



# CLIENT SATISFACTION SURVEY 2008

Social Assistance Branch, Adult Services

Department of Health and Social Services

Prepared by  
Yukon Bureau of Statistics

January, 2009

# RESULTS FROM THE CLIENT SATISFACTION SURVEY 2008

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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, 2008 to undertake a survey of client satisfaction.

The survey, which had been conducted in 2001, 2002, 2004, 2005, 2006 and 2007, 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, 2008 to administer and analyse the client satisfaction survey for their unit. This survey had been developed and administered in 2001, 2002, 2004, 2005, 2006 and 2007.

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 2008 Client Satisfaction Survey was mailed out in October, 2008 to all social assistance clients, 710 in total, with a postage-paid return envelope included to facilitate mail-backs. Of those mailed-out forms, 130 were returned completed. Telephone follow-up of non-respondents resulted in an additional 251 completed surveys, for a combined total of 381. Compared to previous years, there were 348 completed in 2007, 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 2008 survey was 54%, which was close to 2007 (52%), 51% in 2006, 52% in 2005, 47% in 2004, 55% in 2002 and 62% in 2001.***

***There was a large number of potential respondents, 212 or 30%, whom the Bureau was unable to contact due to invalid contact information (fax machine number, discontinued number, or no number at all, etc). There were 45 respondents, or 6%, whom the Bureau was unable to contact due to no answer at the contact number provided or contact was made only via an answering machine or message number. Another 25 respondents, or 4%, 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 15 respondents, or 2%, had unusual or special circumstances (i.e. were handicapped). There were 18 respondents, or 5% of the 399 who were successfully contacted as well as eligible, who refused to complete the survey.***

# EXECUTIVE SUMMARY

## RECEPTION/FRONT OFFICE STAFF

- In 2008, 89.3% of clients rated the reception/front office staff 'good' or 'excellent' in **answering their questions**; in 2007 this figure was 81.6%, in 2006 it was 87.0%, in 2005 it was 87.2%, and in 2004 it was 87.9%.
- In 2008, 88.9% of clients rated the reception/front office staff 'good' or 'excellent' in **knowing what they were doing**; in 2007 this figure was 80.2% , in 2006 it was 88.5%, in 2005 it was 84.9%, and in 2004 it was 83.4%.
- In 2008, 93.4% of clients rated the reception/front office staff 'good' or 'excellent' in being **polite/respectful**; in 2007 this figure was 88.5%, in 2006 it was 91.7%, in 2005 it was 92.4%, and in 2004 it was 86.6%.
- In 2008, 91.1% of clients rated the reception/front office staff 'good' or 'excellent' in being **quick to respond**; in 2007 this figure was 83.6%, in 2006 it was 84.3%, in 2005 it was 82.8%, and in 2004 it was 81.2%.
- In 2008, 91.6% of clients rated the reception/front office staff 'good' or 'excellent' in being **patient**; in 2007 this figure was 85.1%, in 2006 it was 87.9%, in 2005 it was 90.0%, and in 2004 it was 83.4%.
- In 2008, 87.1% of clients rated the reception/front office staff 'good' or 'excellent' in being **personal and caring about their situation**; in 2007 this figure was 77.9%, in 2006 it was 83.1%, in 2005 it was 80.5%, and 75.0% in 2004.

Answers to questions were:

- In 2008, 90.6% of clients rated the reception/front office staff 'good' or 'excellent' in being **clear**; in 2007 this figure was 80.1%, in 2006 it was 84.7%, in 2005 it was 86.9%, and in 2004 it was 80.9%.
- In 2008, 89.0% of clients rated the reception/front office staff 'good' or 'excellent' in being **timely**; in 2007 this figure was 80.7%, in 2006 it was 86.1%, in 2005 it was 83.7%, and in 2004 it was 81.0%.
- In 2008, 90.3% of clients rated the reception/front office staff 'good' or 'excellent' in being **helpful**; in 2007 this figure was 83.6%, in 2006 it was 84.7%, in 2005 it was 85.5%, and in 2004 it was 80.7%.

## CASE MANAGERS

- In 2008, 85.1% of clients rated their case managers 'good' or 'excellent' in **answering their questions**; in 2007 this figure was 82.2%, in 2006 it was 81.1%, in 2005 it was 81.6%, and in 2004 it was 85.3%.
- In 2008, 88.2% of clients rated their case managers 'good' or 'excellent' in **knowing what they were doing**; in 2007 this figure was 81.9%, in 2006 it was 82.0%, in 2005 it was 80.8%, and in 2004 it was 82.8%.
- In 2008, 90.6% of clients rated their case managers 'good' or 'excellent' in being **polite/respectful**; in 2007 this figure was 87.4%, in 2006 it was 86.5%, in 2005 it was 87.1%, and in 2004 it was 87.2%.
- In 2008, 86.4% of clients rated their case managers 'good' or 'excellent' in being **quick to respond**; in 2007 this figure was 81.3%, in 2006 it was 82.3%, in 2005 it was 81.0%, and in 2004 it was 81.9%.
- In 2008, 88.8% of clients rated their case managers 'good' or 'excellent' in being **patient**; in 2007 this figure was 84.2%, in 2006 it was 84.6%, in 2005 it was 84.3%, and in 2004 it was 83.7%.

- In 2008, 84.7% of clients rated their case managers 'good' or 'excellent' in being **personal and caring about their situation**; in 2007 this figure was 81.3%, in 2006 it was 82.6%, in 2005 it was 79.8%, and in 2004 it was 80.1%.

Answers to questions were:

- In 2008, 86.1% of clients rated their case managers as 'good' or 'excellent' in being **clear**; in 2007 this figure was 85.1%, in 2006 it was 82.0%, in 2005 it was 82.8%, and in 2004 it was 81.9%.
- In 2008, 85.6% of clients rated their case managers as 'good' or 'excellent' in being **timely**; in 2007 this figure was 81.0%, in 2006 it was 80.5%, in 2005 it was 80.5%, and in 2004 it was 80.9%.
- In 2008, 87.2% of clients rated their case managers as 'good' or 'excellent' in being **helpful**; in 2007 this figure was 82.8%, in 2006 it was 81.4%, in 2005 it was 80.1%, and in 2004 it was 80.0%.

Overall, in 2008, 92.9% of the clients reported being 'somewhat satisfied' or 'very satisfied'; in 2007 this figure was 83.6%, in 2006 it was 85.9%, in 2005 it was 96.4%, and in 2004 it was 87.2%.

# OVERALL DETAILS

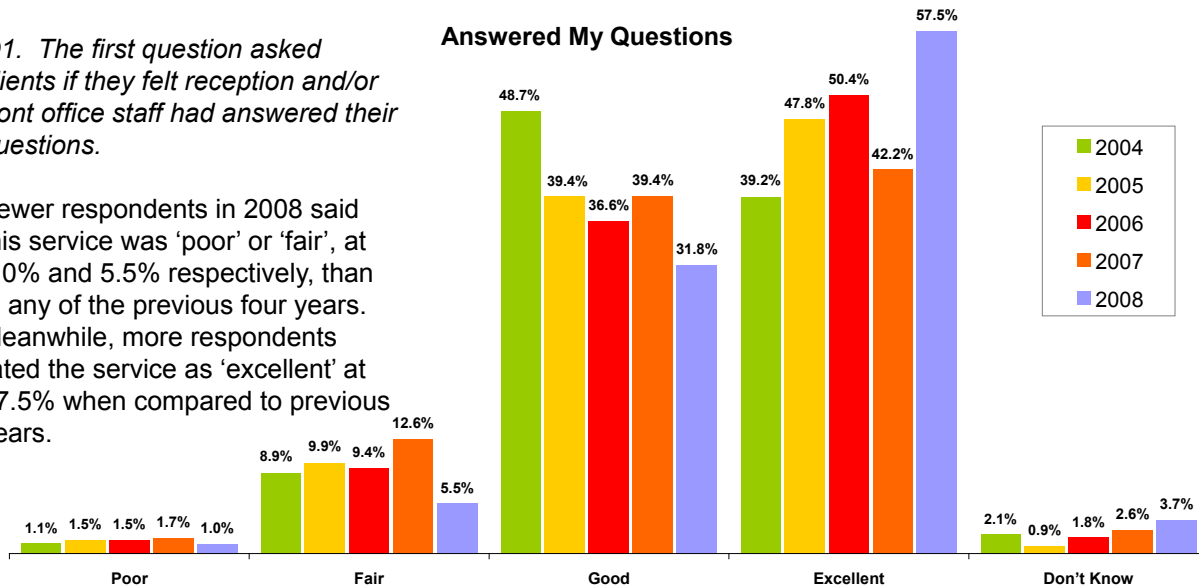
## RECEPTION/FRONT OFFICE STAFF

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 2004, 2005, 2006 and 2007 along with findings from the 2008 survey for comparison.

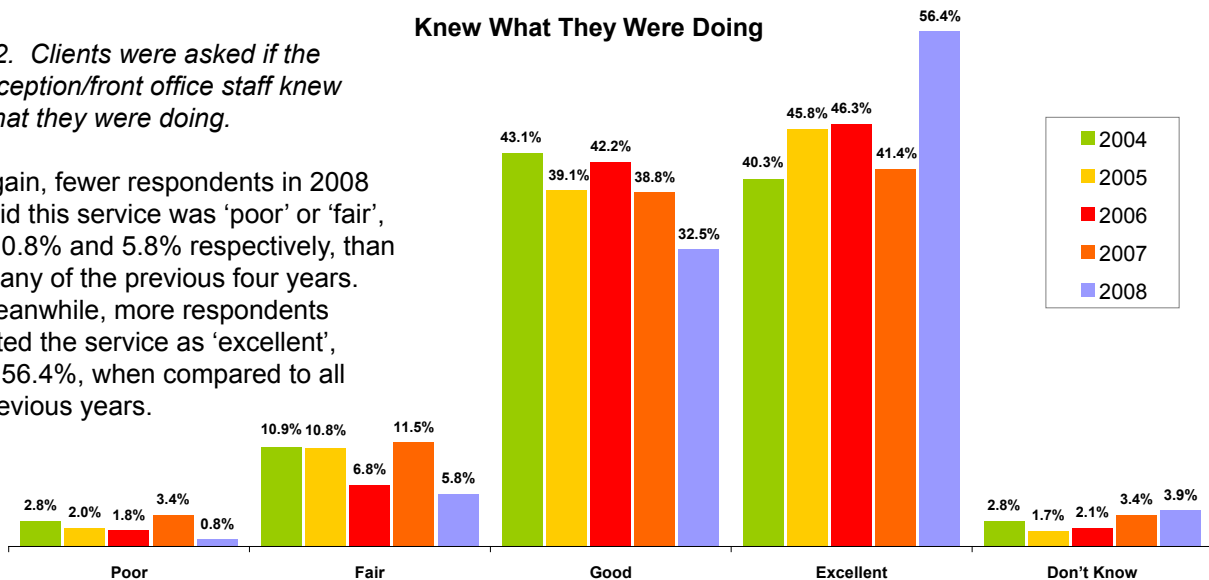
*Q1. The first question asked clients if they felt reception and/or front office staff had answered their questions.*

Fewer respondents in 2008 said this service was 'poor' or 'fair', at 1.0% and 5.5% respectively, than in any of the previous four years. Meanwhile, more respondents rated the service as 'excellent' at 57.5% when compared to previous years.

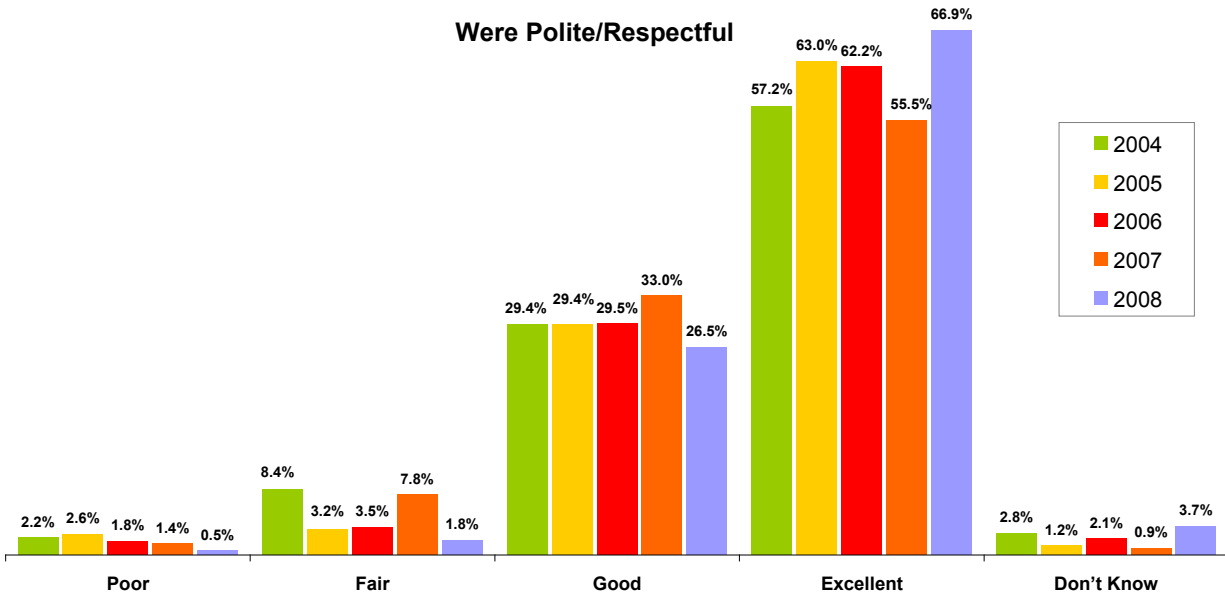


*Q2. Clients were asked if the reception/front office staff knew what they were doing.*

Again, fewer respondents in 2008 said this service was 'poor' or 'fair', at 0.8% and 5.8% respectively, than in any of the previous four years. Meanwhile, more respondents rated the service as 'excellent', at 56.4%, when compared to all previous years.

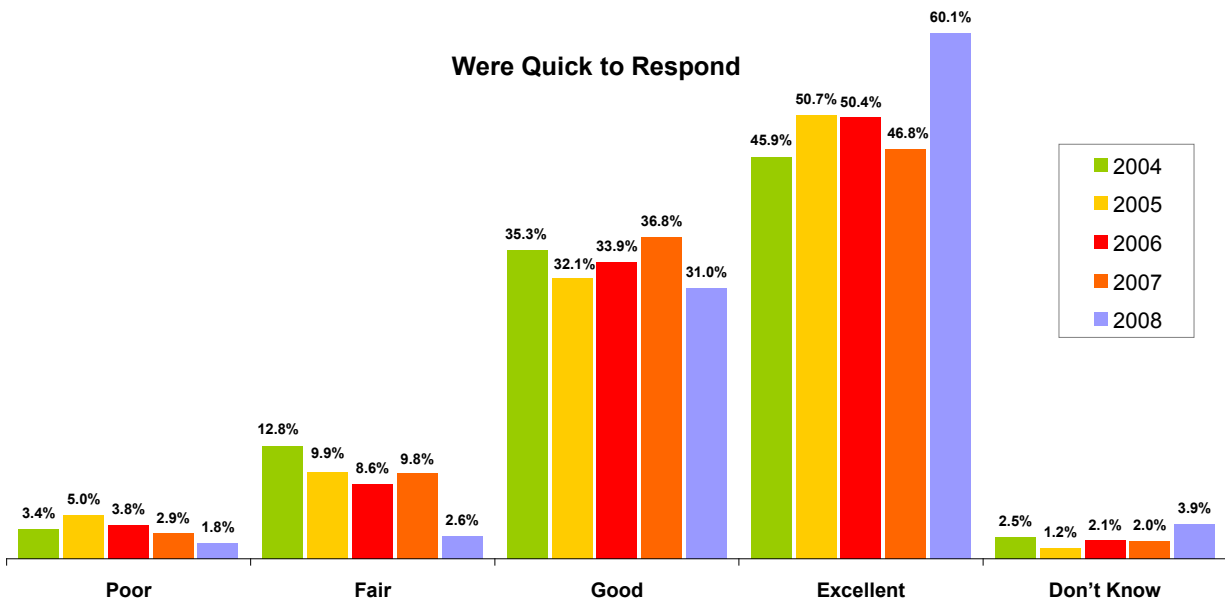






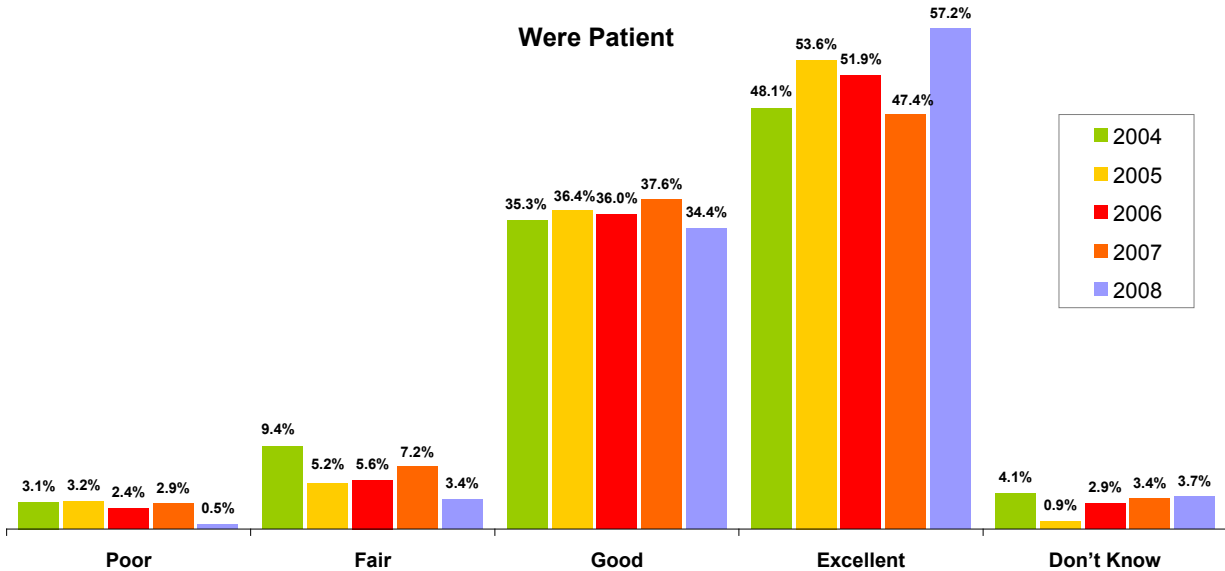
Q3. This question asked clients if they felt reception/front office staff were polite and/or respectful.

66.9% of respondents rated this service as 'excellent', more than any of the previous four years. All other categories showed decreases in 2008.



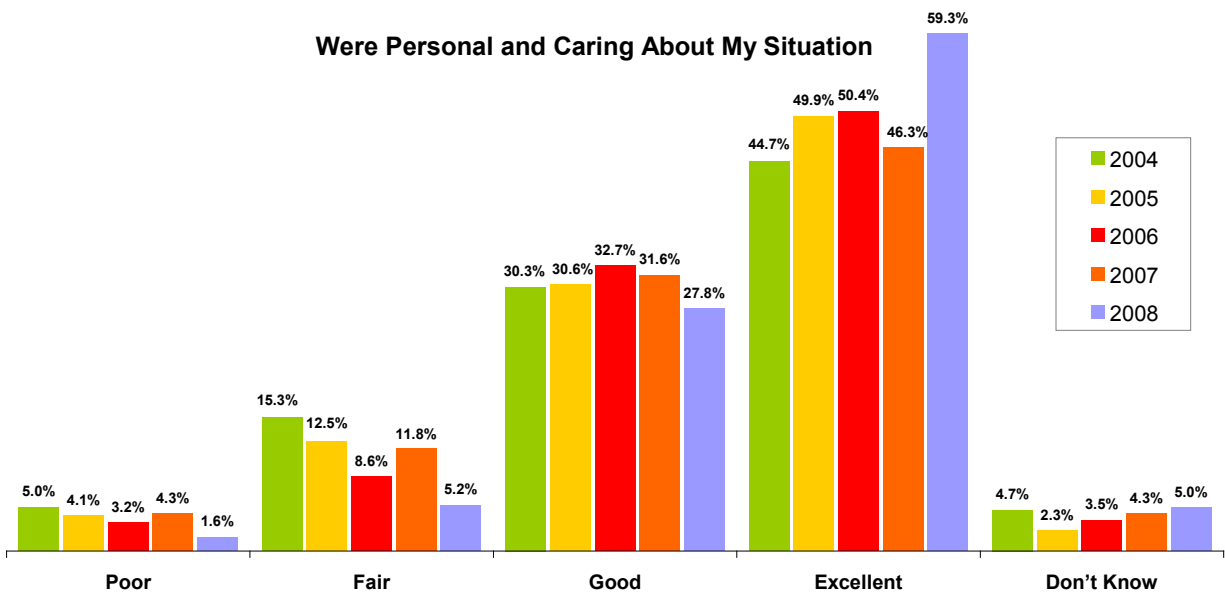
Q4. Clients were asked if reception and/or front office staff were quick to respond.

The number who said this service was 'excellent' in 2008 (60.1%) was higher than any of the previous four years. The other three categories were all the lowest of any of the previous four years.



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

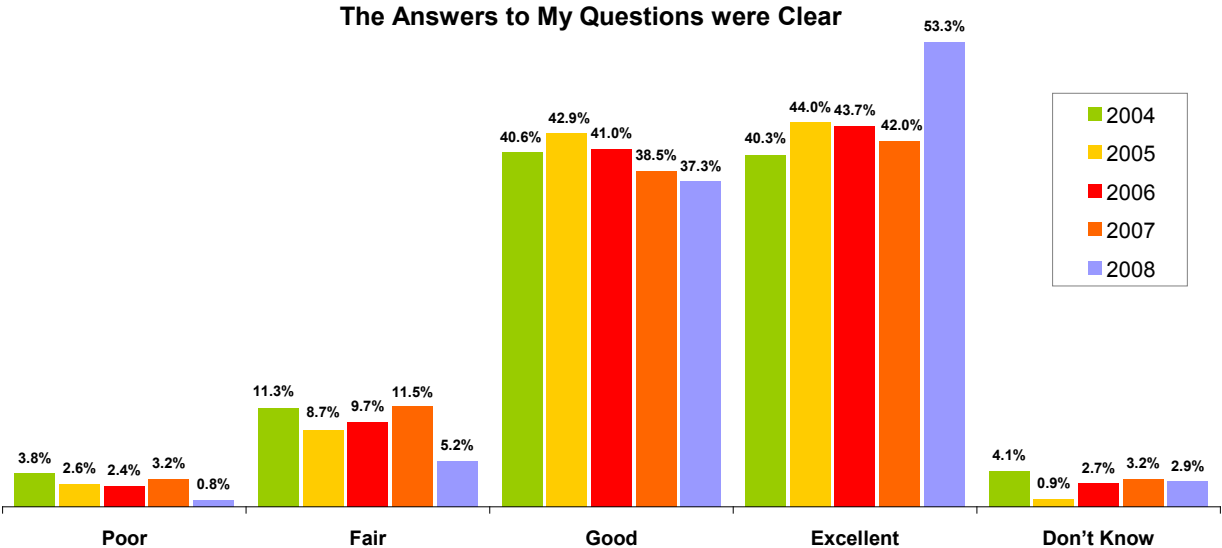
The number of respondents in 2008 who rated the service as 'excellent' (57.2%) was again higher than the numbers for the previous four years. In 2008, the percentage of respondents who rated the service as 'poor' (0.5%), 'fair' (3.4%) or 'good' (34.4%) were all the lowest compared to the previous four years.



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

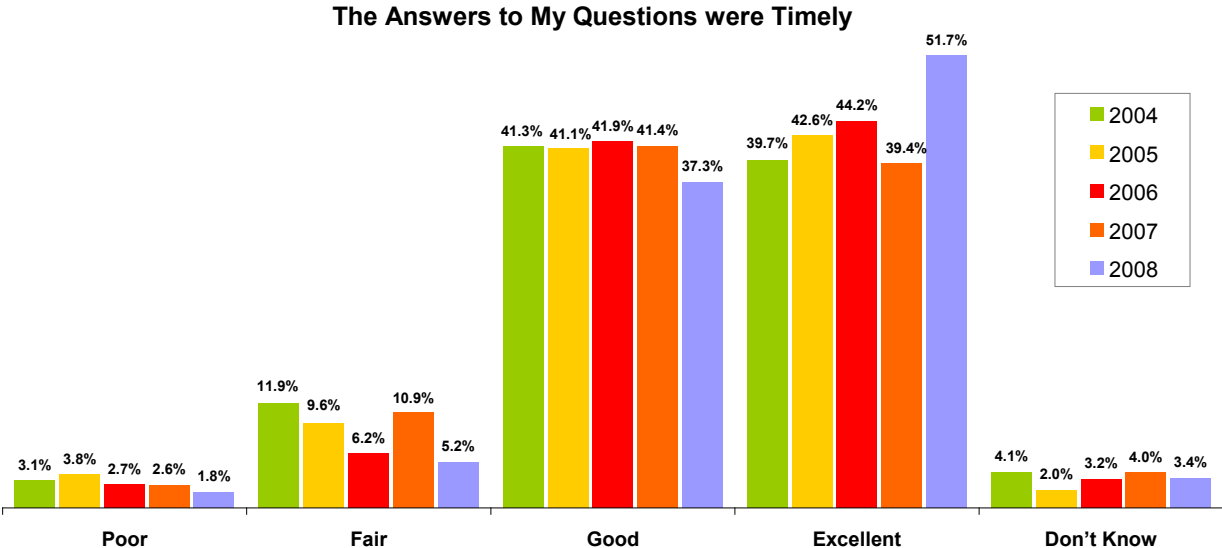
Again, the proportion of respondents rating this service as 'excellent' was higher than any of the previous four years.

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'.



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

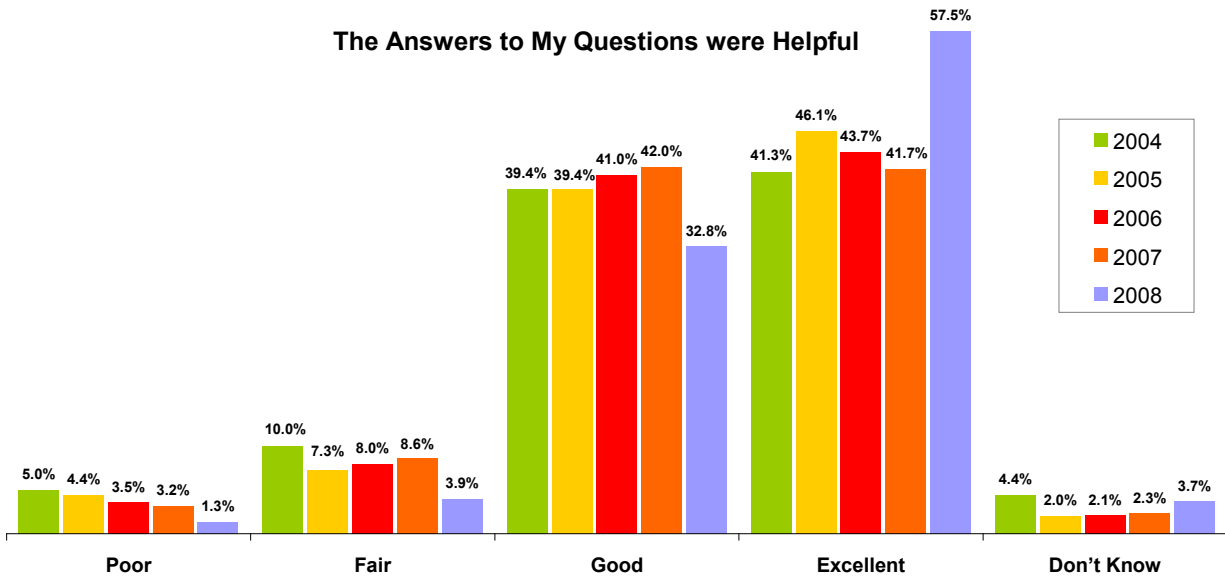
The percentage of respondents who said this service was 'excellent' has increased substantially in 2008, after a general downward trend for the previous three years of the survey. The figure for 2008, 53.3%, is roughly ten percentage points higher than the numbers for 2005, 2006 and 2007.



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

More than half of all respondents, 51.7% in 2008, rated this service as 'excellent', more than in any of the previous four years. The other three categories, 'poor', 'fair' and 'good', showed the lowest proportion of respondents than in any of the previous four years.

### The Answers to My Questions were Helpful



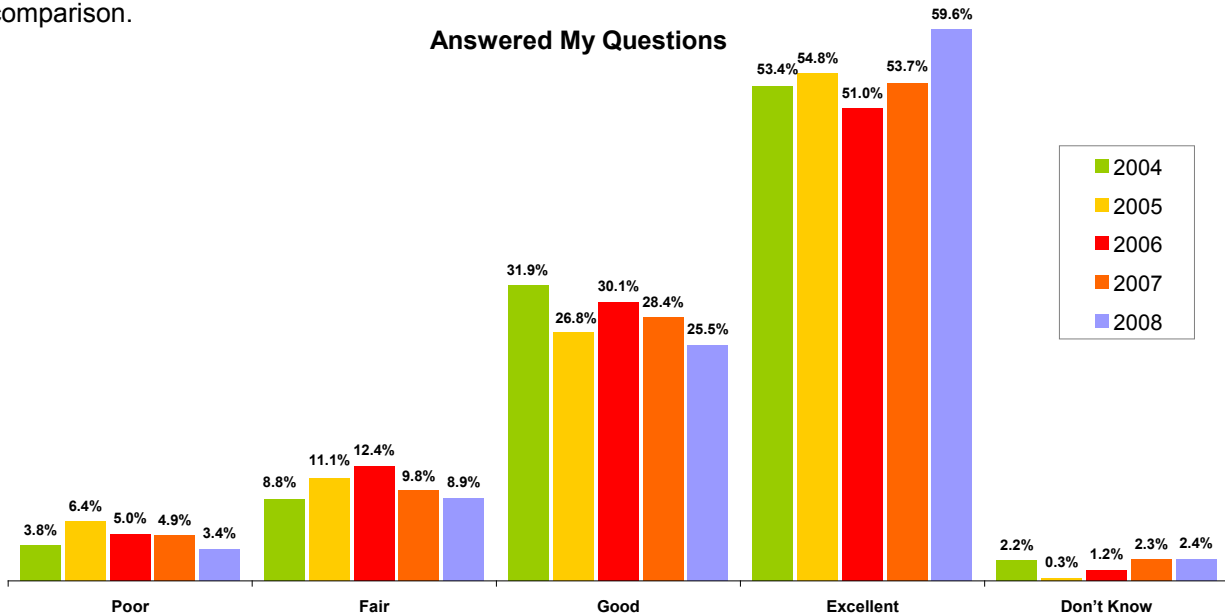
Q9. The final question in this area asked clients to rate how helpful answers given by the reception/front office staff were.

Again, more than half of all respondents, 57.5%, rated the reception/front office staff's answers as 'excellent'. In contrast, fewer people rated this service as 'poor', 'fair' or 'good' than in any of the previous four years.

## CASE MANAGER

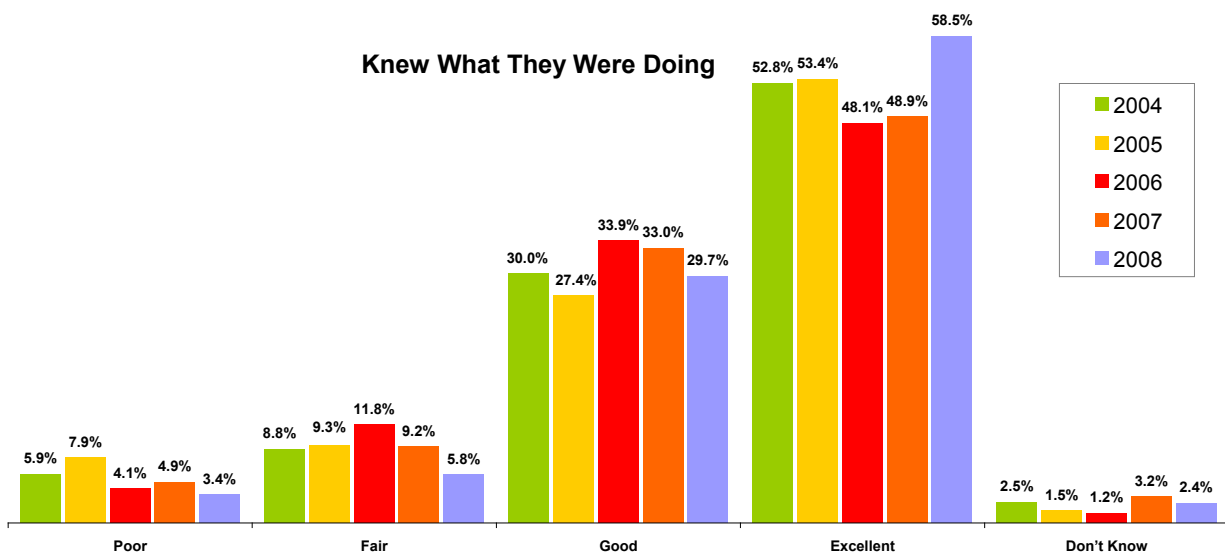
Clients of the Adult Services Unit were also asked to rate the service they received based on their experience when dealing with their Case Manager. Clients were once again asked to rate the same areas of service on a scale from 'poor' to 'excellent' for Case Managers.

All graphs show results from 2004, 2005, 2006 and 2007 along with findings from the 2008 survey for comparison.



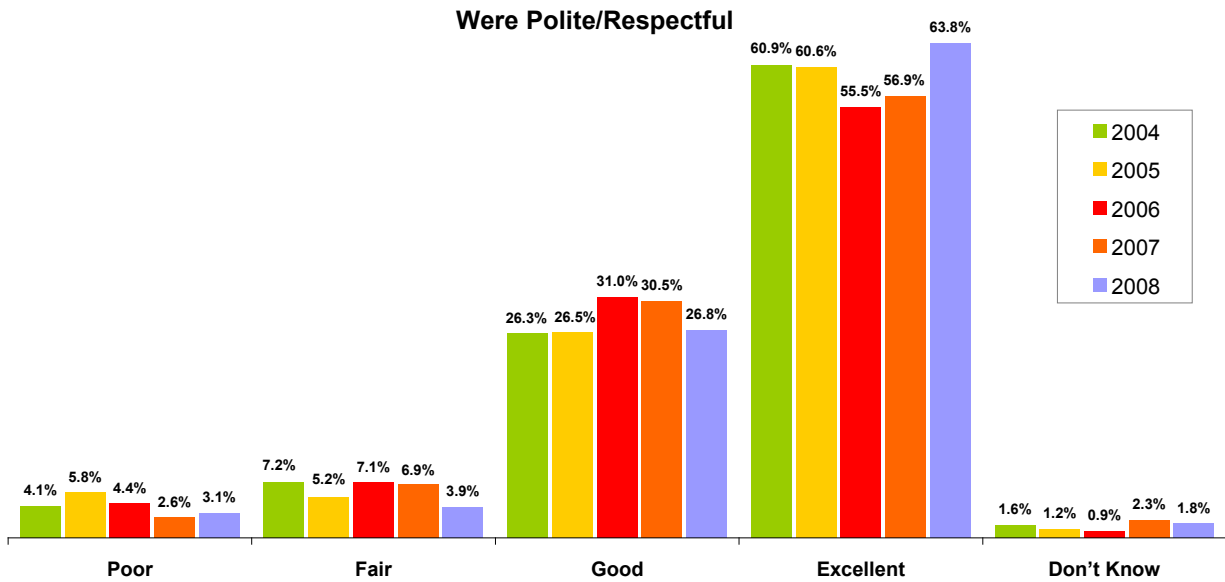
Q10. Clients were asked to rate how their Case Managers had answered their questions.

In 2008, 59.6% of respondents said this service was 'excellent', higher than any of the previous four years. The rating for 'poor', 'fair' and 'good' were lower in 2008 than any of the previous years displayed.



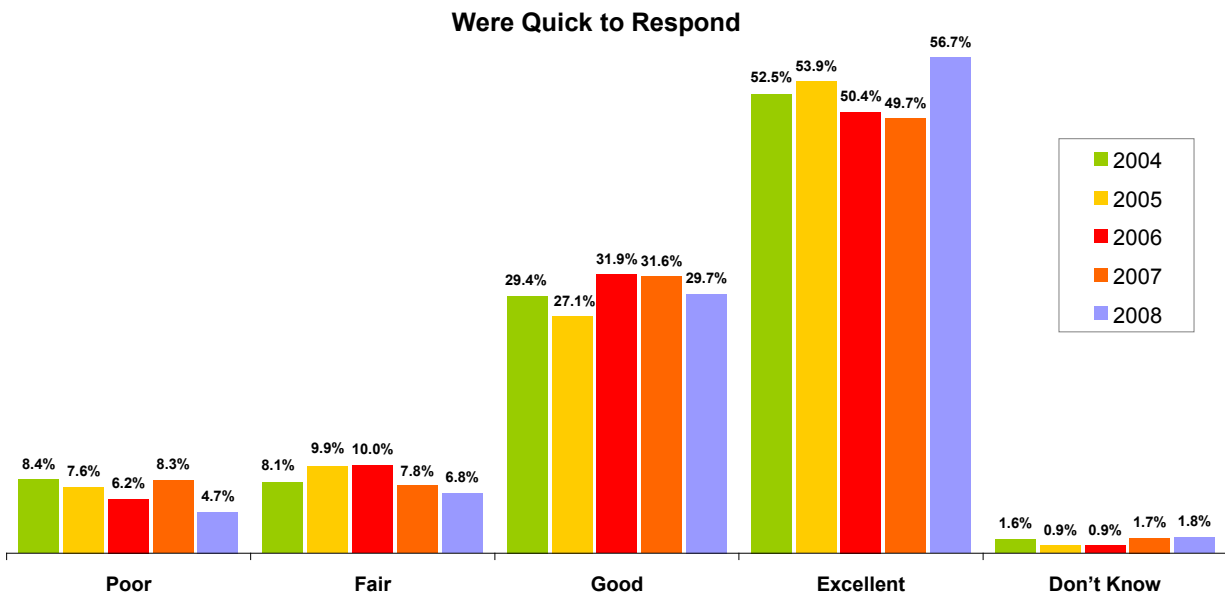
Q11. Clients were asked to rate their Case Manager on whether the Managers knew what they were doing.

In 2008, once again, more respondents rated this service as 'excellent' (58.5%) than in any of the previous four years. All other categories declined.



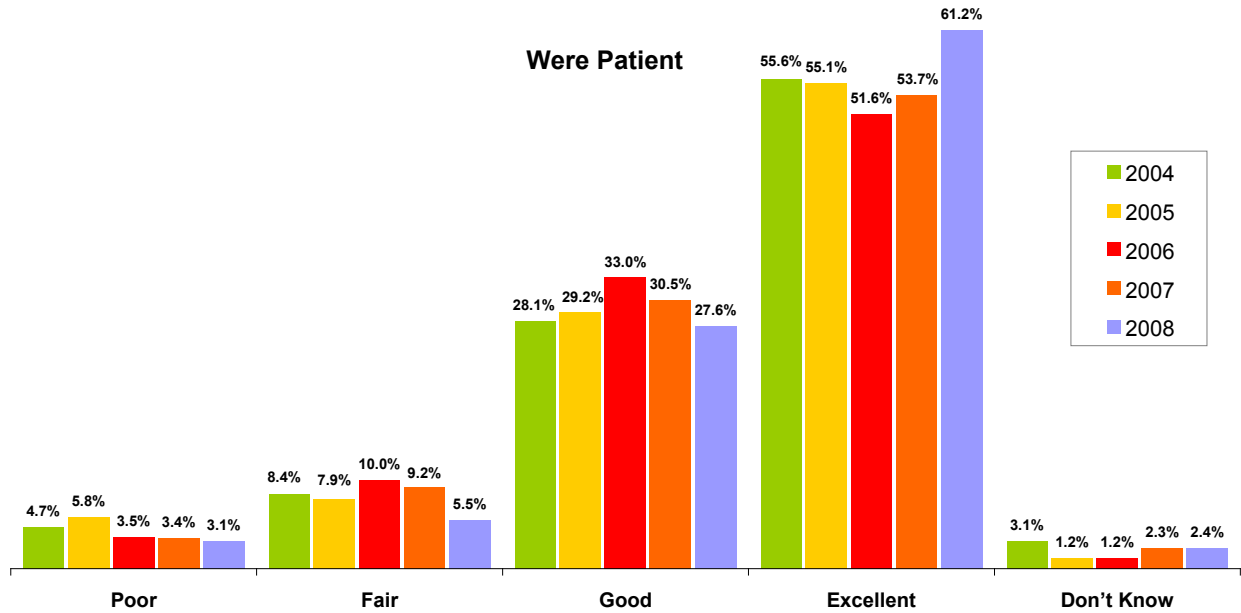
Q12. This question asked clients to rate how polite and/or respectful their case manager was to them as clients.

In 2008, 63.8% of respondents rated this service as 'excellent'. This was again higher than in any of the previous four years. Fewer respondents rated the service as 'good' (26.8%) than in the previous two years. In 2008, 7.0% of respondents rated this service as 'poor' or 'fair', lower than any of the previous four years (when these two categories are combined).



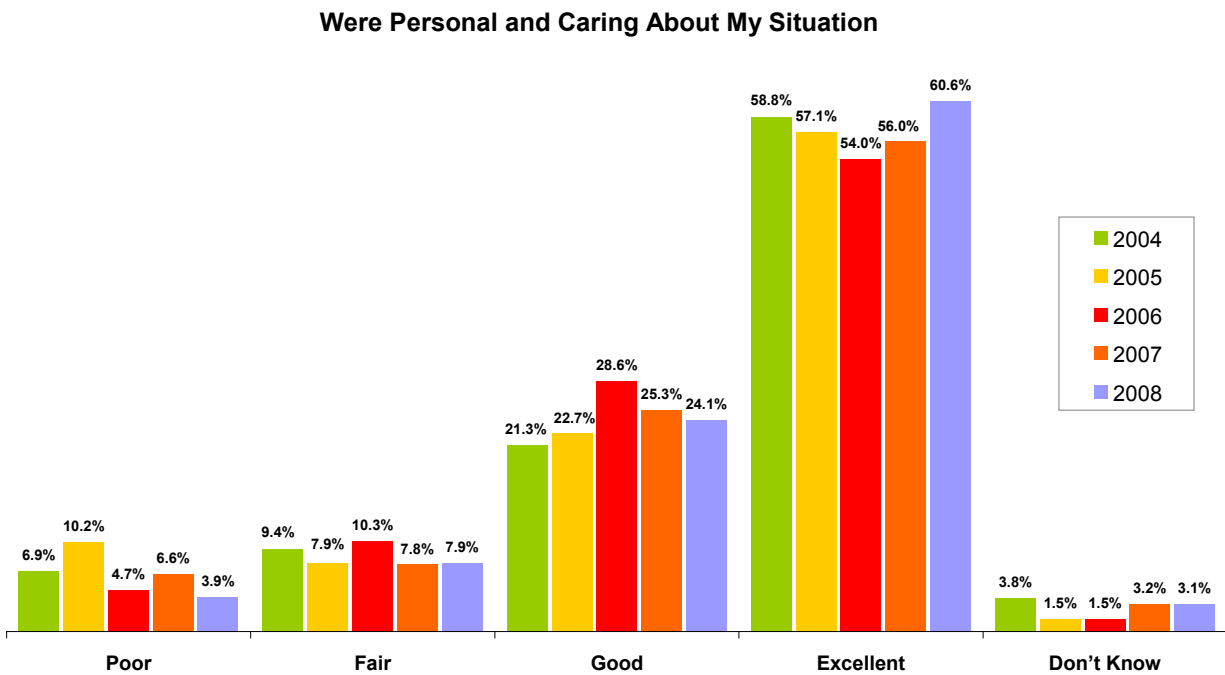
Q13. Clients were asked to rate the service level of how quick case managers were to respond to them.

Fewer respondents in 2008 said this service was 'poor' (4.7%) or 'fair' (6.8%) than in any of the previous four years. 56.7% of respondents rated this service as 'excellent', more than any of the previous four years.



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

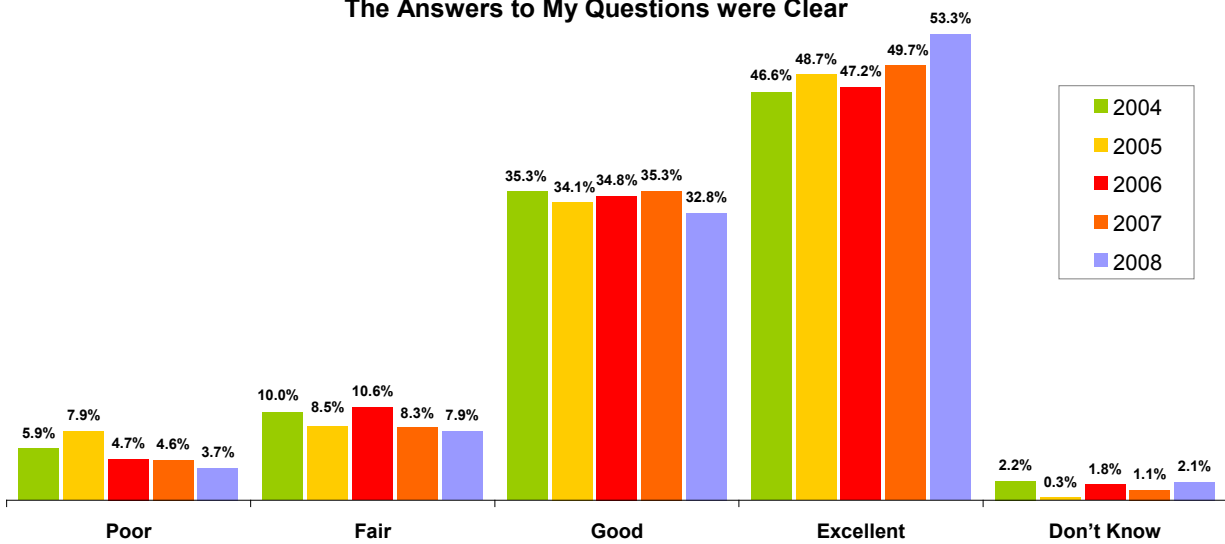
More respondents in 2008 rated this service as 'excellent' (61.2%) than in any of the previous four years. Fewer respondents in 2008 said this service was 'poor' (3.1%) or 'fair' (5.5%) than in any of the previous four years.



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 from 2004 (58.8%) to 2006 (54.0%), but rebounded in 2007 (56.0%) and again in 2008 (60.6%).

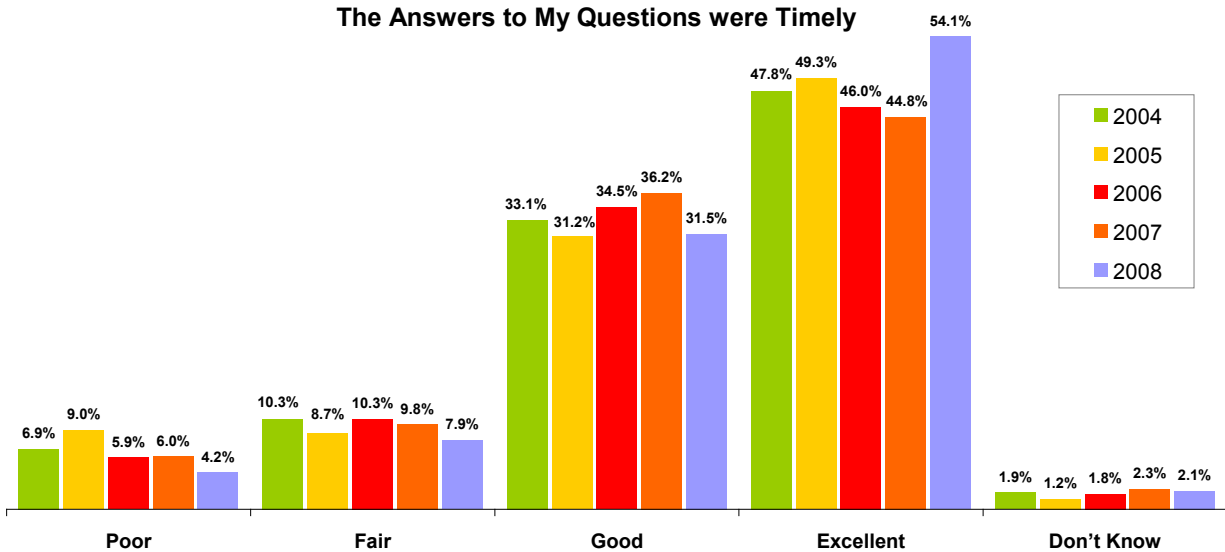
### The Answers to My Questions were Clear



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

For the first time in five years, the majority of respondents in 2008 reported this service as being 'excellent' (53.3%). Fewer respondents reported this service being 'poor' (3.7%) or 'fair' (7.9%) than in any of the previous four years.

### The Answers to My Questions were Timely

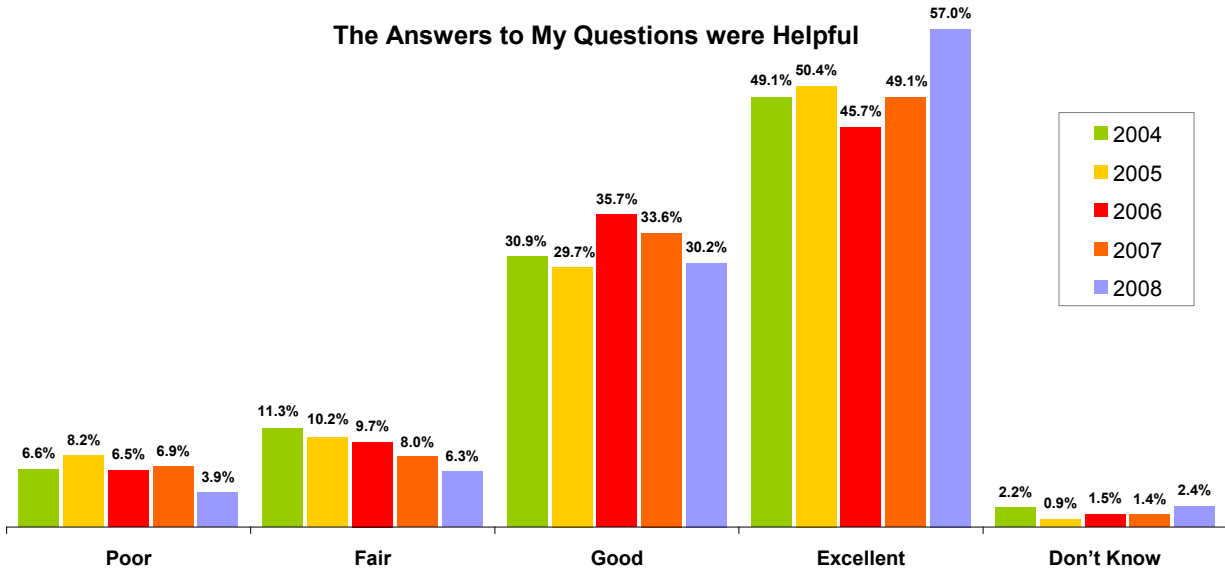


Q17. The next question in this area asked if clients thought their questions were answered in a timely manner by their case managers.

In 2008, the majority of respondents felt this service was 'excellent' (54.1%), the highest percentage of the years shown. Also, the percentages for 'poor' (4.2%) and 'fair' (7.9%) were the lowest of the years shown.



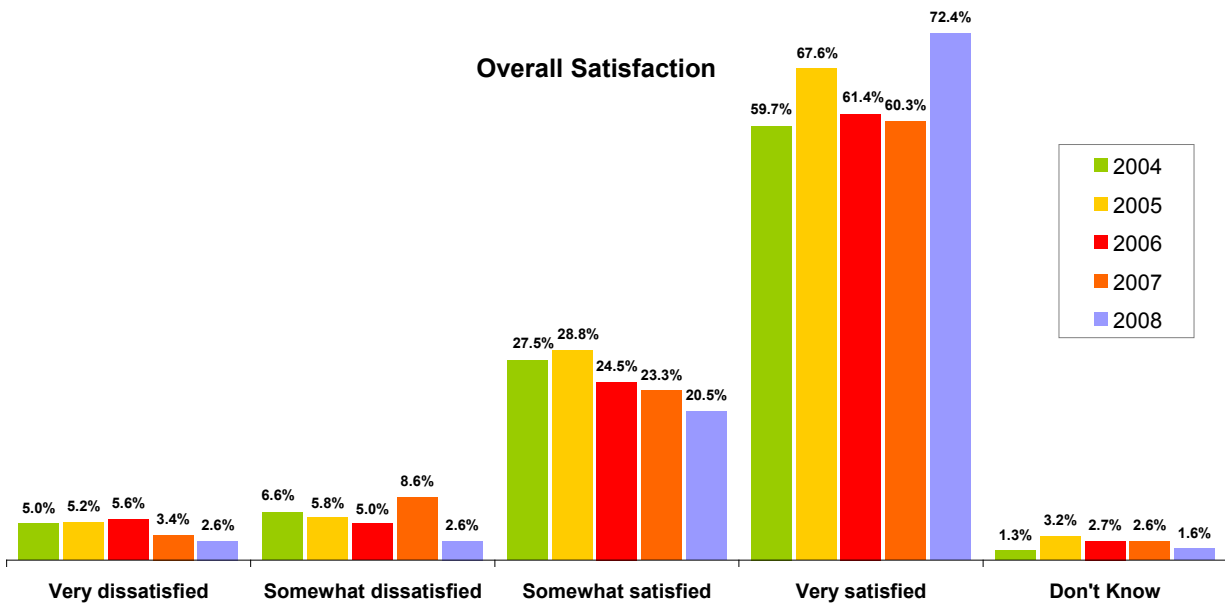
### The Answers to My Questions were Helpful



Q18. The final question in this area asked clients to rate how helpful answers given by their case managers were.

In 2008, 57.0% rated this service as 'excellent', higher than any of the previous four years. The number that rated this service as 'poor' (3.9%) and 'fair' (6.3%), were 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 2008, almost three-quarters (72.4%) of respondents rated their overall satisfaction as 'very satisfied', higher than any of the previous four years. In 2008, excluding the "don't know" category, all the other categories were the lowest of all five years displayed.

# 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 183 comments in response to question 20; 165 comments were from Whitehorse residents and 18 were from rural residents. Comments from rural residents are indicated with an (R) after the comment.

<b>Case Workers (35 comments: 5 rural, 30 Whitehorse)</b>
Change my case manager.(R)
Get rid of my case worker.(R)
Have the worker come out and do the month-end paperwork, so that we don't always have to wait for someone else to do it.(R)
I'm not sure if the case manager needs help as there is no front office staff or reception; but if she does need help, she should get it. But for being by herself she is doing a wonderful job. I don't hear any complaints from the community.(R)
Full time Case Manager would be nice.(R)
Supervisory (management) staff have their attitudes adjusted and realize that when their decisions are appealed it is not an affront on them personally. Make staff more aware of appeal process and who can do what at different levels of appeal. During appeal process I was constantly given conflicting and erroneous info. I was constantly given the impression: "How dare you appeal my decision".
I would like to be assigned just one case worker rather than three different ones. Not very consistent.
Stop by and see how I am doing!
Finance Administrators should not exert any dominant influence on social workers' overall caseload work or decisions with regards (to) clients.
My case manager was hard to get hold of a lot of times. I phoned to talk to her.
Have more meetings. Case worker came over to my house (in Copper Ridge) a while ago and hasn't been back since.
More contact by case manager; would be nice to have a call once in a while to see if anything more is needed for the client.
Get rid of my the case worker.
For the case manager, maybe they can pop by and say hi to their client.
Do home visits to clients to check up on them. People do abuse the system.
The case workers should get more time off.
Reprimand my social worker. They treat us anyway they want.
The Case Worker needs to know more about her clients. There were a few times when my case worker got mad at me.
Need more female case managers.
Change my case manager.
Case workers in Whitehorse seemed overly busy - are they overworked? Could more staff be hired?
I would like a new case worker who cares and listens to me and gets back right away and is not so rude and disrespectful towards me.
There are too many people working on my case. In the beginning I had to go from one place to another, but now they know my case and it's better.
I would like my case manager to treat me like an adult, just because I'm only 18 years old she doesn't have to treat me like a kid.
Change my social worker.
A little less forgetfulness, I guess. My case worker is a little forgetful but when I reminded her, it was OK.
I would like more time with the social assistance worker.
All the case workers should learn that we are meant to listen to and follow our hearts and that we are not meant to be controlled (pushed around) as others have tried to do to me there in the past. I am very grateful for the case manager I have there today.
Keep up to date with clients' records. There is a lot of discrepancy in the entitlements.
The case managers should be more familiar with their clients. Instead of being distant, they should get to know the clients, who are disabled.
That case workers shouldn't go away for long periods without notice or introduction to replacement.
More interaction with me on a more personal basis.
Intake worker should know more about the policies of Social Assistance. I've got a good case manager now, but before that I had an intake worker that made me think I was only getting \$400/month. This wasn't the case but she scared the living daylights out of me.
The case manager needs to be more involved with the client.
The case managers seem to have too many cases, hard to get quick or reasonable time for problems that arise.
<b>Be more understanding (8 comments Whitehorse)</b>
More sensitive to those that don't enjoy the same health as those that do.
Be more understanding and helpful in time of need. [Suffers from mental disability]. Got turned down from SA for October because he's moving south tomorrow. Doesn't have any money for his trip down south.] It would be very helpful if the system could have emergency income for a situation like this.
I would like to see a workshop for S.A. staff on social skills.
A little less power of control by Finance Department. Not everyone on SA is out to rip off the system. Allowances should reflect the cost of living to a realistic standard.
Sensitivity training would be beneficial for staff in dealing with all case types.
More case workers should be aware of clients that are unable to work because [of the] accidents they've been in.
To be more caring and not seem like you're so much better (not everybody, but few), it could happen to you someday.
[Do] not think automatically that everyone is abusing the system.

<b>More money (31 comments: 4 rural, 27 Whitehorse)</b>
More, make work projects. More money.(R)
More funding for winter expenses.(R)
Improve the amount of money given out, so that people have enough for their rent, bills, etc. The amount given now is just not enough.(R)
More money.(R)
More money on Christmas.
I would like to see Social Assistance pay the first month for telephone and cable. Not 6 months, it's too long. Pay for bus tickets for me and children. It's expensive.
I'm doing "Target Initiative Course" at \$8.50 per hour. I need at least 3 months of financial assistance to help cover travel expenses and food while doing the course. \$8.50 per hour barely covers the expenses.
I would like to see more emergency "cab" passes i.e. visit to hospital, etc and a \$20 would cover [it] rather than \$10.
Raise the rates for standard of living to match the increasing cost of living.
They need to properly analyze the amount of money. The amount of money isn't enough to survive on.
More money.
A better cost of living increase. The winter season is expensive to buy fresh food. Gas price and rent is expensive. [There is a] housing shortage. [There have been] increases in fuel by 50%. The cost of living is not keeping up.
More dollar value related to the cost of living.
Increase in benefits. The cost of fuel has gone up. The cost of living has increased.
More money for childcare and living expenses would be a big help.
More money.
The living expense is too low. No one can live off that monthly. Increase the monthly expenses.
I think the monthly cheques should be more, so clients could keep up to the increases of prices.
I think they should pay more attention to the high cost of living (eg. oil). It's not fair. There are people who shouldn't be on it, I am special needs but there are others who aren't and they don't need to be on it.
More financial help.
I'd like to come up to the cost of living in the Yukon. I have a wife and two kids to look after and I just don't have enough money coming from SA.
They don't pay enough. Can we get a bit more money a month?
We need to get more money for winter clothing.
More money!
Increase the monthly expenses.
They should meet the living standards of today's living.
Increase in monthly assistance (living monies) as rent assistance has already increased (July 08) due to increases in food, toiletries etc. at the stores.
Rates should go up.
More money - it just has to be. We just don't get enough to live on. A larger amount of allowed earning before being deducted.
Take a close look at the cost of living and the amount of money you get. The cost of living has gone up, but the amount of money we get hasn't gone up.
More money as cost of living has gone up.
<b>Cheque handling process (13 comments: 2 rural, 11 Whitehorse)</b>
If our cheques could be deposited directly in the bank it would save me a trip to the bank as I am a bit crippled.(R)
Have the cheques made up in Watson Lake instead of Whitehorse. Some real needy families suffer because of this.(R)
Telling me when my cheque is there, so I don't have to come into town and it's not there.
Get our cheques before Christmas. It would be nice to buy some Christmas presents.
Direct deposit would be awesome.
Perhaps maybe the option of direct deposit.
The waiting period is a long waiting process for clients. I waited 3 weeks for the cheque.
Sometimes things are forgotten on my cheque, thus making extra trips for me, which is sometimes difficult because of my disability.
When I lived in Ontario, all disability cheques were automatically deposited in our accounts. I'd like to see that happen here. That was the only thing that was better about Social Services in Ontario.
Direct deposit of benefit.
Perhaps different times to pick-up cheques. On cheque day with everyone getting it at the same time there are huge line-ups at the banks.
Note to Finance. The policy of the bank is that they will not cash checks totalling more than \$1500. So as much as I appreciate the effort to get funds to me quickly, the cluster of running about to find a way to cash it wasn't fun.
Give the authority to the front desk staff to notify you if you have a cheque ready to be picked up.
<b>Housing and Rent (7 comments: 1 rural, 6 Whitehorse)</b>
Find me a house to live in.(R)
Housing, rent controls.
Suitable housing is a 'big need' for mental health patients, [something] along the lines of a group home but with some semi-independent living [and] monitoring by the Mental Health people. [It is] a really important issue.
SA rent benefit is \$500, utility benefit \$350 and landlord agreement \$600. Policy for rental/utility benefits needs to be changed: needs to be "one unit" all inclusive. Makes it hard to find suitable rentable properties for \$500.
I try to stay on my own, so [I] would like help to another place where I can stay.
I need help with finding a better place to live.
Go after landlords for the damage deposit, rather than the person on SA especially when there has been zero damage done.

<b>Better communication (26 comments: 1 rural, 25 Whitehorse)</b>
A clear definition of rights and responsibilities of the recipient.(R)
More communication about personnel changes.
Better communication between personnel regarding what sort of help people should receive. For example, better knowledge of fuel/propane costing Social Assistance can provide.
Listing the things I need to know as opposed to if I don't know - ex: pension, medical.
Needs consistency in case workers - they change all the time! People in Social Assistance need to be better educated on policies so they can provide decent information. [There's a] need of right information tools.
More solid communication. Whenever someone covers for others, [they should] do their job properly.
Don't go to appointments only. [A reminder a day in advance would be helpful for the respondent as she has FASD and needs reminders.]
I want to meet with the people that work there. I want to know who's involved in my case.
Have consultation with the clients.
The case manager should explain the process behind some services offered. Explain requirements and steps so clients could understand clearly. Inform the clients of issues and make sure they understand.
Don't make things to complicated to get things answered and done - explain new things better.
When a client asks for referral then please refer to next agency. I felt ignored and would like explanation why the referral was refused.
Prior knowledge of health services provided or available.
To have more information, more helpful information. To identify the cases that are more necessary [urgent]. Need clearer responses.
More clarity on the Client Reporting card.
I asked a question and they had to go running around to the other workers to get the answer.
Reminders about receipts, two bills weren't paid.
I guess to be made aware of different funding you are eligible for. I need to be more informed of funding and services to me and my children.
At least call back or leave a message when clients are trying to get in touch with you.
A comprehensive pamphlet so new clients can find out what they are entitled to. A drug plan pamphlet I kept dividing my prescription because the vouchers are only for \$50 each. When my doctor found out, she called my worker and for the first time I found out I could get a drug card to cover my my prescription. SA was paying much more for dispensary fees but only when clients have prescriptions monthly. I realized that they don't want people getting jobs and going on SA so they can get prescription drugs but prescription drugs are necessary.
Be more honest and direct about what you're going to do (Senior Department).
Not clear what procedures are (sometimes I did things wrong and I wasn't sure what the procedures were, and it is so frustrating). They have to make some clear procedures and guidelines.
It would be helpful to receive some paperwork outlining the areas that are covered and the amount received for children etc. It was hard to remember how much I was going to receive, thus making it difficult to budget.
One problem with one individual member of financial staff. When you ask if you qualify for Yukon Social Assistance... she was very abrupt she just said "No" and hung up. She never bothered to explain why I didn't qualify. I finally had to go to my caseworker's supervisor and he had to dig for it.
Better communication between the case worker and client.
That I possibly could have been informed about the kids recreation fund available. I read it in the newspaper at the library, [this] is how I found out.
<b>Clients who have Disabilities/Medical Conditions (7 comments: Whitehorse)</b>
It would be good to separate Disability as it is not a month to month situation, unfortunately. I find it stressful thinking I am living month to month with very little security. As well, programs for PWD (persons with disabilities) would be helpful such as planning for age 65.
I've got to do this medical report every year. I've been on medical pension for 12 years and I [would like] to be on a permanent thing.
I would like to be allowed to be more independent.
The boy has special needs. Why should we have to fill out these forms every month? Why can't we fill out a form once a year?
For permanent disability clients... we shouldn't have to fill out forms every months for them. It's a waste of time.
More help when people are handicapped or can't work.
I felt locked out, abandoned! I felt I wasn't properly provided with information and support to help our son who has a serious disability. This lack of help is impacting all of our lives in a negative way.
<b>Office Reception Area/Staff (16 comments: 3 rural, 13 Whitehorse)</b>
Social Assistance should be open for longer hours.(R)
Make sure staff are all understandable.(R)
To improve [the staffs] attitude towards welfare recipients: people skills; patience lacking, rude comments to people, unhelpful.(R)
When you come in and you are standing there, it would be nice if they would aknowledge you. Have respect for the human being quality.
Maybe more service in French language from the office staff.
Take the time to train employees, but have more patience in training them.
A location (closer to home) and the availability of services (more case workers).
Let the receptionist have access to information.
Good coffee for the clients.
Have the assesment twice a day, instead of mornings only.
Everything is absolutely wonderful BUT the maintenance enforcement people are pushy and threatening.
When I ask a question I get two or three different answers from the front office staff. They should know the answers.
Clients should use phone in reception for short calls for business only.
Open on weekends once in a while.
Making sure that the elevator is always working right.
Parking lot.

<b>Timely Response (5 comments: Whitehorse)</b>
Time manner, it took very long to get the contract.
Shorter waiting periods for medical supplies.
The worker should call you the same day you leave a message.
Faster service.
When I submit items to be reviewed/reimbursed and they require quick action, I would REALLY appreciate being told my worker (an ongoing situation) is not in. My small emergency goes off to whomever and I'm left wondering what is taking so long.
<b>Program or Policy changes (19 comments: 2 rural, 17 Whitehorse)</b>
Receive all of the pension.(R)
Revamp the funding formula.(R)
[I am] more than happy with staff/case manager, however I feel that the Policy System needs a good look at, behind the scene! Where the policies are coming from and how closely linked to the intent of " legislation", i.e. transport and telephone allowance, fuel allowance for propane etc. Policy manuals should be made public.
Provide grocery transportation bi-weekly. Offer passes - tickets for kids.
Provide respite support for clients.
Social Assistance should provide food vouchers.
Change the policy that affects people. After my son turned 19 years old he had to move out, go to school and get a job at the same time. It's all about Social Assistance policy, not the people.
Standard benefits make it hard to keep fruit & veggies in the fridge by the end of the month. Possibly a stipend at mid-month could help.
I don't agree with the initial intake procedure. Each client should be intaken on a one-on-one basis, i.e. language barriers, non-applicability. It was very difficult for me and would be for others.
The intake. When I first went on Social Assistance the intake worker neglected to give anything for utilities. I had to pay it out of my basic amount. It took 3 months before I received anything for utilities.
To look after more of the people living on the streets, to put a roof over their heads and make sure they have something to eat.
We need more money than what we're allowed. A few things need to be changed if I need winter clothes but you have to be on Social Assistance for six months - by that time the winter is over. The hierarchy that takes care of what people get should be looked into. We need more money, everything is going up. Everything has gone up except the help. It's outdated. Funds available are not adequate.
More and better food in case you can say anything about it.
Winter clothing allowance for people who just started on SA. Education advice from case manager would be nice.
Provide respite support for clients.
Their annual reports should change, make it more Yukon/North.
We need better food programs and better places to rent. Rent needs to be cheaper.
Protect the poor.
If someone could pick me up [respondent is disabled] and help me out with things I have to do around town. Right now I have to walk and it's hard for me.
<b>Training and Employment Opportunities (5 comments: Whitehorse)</b>
More focus on employment training and placement for clients to get them off assistance in a more timely manner.
The case workers can be more helpful when it comes to education. They should have suggestions for the clients on where to go for their interest in education.
I would like Social Assistance to help people get off Social Assistance. Help with more ideas. I would like help with getting better education to better myself. I am trying hard to get a decent job. I would like to go to college and get a Trade [Certificate], i.e. [in] cabinet making.
I think that you could help me with going back to school a bit more. I need help with getting [my] children into daycare. I would like Child Care for my three-year-old - there is a long waiting list.
Have some sort of job/work referral service for people on assistance seeking work. Hiring preference given to people on assistance?
<b>Positive Comments (11 Comments: Whitehorse)</b>
I think the office in Whitehorse is doing a very good job. I have no complaints.
As I was very satisfied with the services, I can only put down a wish: I wish all Case Managers were as wonderful as my Case Manager. Thank you.
Nothing, as I have dealt with SA since age 11 (foster care) in my experience the Front Desk staff and (name withheld) are the finest people I have ever met in social services.
Everything was really good.
Everyone should receive the excellent service I received this time. The persons one connects with make all the difference between a negative or positive experience.
All good. I am very grateful for all the help SA has given me in taking some different courses and now going back to college to help get back in the workforce.
Keep up the good work.
Don't change, go to other businesses and teach them how it's done.
Run all the personnel through a duplicator, as I have had excellent service/response from those I have dealt with and have no complaints (smile, smile, smile).
Keep doing what you are doing.
Let people who are working in the Adult Services Unit know they are valued. They are very knowledgeable and excellent. I am very fortunate to have such great help.

Q21. Additional Comments

There were 146 comments in response to question 21; 137 comments were from Whitehorse residents and 9 were from rural residents. Comments from rural residents are indicated with an (R) after the comment.

<b>Positive Comments (95 comments: 4 rural, 91 Whitehorse)</b>
The staff at Dawson City Social Services were very congruent. I am old, sick and disabled - they did not play head-games but were polite and very helpful. I appreciate that.(R)
Overall, they are helpful.(R)
Thanks for your help when I'm in need.(R)
I need help and I receive it. I'm very satisfied with that.(R)
When I was receiving social assistance the financial assistance lasted a long time and they treated me good. Right now I am not on assistance anymore.
The case manager is excellent. She helped me out with my medical problem, with the telephone (I had some problems with my telephone).
Thank you very much for the help.
Just grateful that they were there to help and I got more than what I expected.
Very happy with the service.
Very happy. Without services provided by Social Assistance myself and my family... would not have a home for the family.
The staff is always nice and helpful. Good sense of humour.
I don't see how they could have done better. My praise to all the people working at S.A. and for your empathy and your good spirit. I'll never forget the help.
More than helpful. Caring people.
[I am] very thankful for the support, assistance and level of caring. They helped with TSA prescriptions - very thankful for that.
Thanks.
Extremely satisfied with the staff and service of the Social Assistance office on all levels. Staff and Case Manager were above and beyond in service.
The staff is always amazing. The case manager is always there when I need to talk to her. They are very helpful.
I'm really happy for the new legislation that came through. It's much easier to live off what I got from Social Assistance now.
I'd like to emphasize that, as a person with mental illness (particularly dealing with people) I found the help and support and patience provided by my case worker to be the best I did receive thus far. Thank you.
The people that work there are great.
Social Services has improved compared to 20 years ago.
I was treated with respect like a normal person. That was very nice. Make me feel better inside. Some other place they treat you like a bad person, they say bad things that make me cry. Thank you!
They treat me and my daughter very well. The service here in the Yukon is better than the service we used to get before.
Very respectful, absolutely helpful, very kind people.
[The case manager is very helpful to her].
I am very satisfied with the workers and front end staff at Adult Services. My worker is very helpful with my disability situation. Thank you.
They were nothing but great to me.
Everything is good.
[Respondent says the case manager and staff are very good to her.]
It helps a lot of people. Better than nothing. Happy with it all.
Generally speaking fairly adequate.
The case manager and reception staff were very caring and compassionate.
The service is good.
Social Services helped me with an issue with the city of Whitehorse and I was very pleased with this.
I am pretty happy.
I have had nothing but best service available from everyone at Social Service. Thank you for everything you do.
The overall attitude was acceptable. They made you feel comfortable.

They did a very good job helping me.

I have required assistance several times throughout several decads and I must say this was the most pleasantly surprising encounter with Social Assistance. Something has changed over there for better. Thank you all.

This is the first time that I had to depend on Social Assistance. I paid back as much as I could. Thank you for helping me become a resident of the Yukon.

I came here with a disability. I am nearly blind. My pension's just started last month. I will be able to look after myself now. Thank you.

The people are great at the office.

Thank you.

I think the case worker (name withheld) is the best.

The service was great.

Overall all staff are doing an excellent job. Keep up the good work.

[They] answered my questions, [were] patient and kind.

It's good that you're doing this, that someone thinks of me.

You have a good team here - try to keep them.

Very good!

Keep up the good work. I know it is hard but...

It's been a wonderful experience. They've been very helpful to me.

I think it's a good system.

Everything is great.

They're really nice and helpful.

The service is good.

I'm glad they were there for me.

Overall the workers are really good, [I am] very pleased.

The guy with the beard at the front desk should get a raise, other than that everything is good.

They were really excellent.

Great service.

I like the environment, especially with the security guard there.

The best.

We're pleased with the work they are doing.

Keep up the good service.

It was all good.

[They] provided good service.

Thank you all so much for helping me and my family.

Staff is very knowledgeable and helpful in getting my son in school with proper school supplies. Also with me getting into school [and] with my supplies.

Everything is good.

They treated me with such respect, they helped me to help myself.

These guys are fantastic.

After working a full time job since I was ten, finding myself in physical difficulty, unable to work, has been a very trying ordeal. If not for the courtesy of these people, I'm not sure I would have survived. Thank you.

Everything was dealt with professionally and fairly.

Very helpful people. Everything is good.

All services extended to myself were delivered in a very professional way. My worker I believe does care about the individual. I have been very satisfied with all aspects of the workers in the office.

They've been really good to me.

The service is fine.

[I have] always been treated nice and they [have been] really good.

Everything is good.

[They are] really great down there and [they] take good care of her.

Security guard was very nice too!

Good.

They've been very kind.

Social Services have been good to me.

They are wonderful.

Social workers have done well.

Thank you for being there for myself as well as for others who need and/or make use of your services.

Doing a good job as they possibly can.

They have helped me with everything. As a senior that is very important to me. Keep up the good work.

[They are] doing a good job.

[The respondent is happy.]

Commend Reception staff as they are patient and they have a lot to deal with.

[They have] been really good to me.

My case worker has been instrumental in helping me get better, caring about my well-being and giving me confidence, supporting me in getting back out there again and into the work and social force.

**Communication, openness (9 comments: 1 rural, 8 Whitehorse)**

I recently went back to work after 10 years and it would have saved me a lot of problems if I had been given a clear outline of what you're entitled to and what your responsibilities are.(R)

Why is no one giving me return calls?

Better explanations to decisions made. Faster appeal time. Figure of authority to mediate between more spontaneously.

The people at the front desk should have communication skills. They should make themselves and others feel good.

Being truthful is really important.

There seems to be a disconnection between workers and reception. For example: when worker says the cheque is there and would be sent - you have to go to office where process was never started - then you are told to phone. 4 trips for 1 thing that was to be sent.

To have this service in French would be very appreciated.

I was unaware I could have received a top-up on my previous salary as I was not earning enough to pay rent and food etc. for myself and 3 kids. I had a very positive experience and felt all the staff were helpful as I had a bit of an unusual circumstance.

When a person doesn't qualify for something, it has to be explained more thoroughly. They just can't tell you "No" and then hang up on you.

**Insufficient money (11 comments, all Whitehorse)**

I am very satisfied with service but I feel that more money is needed. After rent I have \$280.00/mo to live on and job hunt. Need more money for clothes, gas, etc. Thanks.

I think with our high cost of living in everything we need, isn't quite adequate for a single parent with one teenager. Shelter is so high we can't even eat properly. I am thankful for what we do receive, but a growing teenager needs more, to eat healthy.

Being a diabetic, it's very hard to make ends meet with a fixed income. And you have no right of splitting my check in half without my saying so.

I need help with food, because my girlfriend is pregnant and the place I am will not accept Social Assistance.

More money for Christmas. Get our cheques before Christmas for gifts and groceries.

Have people understand that people on welfare don't eat on \$6 a day but they take money needed for other stuff, i.e. clothes, bills etc. and spend money they can't on food.

We live in a condo (family of 4) where the rent is \$1200/month. I receive \$804/month from SA for rent. This is extremely UNREASONABLE. Nowhere in Whitehorse can a family this size rent a unit for so little money.

Increase in benefits to allow for cost of living, fuel allowance inflation etc. Less restrictions on people who are on a disability allowance and less deductions so they can afford a reasonable life.

The sixty dollars I received for re-hab was a slap in the face, but that's life. Very nice people and I appreciated the help.

Laundry rates and phone should be increased - Social Assistance could pay the NWTel basic phone amount and check out laundromat price.

As last year, the staff of SA do the very best they can with what they have to work with. Unfortunately, even with the increases in certain areas of benefit, the money isn't even close to keeping a hailing distance of the poverty line. Also, eye care money didn't change. 200 for prescription, 50 for appointment. My lenses are ordinary bifocals. They cost 200. My glasses 6 years old and falling apart. I can't afford new ones. Also, I'm over 50 with my eye sight deteriorating rapidly. Two years is too long to wait for new lenses. 50 and older should be: glasses every year!



**Dissatisfaction with policy (15 comments: 1 rural, 14 Whitehorse)**

Make it easier for people to get on Disability for those that need it. Thank you.(R)

I don't believe the Yukon Government meets its obligations to administer social services properly. Too much is spent on salaries and working conditions of civil servants and too little on the real needs of clients.

Why is the policy set up in this manner? Increase education of people at the department, their understanding of the law's practice of policies - so they can communicate and practice effectively with the "lay" person or person receiving assistance.

People on disabilities shouldn't be lumped in with people with alcohol and drug addictions!

Why can't special needs clients have their cheques deposited into their bank account?

There needs to be a greater focus on low income housing in connection with assistance by the government.

There are people who abuse the system by spending their money on booze and drugs.

They demand your medical files for TSA. Nobody gets my medical files since it is not legislated. The doctor for SA can have them gladly but not just a worker.

I think it's wrong that a single parent can no longer be on Social Assistance if they get into a relationship as it's demeaning and puts the woman and child in a an extremely vulnerable position.

The way I'm treated by the government is disgusting. The case worker thinks that I should get a job somewhere downtown for \$8-\$9/hour. I'm dismayed by the way Natives are treated.

Intentions are good but [it] doesn't always work out with what they say. Output doesn't match intentions. You give them information and they lose it, but not all of the time. I'm forced to use electrical heat because when I order diesel it comes off my cheque leaving nothing for me.

I don't see why it is necessary for a person on permanent territorial supplementary allowance and not working to have to put in a client report card every month.

I would like to know what the men get [as compared to] what the women get. I think there's a difference and I want answers.

I was not at all happy with being forced to change therapists, presumably to save Adult Services Unit a \$60 bi-weekly cost. After five years with my therapist it seemed petty and unprofessional to ask that of me.

I have to provide a rental receipt every month and cannot submit a copy of my cheque that I paid my rent with. I pay with post-dated cheques which means every month I have to get a hold of the landlord for a receipt. Why is my cheque not considered proof of payment? Sometimes each situation should be looked at on a personal basis. This situation I am in doesn't make sense to me or to my landlord.

**Case Worker/Staff (10 comments: 3 rural, 7 Whitehorse)**

My case worker is very good. She has gone out of her way for me.(R)

The case manager doesn't come around [in the community].(R)

Overall, very dissatisfied with all superiors and supervisors.(R)

Staff should act more like human beings.

I can't seem to get anything from my case worker. I'm trying to change my case worker right now.

It would be nice to see the case manager pay a visit, so the client would know who helps him.

I think my case worker is too overloaded with too much work.

I think SA needs more case workers to accommodate the amount of people on SA, to spread the workload around. Case workers need a break too.

Case managers weren't very good workers, one was rude and the other is new to her job.

The case worker I had in the past stopped sending me (I have a child) social assistance because I wouldn't work. My heart/instincts were telling me not to then while I was raising my child. It concerns me how many other clients he is doing this with. I also find the new reception staff much more friendlier and nicer people now!

**Timely response (2 comments, all Whitehorse)**

Response time to health/physiotherapy referral.

The only thing I have to say is: when they paid our propane bill it was late - they've charged us a late fee.

**More support (2 comments, all Whitehorse)**

It would be nice to provide this kind of support - respite for caregivers who need a break. Other than that, the service is very good.

I have been experiencing difficulties in trying not to judge judgemental, ignorant people, who have an employment, yet so many have so few skills, are thoughtless. (I am referring to places of business, etc., other than your department.)

I have been desperately seeking work. Not much help from Employment Central at all! I need a job. I will take any work available to get off assistance.

**Comments about the survey (2 comments, all Whitehorse)**

[The general satisfaction question is difficult to answer because I am] very satisfied with the office staff, but very dissatisfied with the case manager.

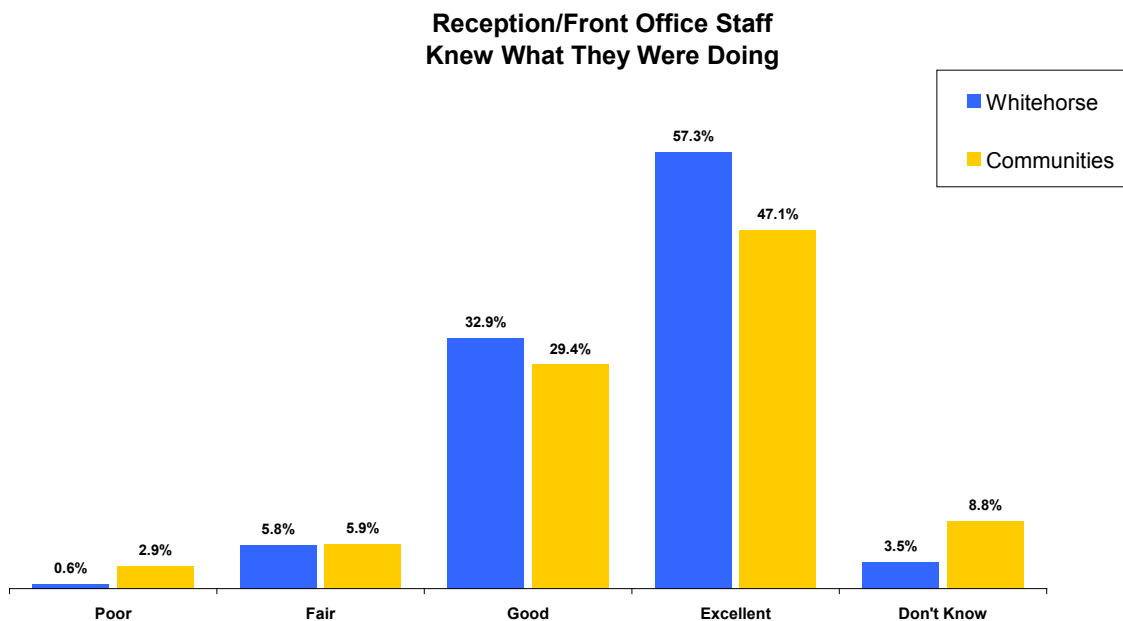
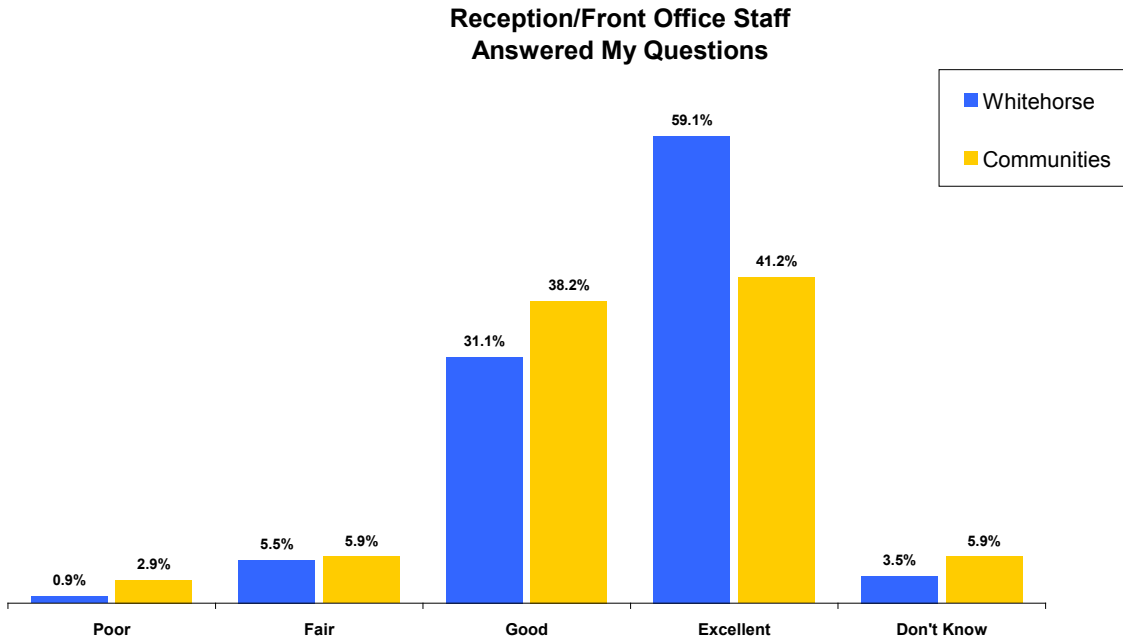
This survey is embarrassing because waiting for Employment Insurance decisions puts me on social help. The truth is the retraining request I am in need of seems to have taken a long long time.

# WHITEHORSE/COMMUNITIES COMPARISON

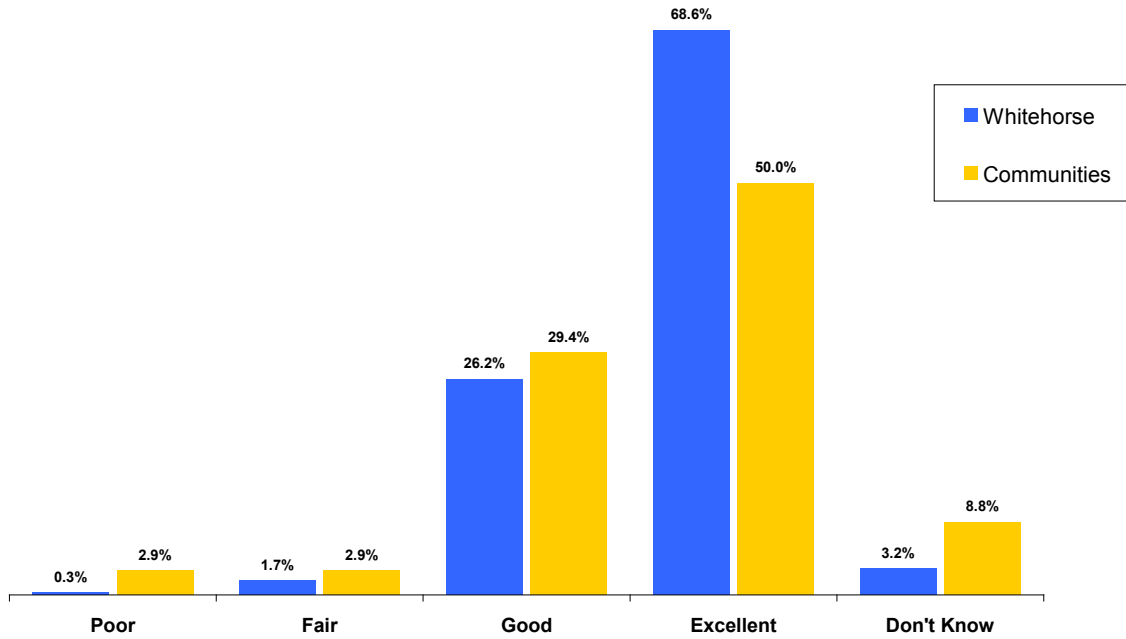
## RECEPTION/FRONT OFFICE STAFF

When viewing the following charts it is important to know that there were 347 respondents from Whitehorse, whereas there were only 34 respondents from the remaining communities.

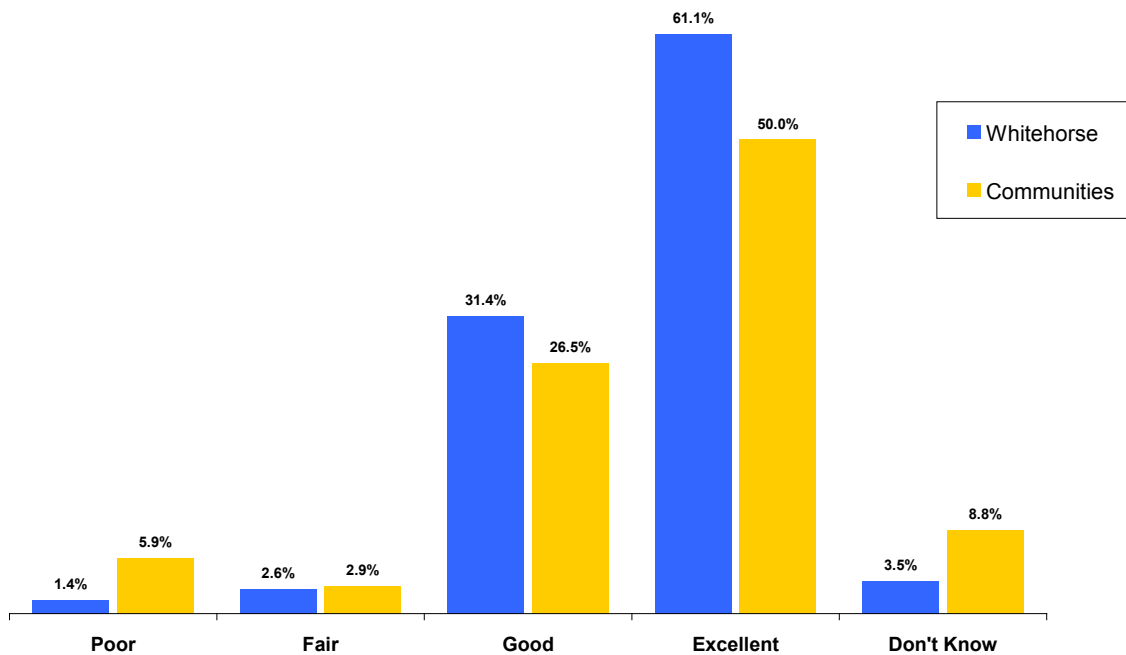
Clients of the Adult Services Unit were asked to rate the services of the reception/front office staff based on their experiences on a scale of 'poor' to 'excellent'. All graphs shown in this section display only the 2008 Survey results.



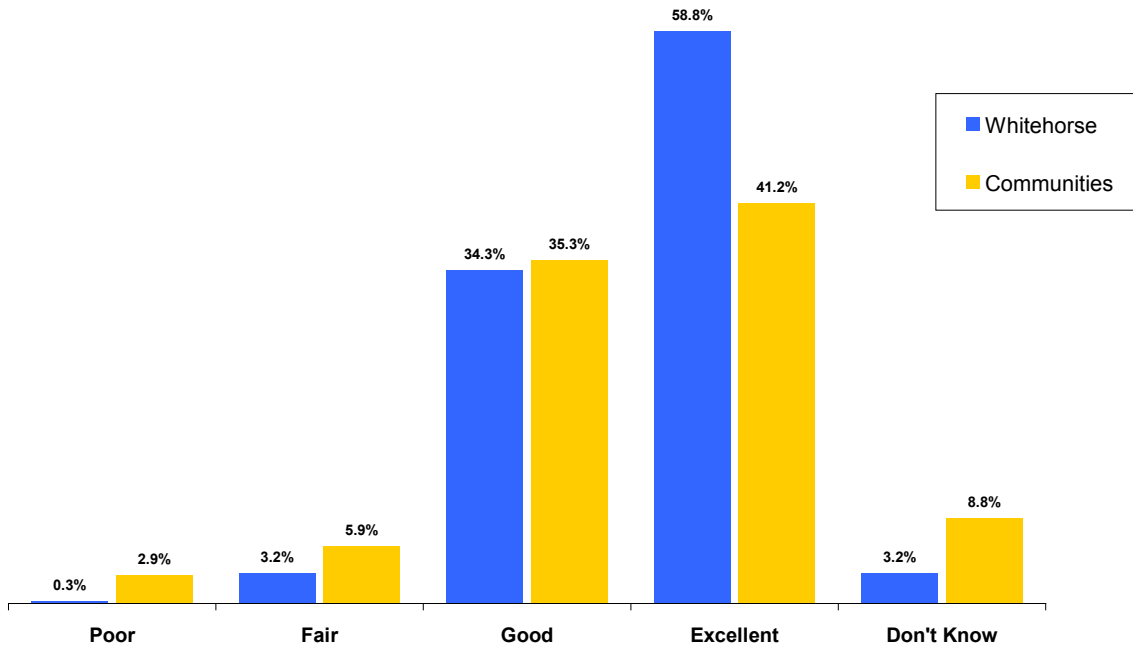
**Reception/Front Office Staff  
Were Polite/Respectful**



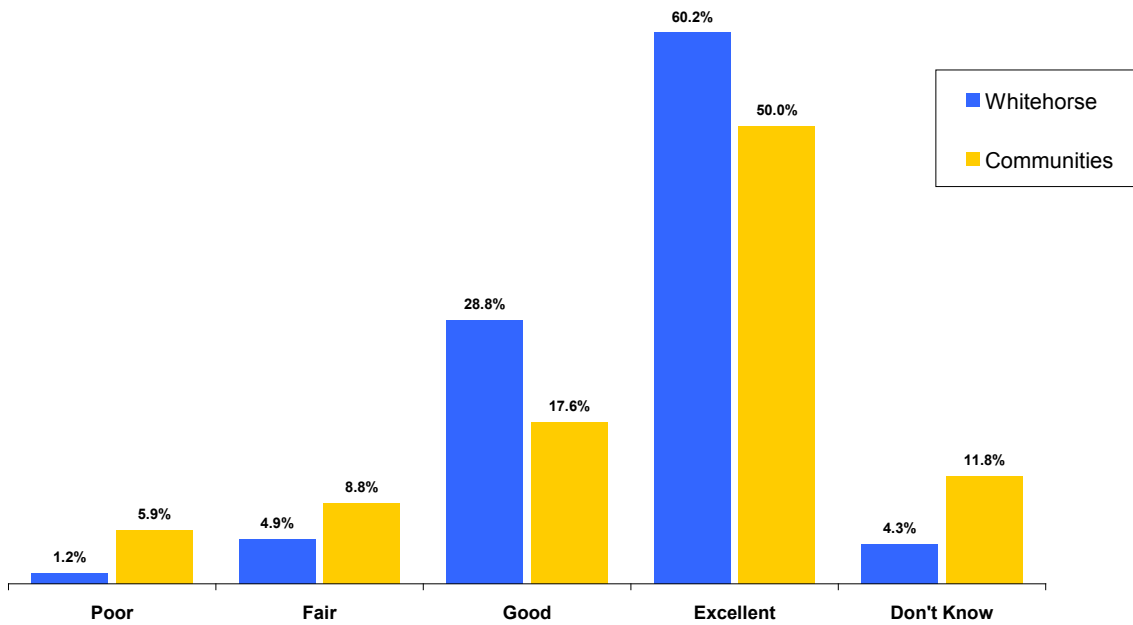
**Reception/Front Office Staff  
Were Quick to Respond**



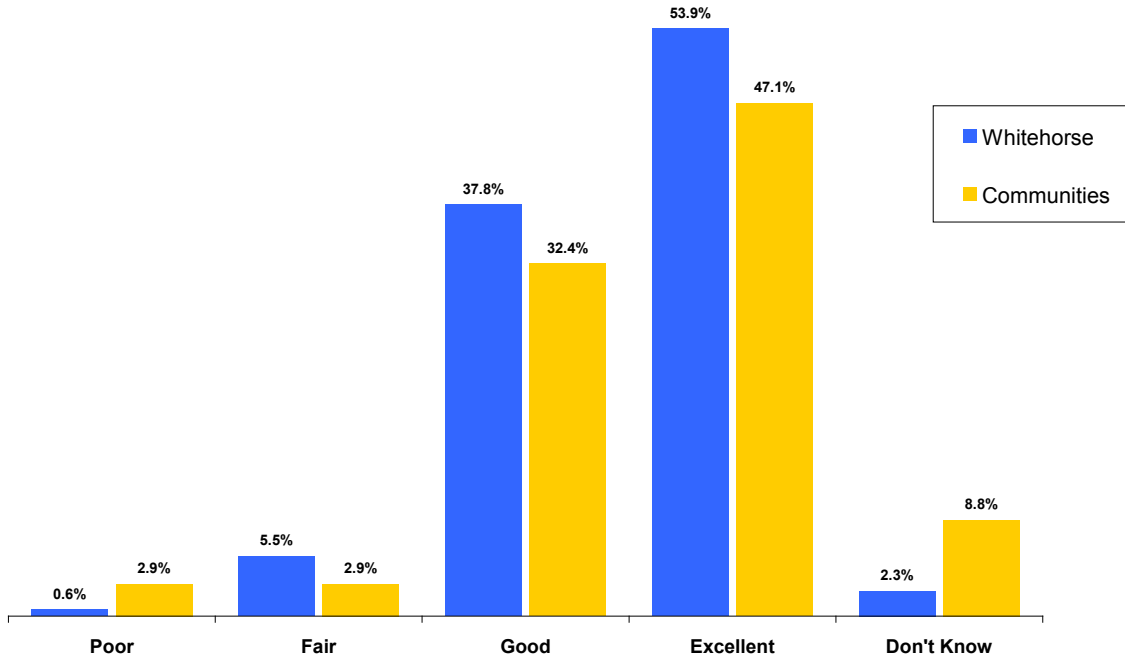
**Reception/Front Office Staff  
Were Patient**



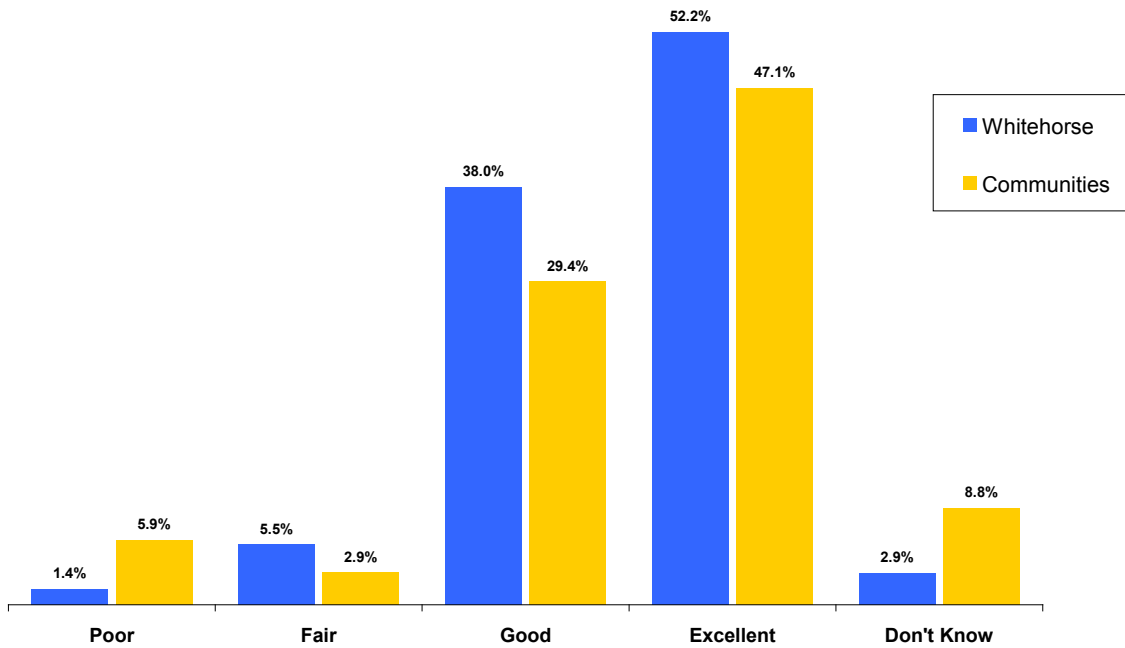
**Reception/Front Office Staff  
Were Personal and Caring About My Situation**



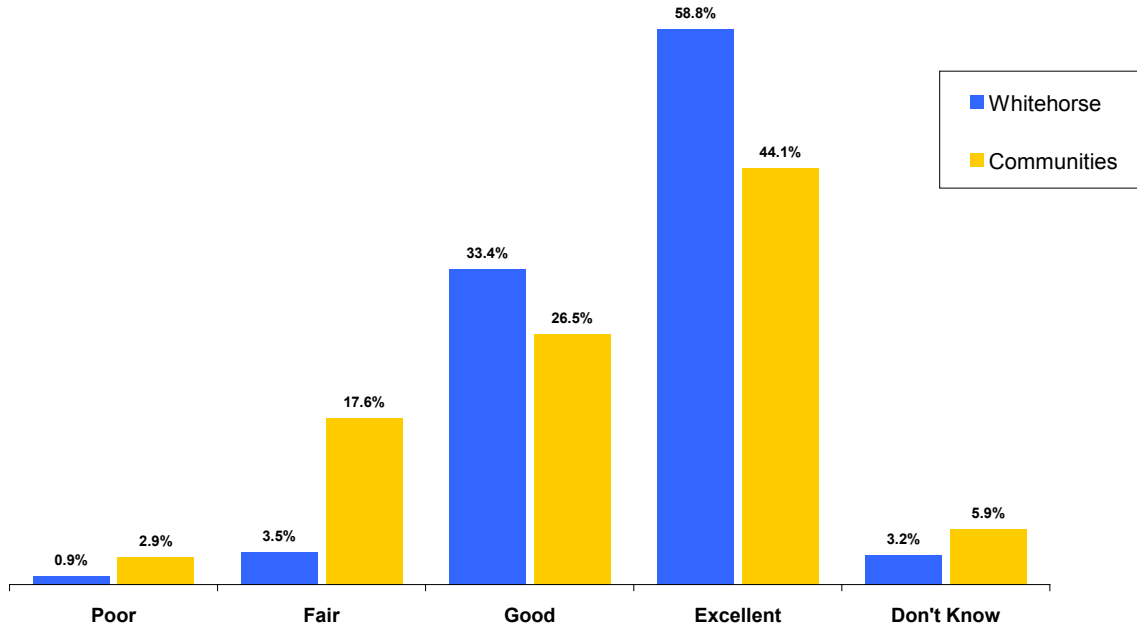
**Reception/Front Office Staff  
The Answers to My Questions were Clear**



**Reception/Front Office Staff  
The Answers to My Questions were Timely**



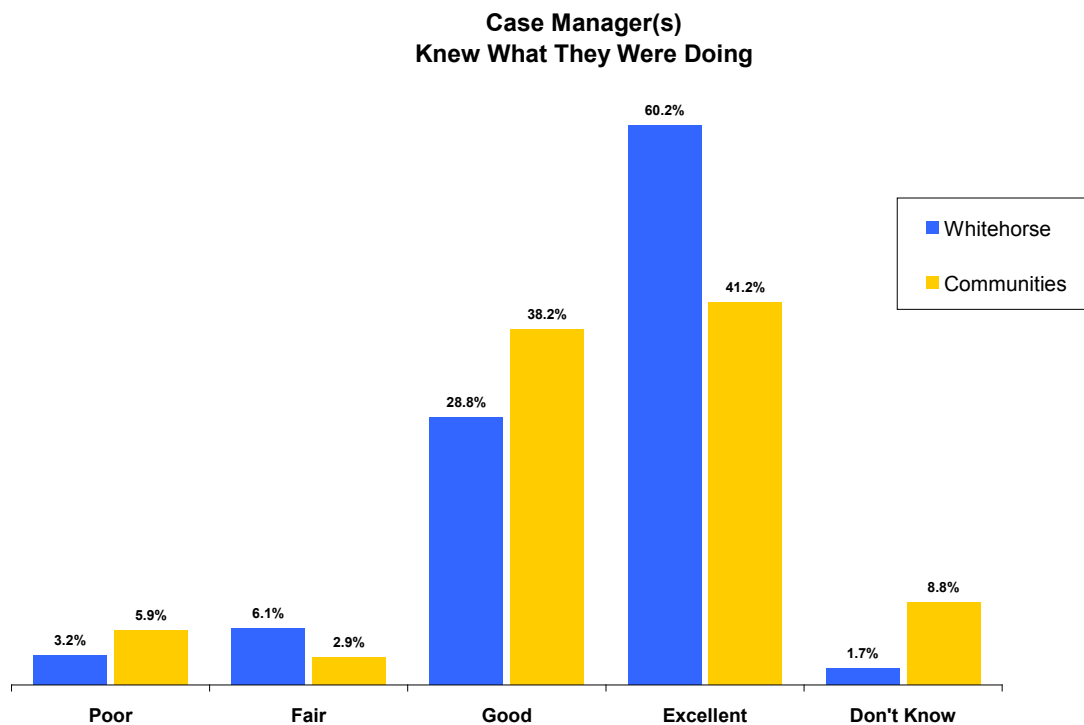
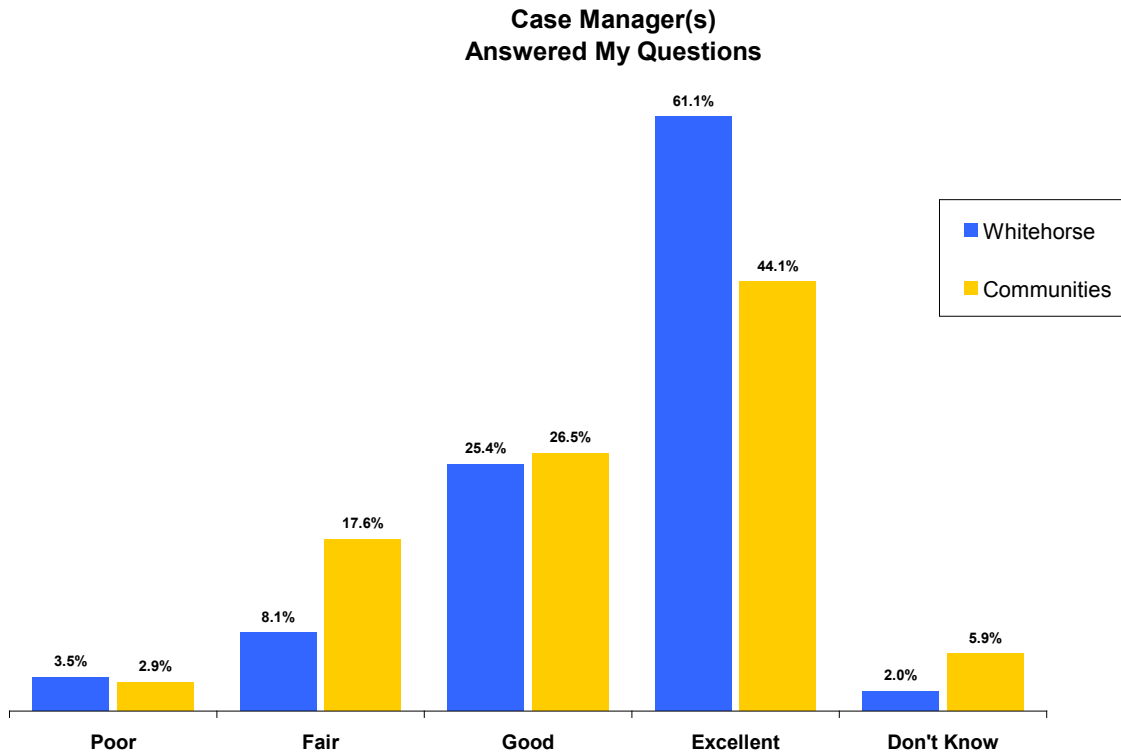
**Reception/Front Office Staff  
The Answers to My Questions were Helpful**



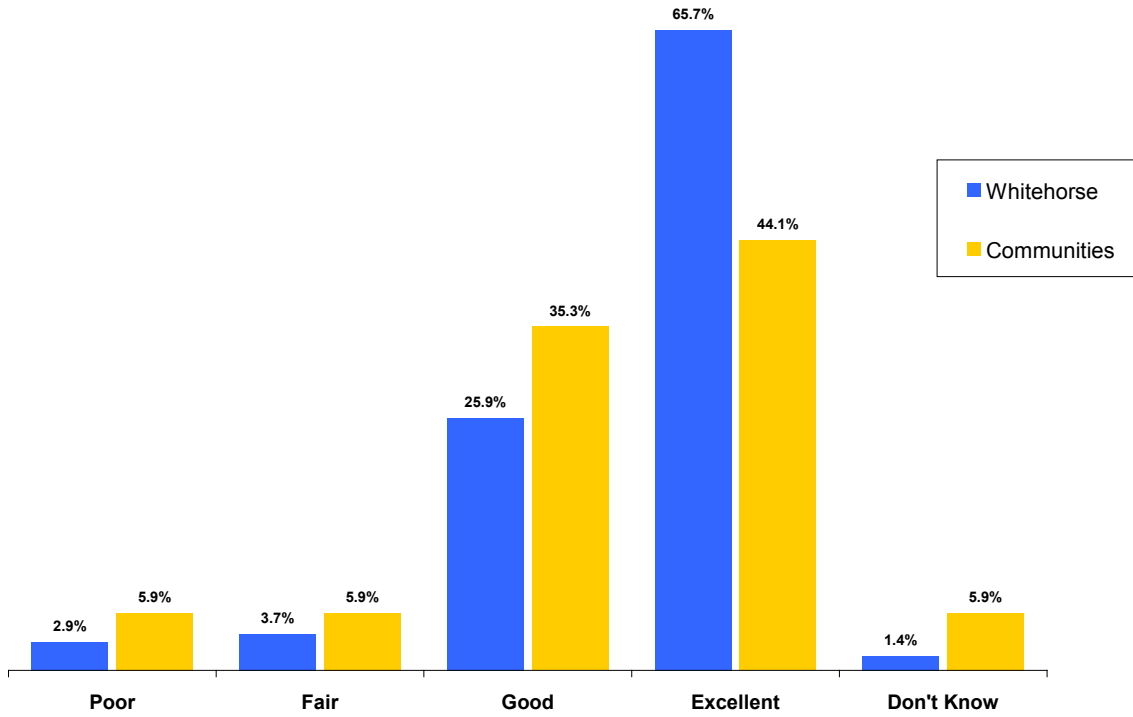
# CASE MANAGER

When viewing the following charts it is important to know that there were 347 respondents from Whitehorse, whereas there were only 34 respondents from the remaining communities.

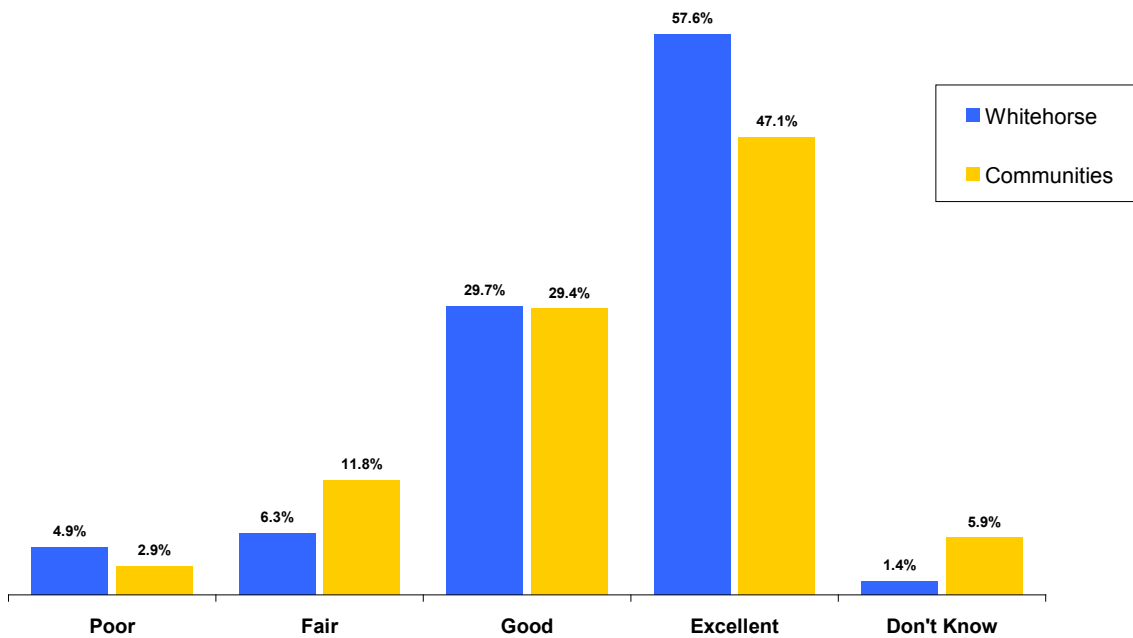
Clients of the Adult Services Unit were asked to rate the services of the case managers based on their experiences on a scale of 'poor' to 'excellent'.



**Case Manager(s)  
Were Polite/Respectful**

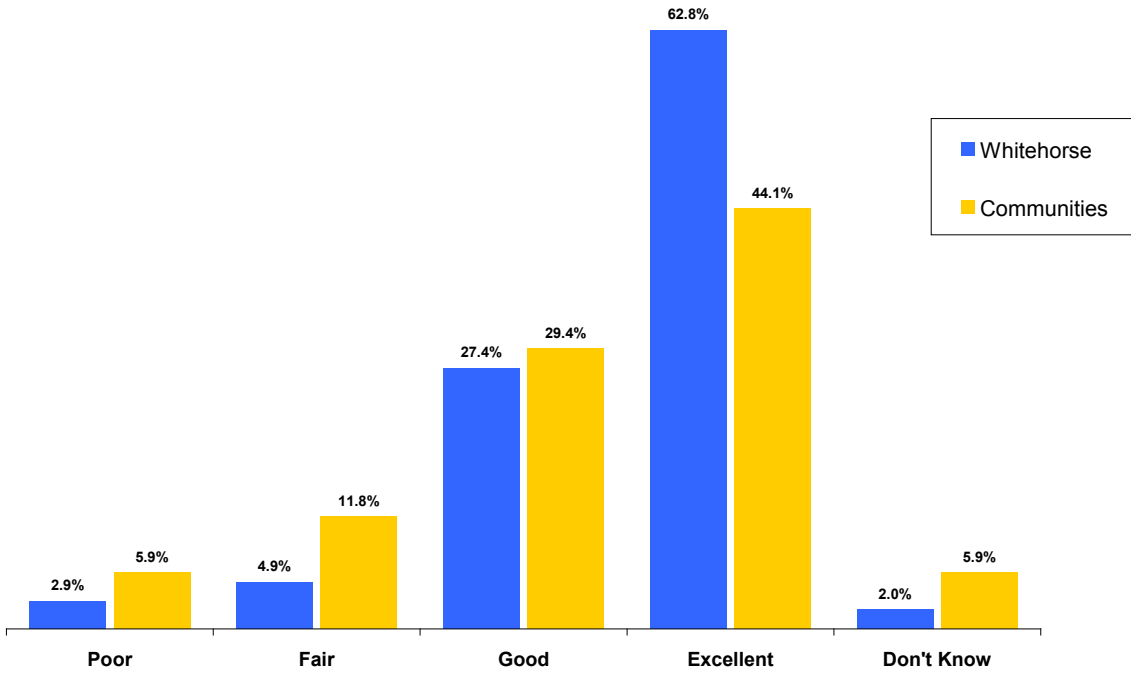


**Case Manager(s)  
Were Quick to Respond**

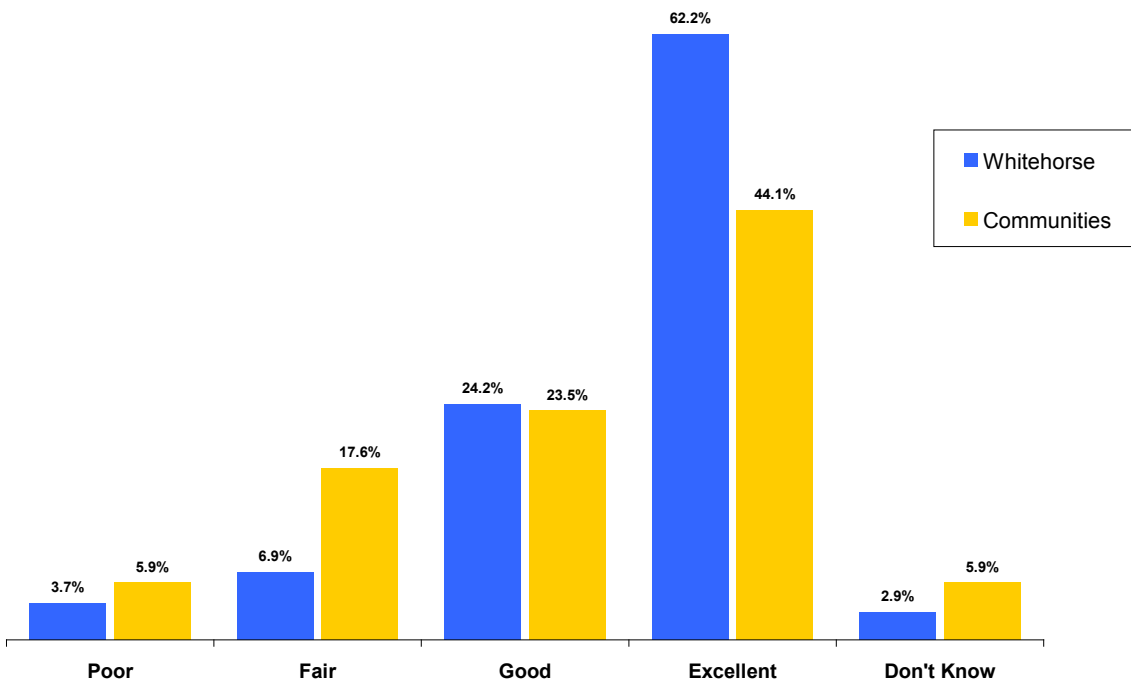




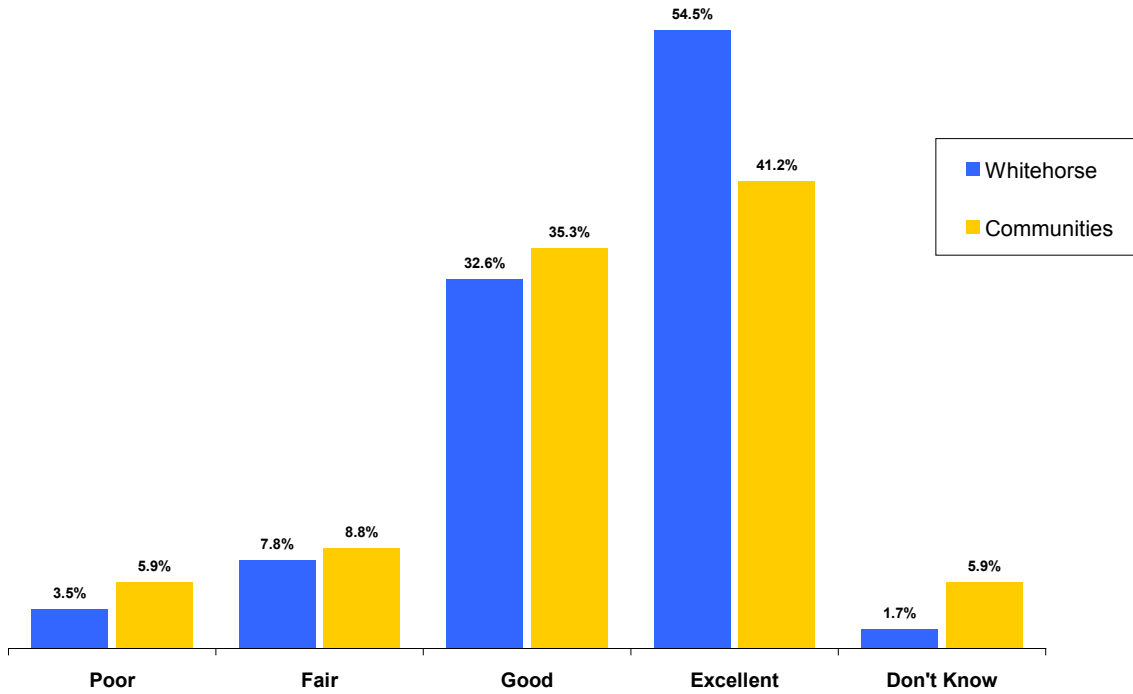
**Case Manager(s)  
Were Patient**



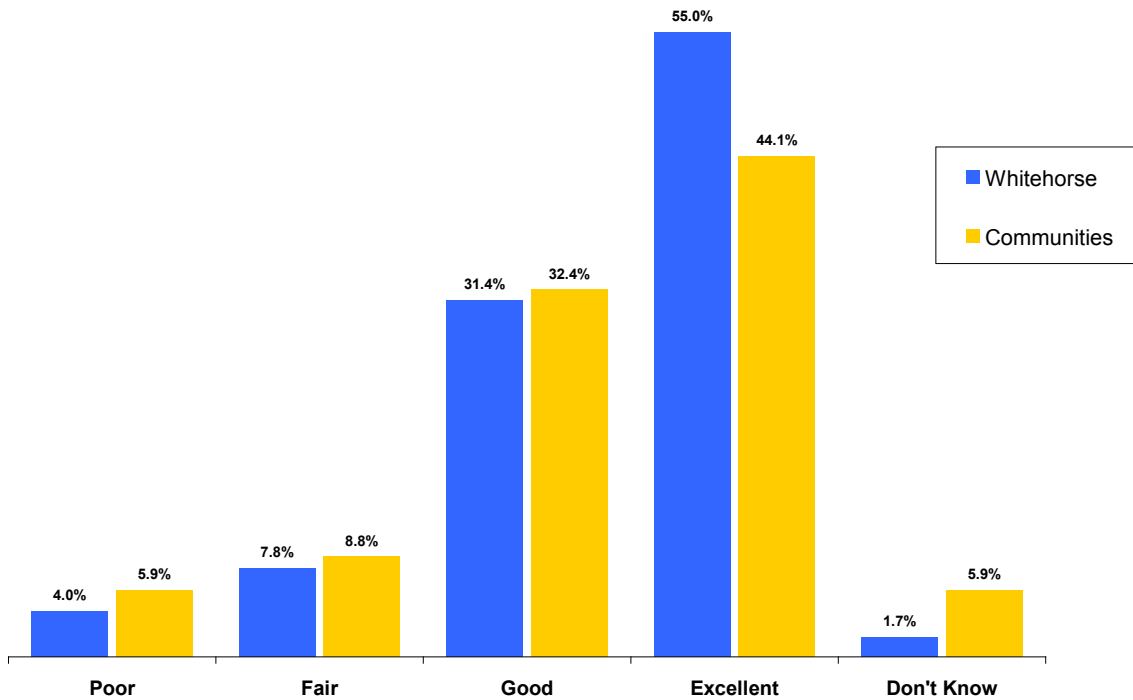
**Case Manager(s)  
Were Personal and Caring About My Situation**



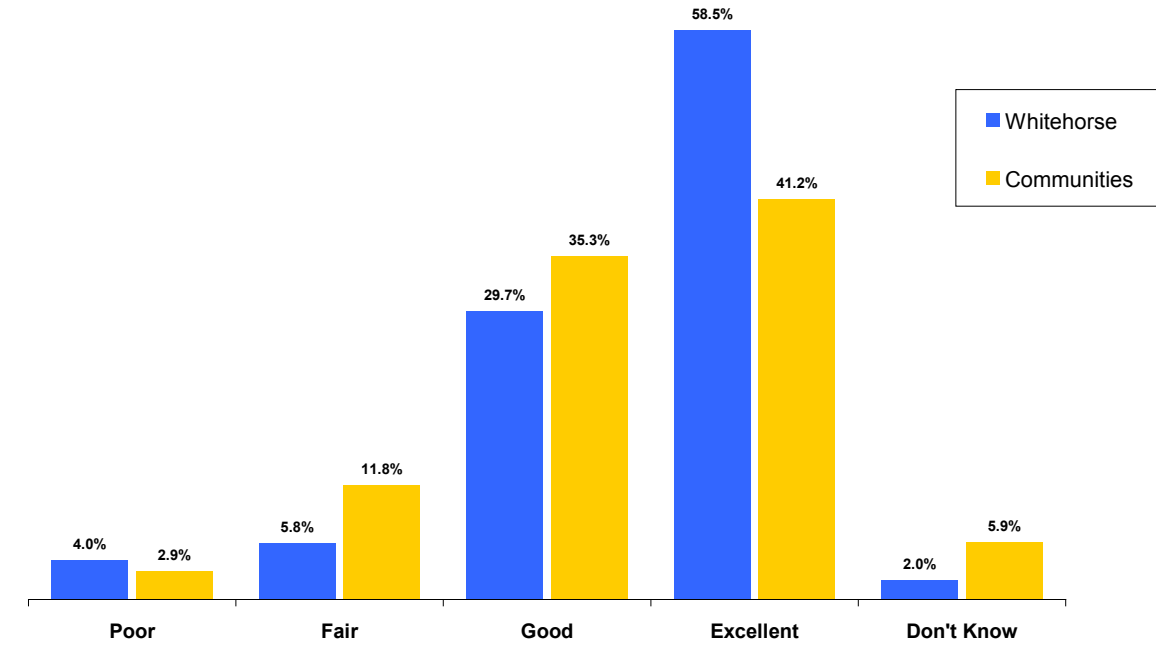
**Case Manager(s)  
The Answers to My Questions were Clear**



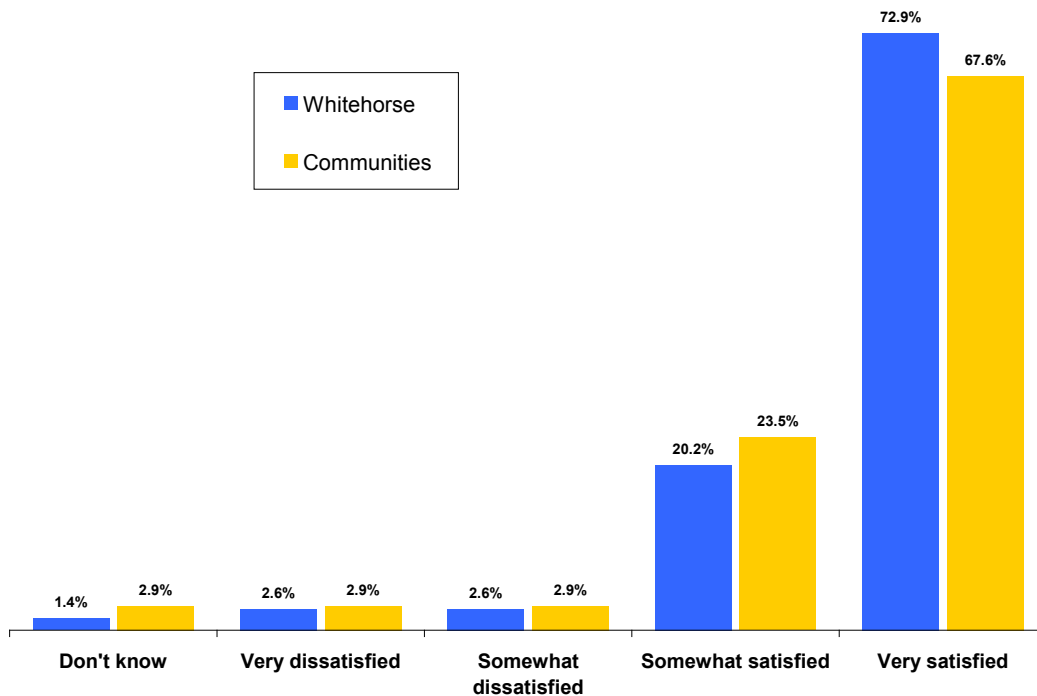
**Case Manager(s)  
The Answers to My Questions were Timely**



**Case Manager(s)  
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 22<sup>nd</sup>** 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?

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

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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.

