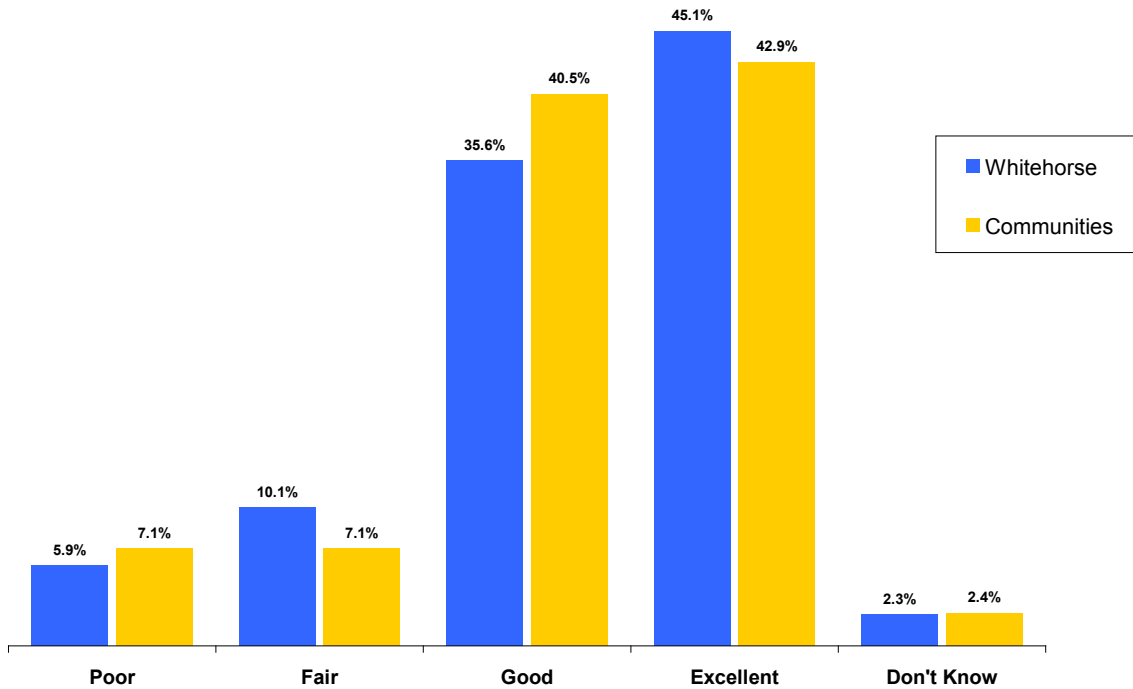




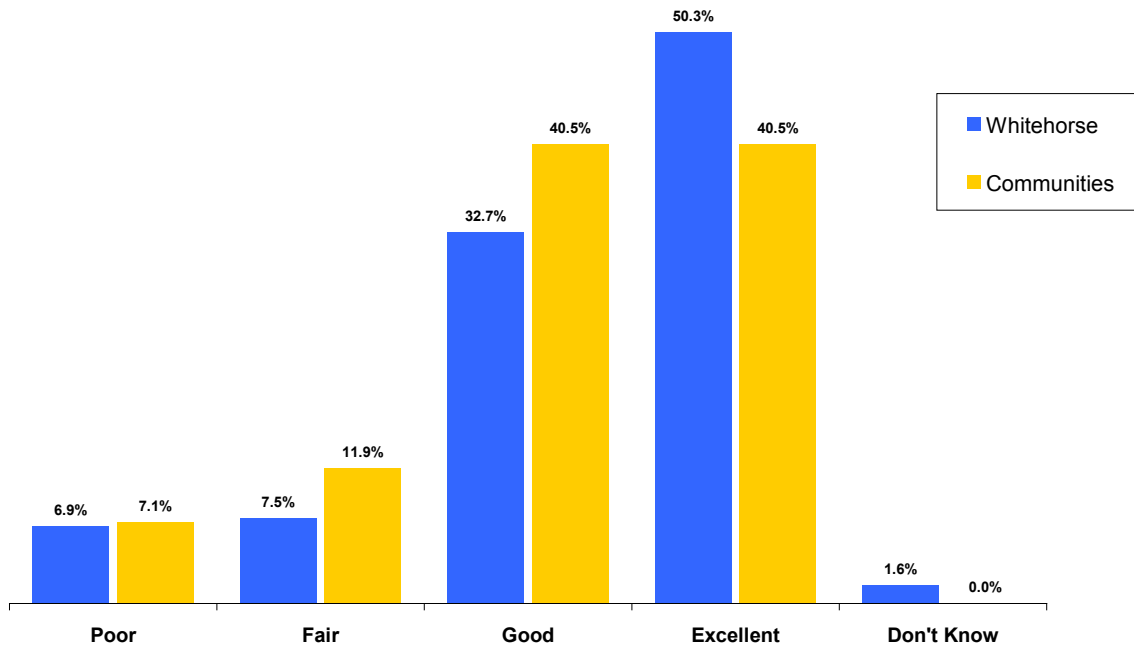
The Answers to My Questions were Clear



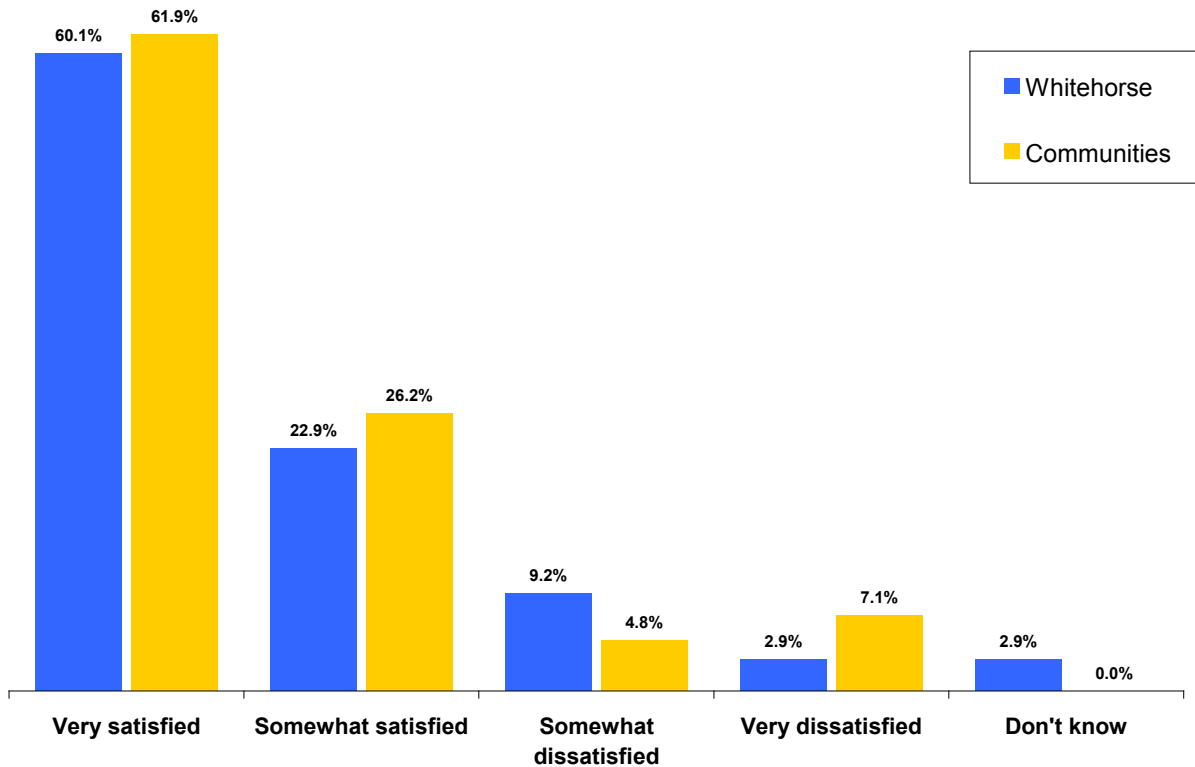
The Answers to My Questions were Timely



The Answers to My Questions were Helpful



Overall Satisfaction



APPENDIX: CLIENT SATISFACTION SURVEY FORM

INTRODUCTION

You can help us by completing this survey!

Every year we ask our clients what they think about how we are doing in providing services to them.

This survey is an opportunity for you to tell us what you think of the social assistance program and staff.

We have asked the Yukon Bureau of Statistics to run this survey for us. The Bureau will ensure that your comments are kept confidential, and that the report produced on the survey results will not identify any respondent - so please be frank and honest in your answers to our questions.

Please take a moment to fill out the survey and return it to us in the enclosed self-addressed, stamped envelope. You may also leave your completed form at the Social Assistance Office at:

3168 Third Avenue
Whitehorse

If you could mail it back to us or drop it off by **October 22nd** that would be appreciated.

THE SURVEY QUESTIONS

Please rate each of the items below based on your experience with the:

- 1) reception/front office staff and
- 2) your case manager

at the Adult Services Unit (in the Social Assistance Office).

Mark your choice by checking () the best answer.

The Reception/Front Office Staff I Dealt With:

	Poor	Fair	Good	Excellent	Don't Know
1. Answered my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Knew what they were doing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Were polite/respectful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were quick to respond	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Were patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Were personal and caring about my situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Answers To My Questions were:

	Poor	Fair	Good	Excellent	Don't Know
7. Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

My Case Manager:

	Poor	Fair	Good	Excellent	Don't Know
10. Answered my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Knew what they were doing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Were polite/respectful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Were quick to respond	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Were patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Were personal and caring about my situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Answers To My Questions were:

	Poor	Fair	Good	Excellent	Don't Know
16. Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Overall, how satisfied were you with the services you received from the Adult Services Unit at the Social Assistance Office? Mark your choice by checking () the best answer.

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know

20. If there was only one thing you could suggest to improve the service you received, what would it be?

21. Please provide any additional comments you may have in the space below:

What do you think?



A survey of individuals on social assistance and what they think of the people and services of the Yukon's Adult Services Unit at the Social Assistance Office

Many thanks for the time you have taken to complete the survey!

You can pick up a copy of the report at the Yukon Bureau of Statistics, 4th Floor, Lynn Building, 308 Steele Street.

If you need to provide more information or to speak to someone directly, please call 667-5691 and ask for Tim Brady.

