

**Client satisfaction survey:**  
*Yukon's*  
***Social Assistance Branch***

***August 2004***



**Results from the Client  
satisfaction survey at the  
*Yukon Government's  
Social Assistance Branch  
2001, 2002 & 2004***

***August 2004***

***produced by:  
Yukon Bureau of Statistics***

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# INTRODUCTION

The “business” of the Yukon Government’s Social Assistance Branch is to provide service to the public. Client satisfaction is one measure to consider in determining the effectiveness of program and service delivery. As such, in 2004 the Branch contracted with the Yukon Bureau of Statistics to undertake a survey of client satisfaction.

The survey provided social assistance clients with opportunities to express their opinions of the services and staff working at the Branch. In order to monitor potential changes in client satisfaction, the same survey was also undertaken in 2002 and 2001.

This report provides results from the 2001, 2002 and 2004 surveys.

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

# METHODOLOGY

The Yukon Government’s Social Assistance Branch initially contracted the Yukon Bureau of Statistics in 2001 to develop, administer and analyse the results of a first ever client satisfaction survey. The survey was repeated in 2002 and 2004 (funding was not available in 2003) . In order to ensure comparability of results the same survey questions and methodology have been used each year.

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

The 2004 social assistance client satisfaction survey was mailed out in June of 2004 to all social assistance clients (687), with a postage-paid return envelope included to facilitate mail backs. Of those mailed out forms, 97 were received back completed. Telephone follow up of non-respondents resulted in an additional 223 completed surveys, for a combined total of 320 (compared to 341 in 2002 and 275 in 2001). The response rate for the survey was  $320/687 = 46.6\%$ . This was down from the response rates of 54.9% in 2002 and 61.5% in 2001. There was a relatively high number of potential respondents (311) with either no contact phone number (125), a non-working telephone number (70) or a phone number which was working but no longer connected to the respondent (116).

In order to ensure comparability of results, the survey questions have not changed since the first administration of the survey in 2001. In 2004, however, a new question was added to the survey: “Please help us to understand how you rated each of your answers for questions 1 through 18. If “Poor” equaled 1 and “Excellent” equaled 100, how far apart were the following choices:”

Poor & Fair: \_\_\_\_\_

Poor & Good: \_\_\_\_\_

Fair & Good: \_\_\_\_\_

Fair & Excellent: \_\_\_\_\_

Good & Excellent: \_\_\_\_\_

The initial responses to this question found in the returned mailed out survey forms indicated an inconsistent interpretation by respondents. A decision was consequently taken to remove the question from the telephone follow up and not include any analysis of it (the question) in this report.



# EXECUTIVE SUMMARY

## *For reception/front office staff:*

- ◆ In 2001 87.7% of clients rated the reception/front office staff Good or Excellent in “**answering their questions**”: in 2002 (December) the figure was 86.5% and in 2004 (June) it was 87.9%.
- ◆ In 2001 87.7% of clients rated the staff Good or Excellent in “ **knowing what they were doing**” : in 2002 (December) the figure was 84.8% and in 2004 (June) it was 83.4%.
- ◆ In 2001 90.2% of clients rated the staff Good or Excellent in being “**polite/respectful**”: in 2002 (December) the figure was 87.7% and in 2004 (June) it was 86.6%.
- ◆ In 2001 84.7% of clients rated the staff Good or Excellent in being “**quick to respond**”: in 2002 (December) the figure was 83.8% and in 2004 (June) it was 81.2%.
- ◆ In 2001 80.8% of clients rated the staff Good or Excellent for being “**personal and caring about client situations**”: in 2002 (December) the figure was 75.6% and in 2004 (June) it was 75.0%.
- ◆ In 2001 83.6% of clients rated the staff Good or Excellent for being “**clear**” with answers to questions and issues: in 2002 (December) the figure was 80.8% and in 2004 (June) it was 80.9%.
- ◆ In 2001 78.2% of clients rated the staff Good or Excellent for their “**timeliness**” with answers to questions and issues: in 2002 (December) the figure was 76.9% and in 2004 (June) it was 81.0%.
- ◆ In 2001 86.6% of clients rated the staff Good or Excellent for their “**helpfulness**” with answers to questions and issues: in 2002 (December) the figure was 83.5% and in 2004 (June) it was 80.7%.

## *For case managers:*

- ◆ In 2001 86.9% of clients rated their case manager Good or Excellent in “**answering their questions**”: in 2002 (December) the figure was 86.5% and in 2004 (June) it was 85.3%.
- ◆ In 2001 85.1% of clients rated their case manager Good or Excellent in “ **knowing what they were doing**” : in 2002 (December) the figure was 84.8% and in 2004 (June) it was 82.8%.

- ◆ In 2001 89.1% of clients rated their case manager Good or Excellent in being “**polite/ respectful**”: in 2002 (December) the figure was 87.4% and in 2004 (June) it was 87.2%.
- ◆ In 2001 84.0% of clients rated their case manager Good or Excellent in being “**quick to respond**”: in 2002 (December) the figure was 81.5% and in 2004 (June) it was 81.9%.
- ◆ In 2001 87.9% of clients rated their case manager Good or Excellent for their “**patience**”: in 2002 (December) the figure was 86.8% and in 2004 (June) it was 83.7%.
- ◆ In 2001 82.6% of clients rated their case manager Good or Excellent for being “**personal and caring about client situations**”: in 2002 (December) the figure was 81.2% and in 2004 (June) it was 80.1%.
- ◆ In 2001 85.1% of clients rated their case manager Good or Excellent for being “**clear**” with answers to questions and issues: in 2002 (December) the figure was 84.2% and in 2004 (June) it was 81.9%.
- ◆ In 2001 79.3% of clients rated their case manager Good or Excellent for their “**timeliness**” with answers to questions and issues: in 2002 (December) the figure was 81.3% and in 2004 (June) it was 80.9%.
- ◆ In 2001 82.6% of clients rated their case manager Good or Excellent for their “**helpfulness**” with answers to questions and issues: in 2002 (December) the figure was 83.6% and in 2004 (June) it was 80.0%.

In 2004, almost 90% (87.2%) of clients reported being either somewhat satisfied or very satisfied with the services received from the Adult Services Unit at the Social Assistance Office. In 2002 the figure was also almost 90% (88.6%) and in 2001 the figure was just under 85% (84.1%).

In both 2001 and 2002 the 3 most frequently mentioned responses to the question “If there was only one thing you could suggest to improve the service you received, what would it be?” were:

- ◆ More money
- ◆ Service was good and not in need of improvement
- ◆ Improve job search process

In 2004 the 3 most frequently mentioned responses were:

- ◆ None/nothing (that is, the respondent had no suggestions to improve service)
- ◆ Don’t know
- ◆ More money

Finally, respondents were asked to provide any additional comments. The most frequently mentioned comment in 2001, 2002 and 2004 was: “very helpful - good service”.

# **Survey results**

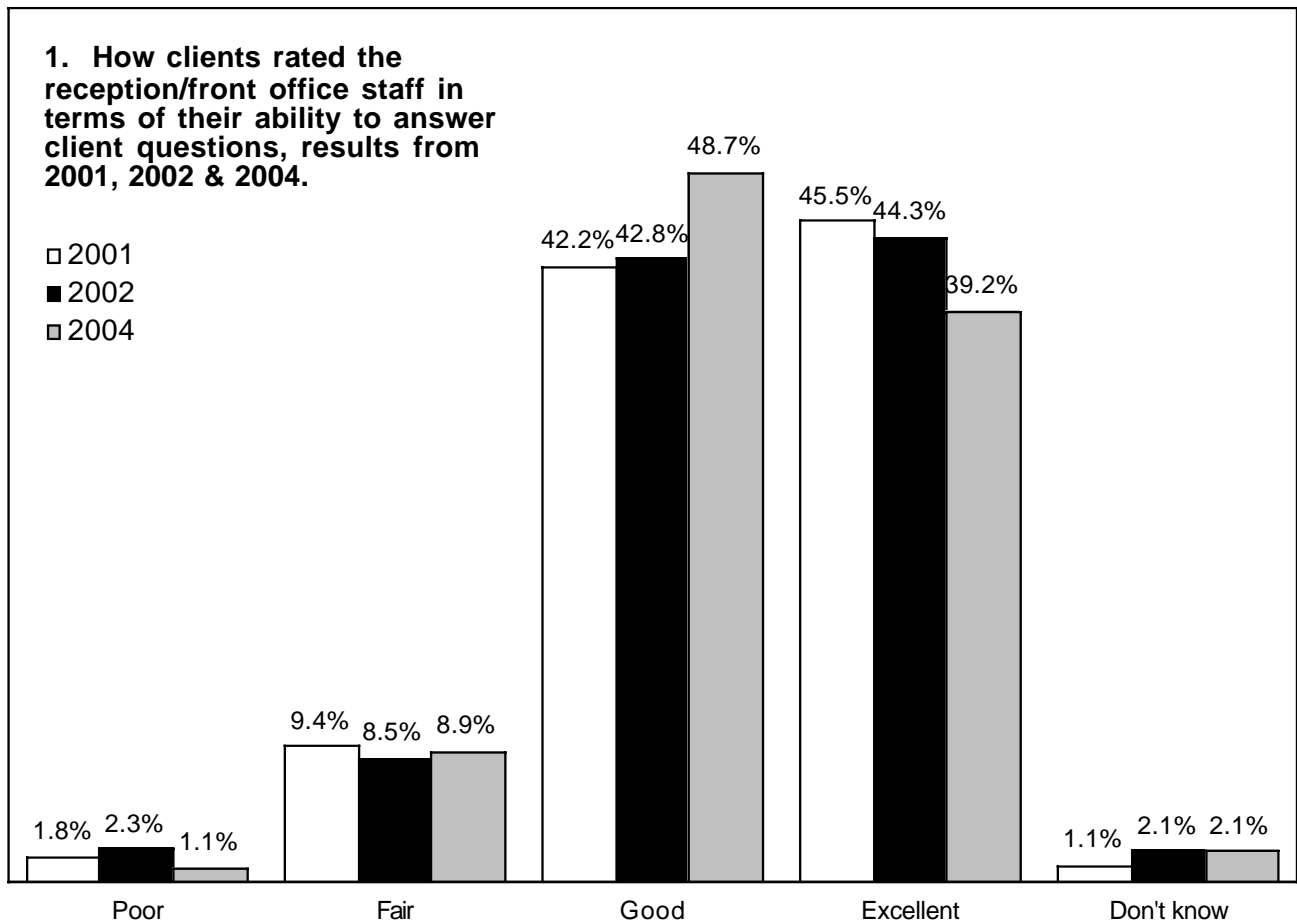
*2001, 2002 & 2004*

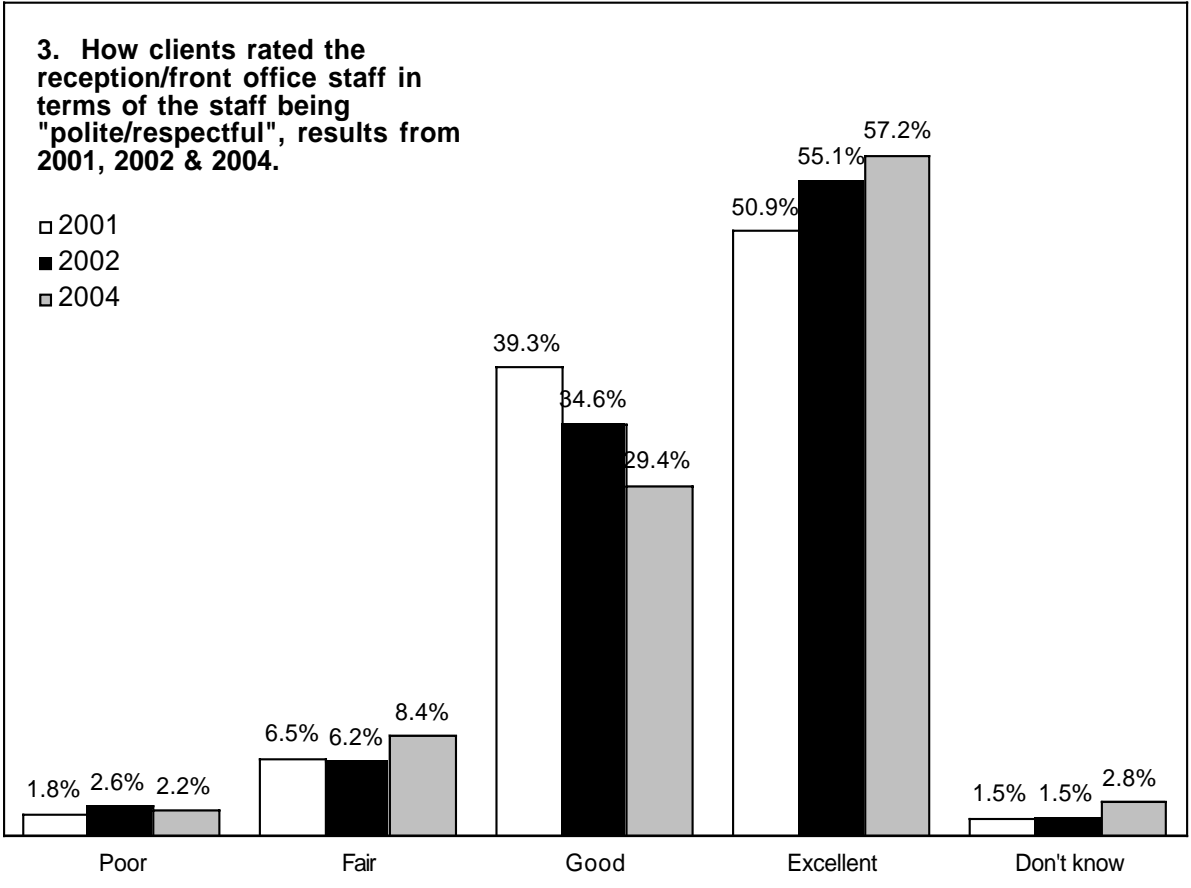
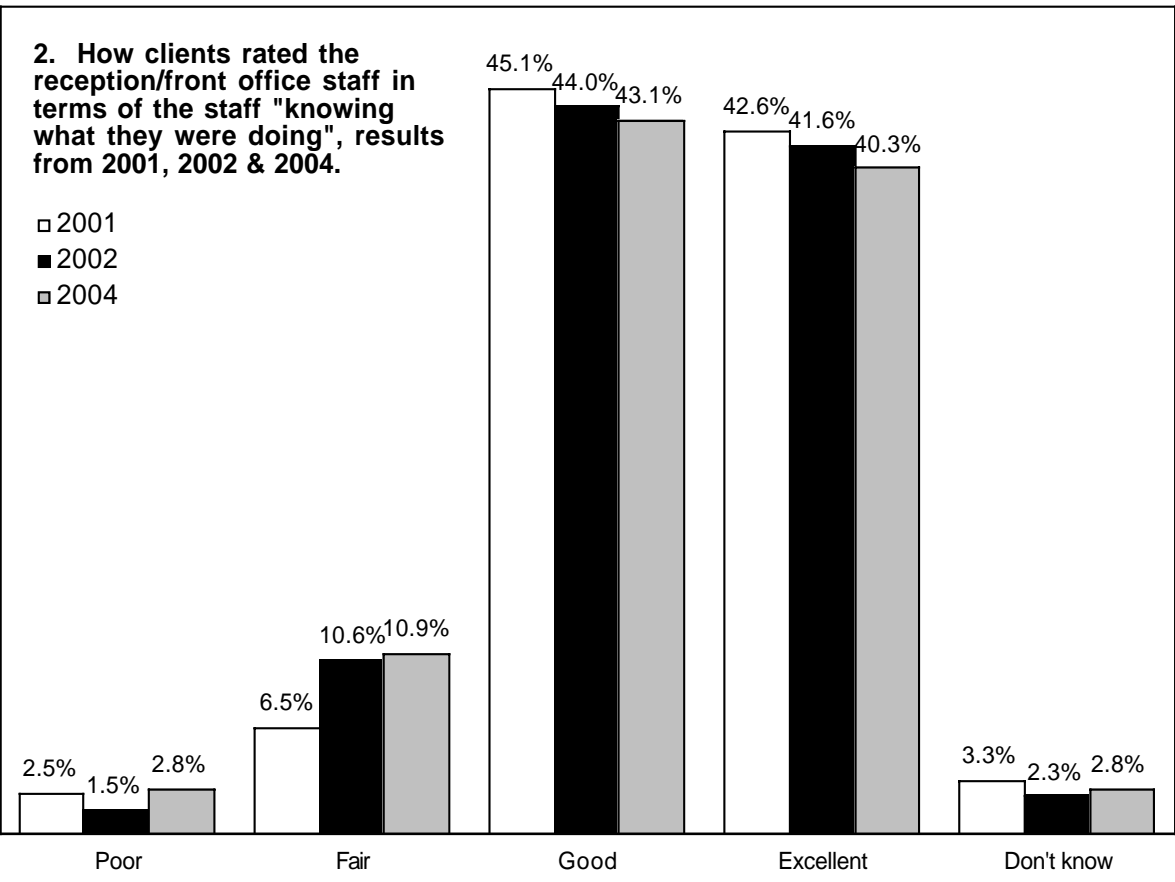


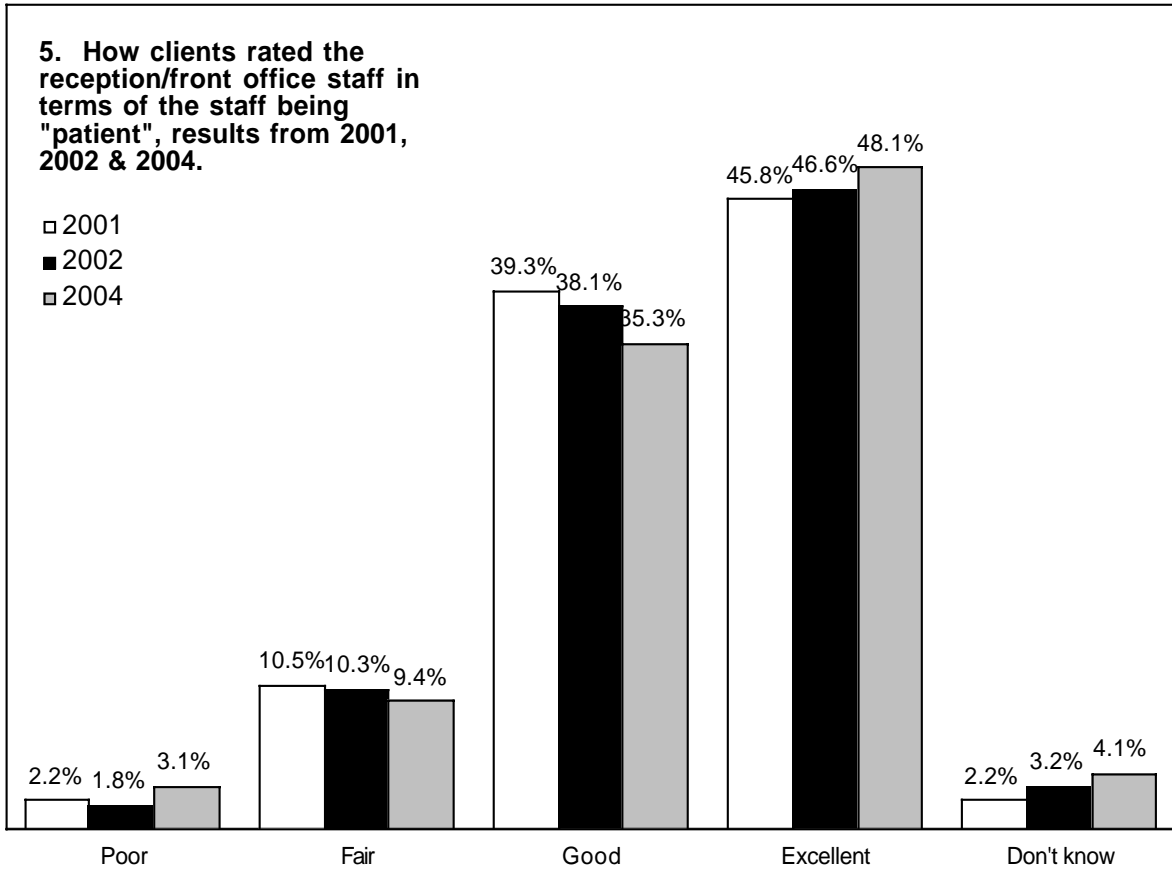
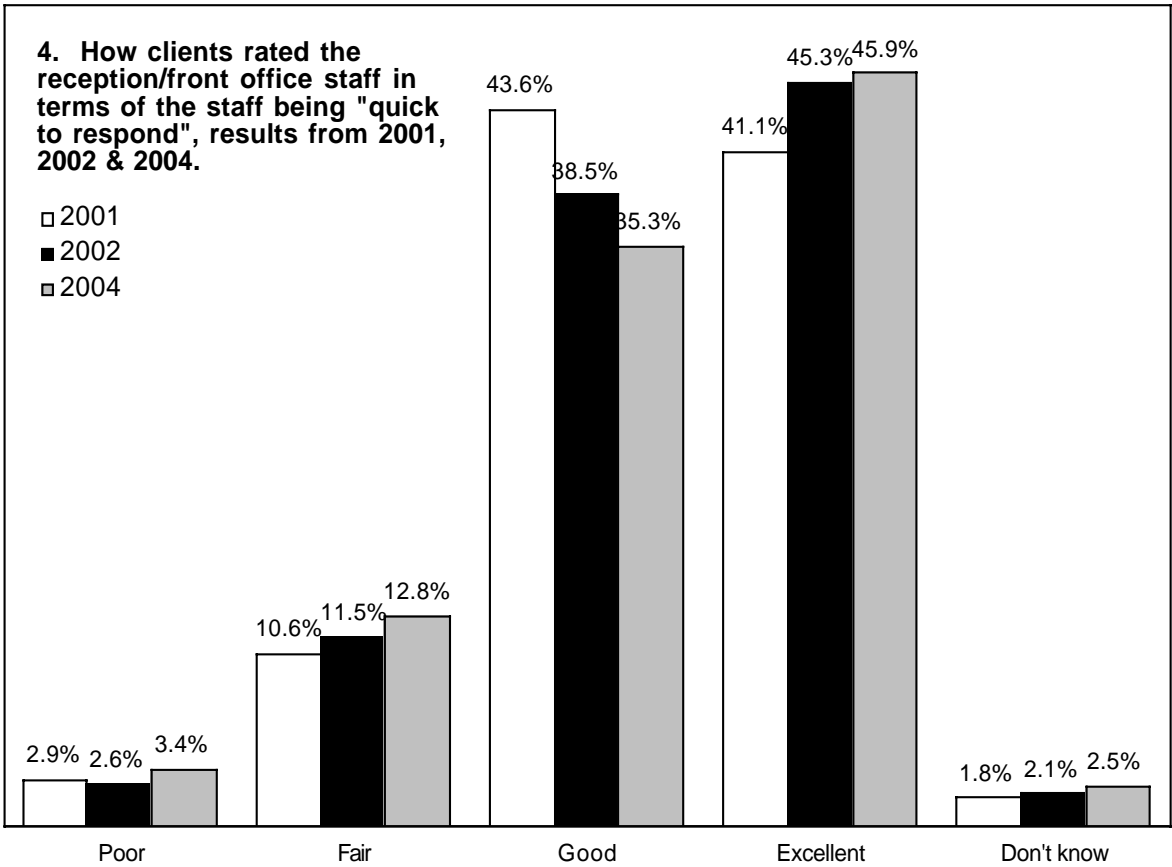
For the purposes of comparison, results from 2001, 2002 and 2004 are shown.

Social assistance clients were asked to rate the **reception/front office** staff at the Adult Services Unit on the following items:

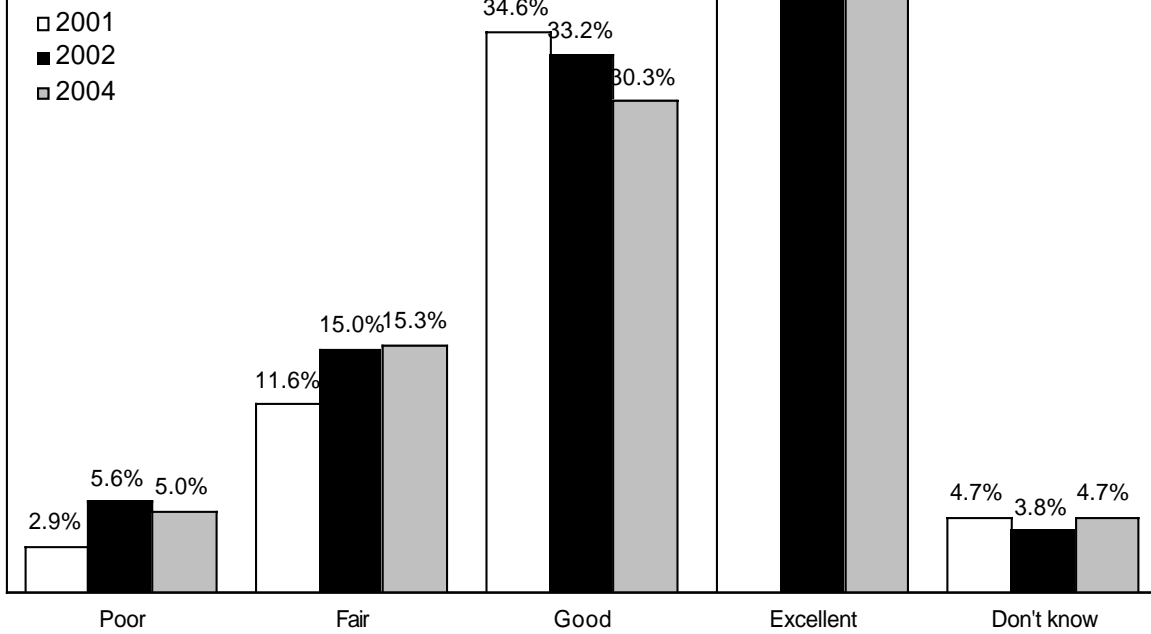
- The reception/front office staff I (the client) dealt with :**
- 1. Answered my questions**
  - 2. Knew what they were doing**
  - 3. Were polite/respectful**
  - 4. Were quick to respond**
  - 5. Were patient**
  - 6. Were personal and caring about my situation**







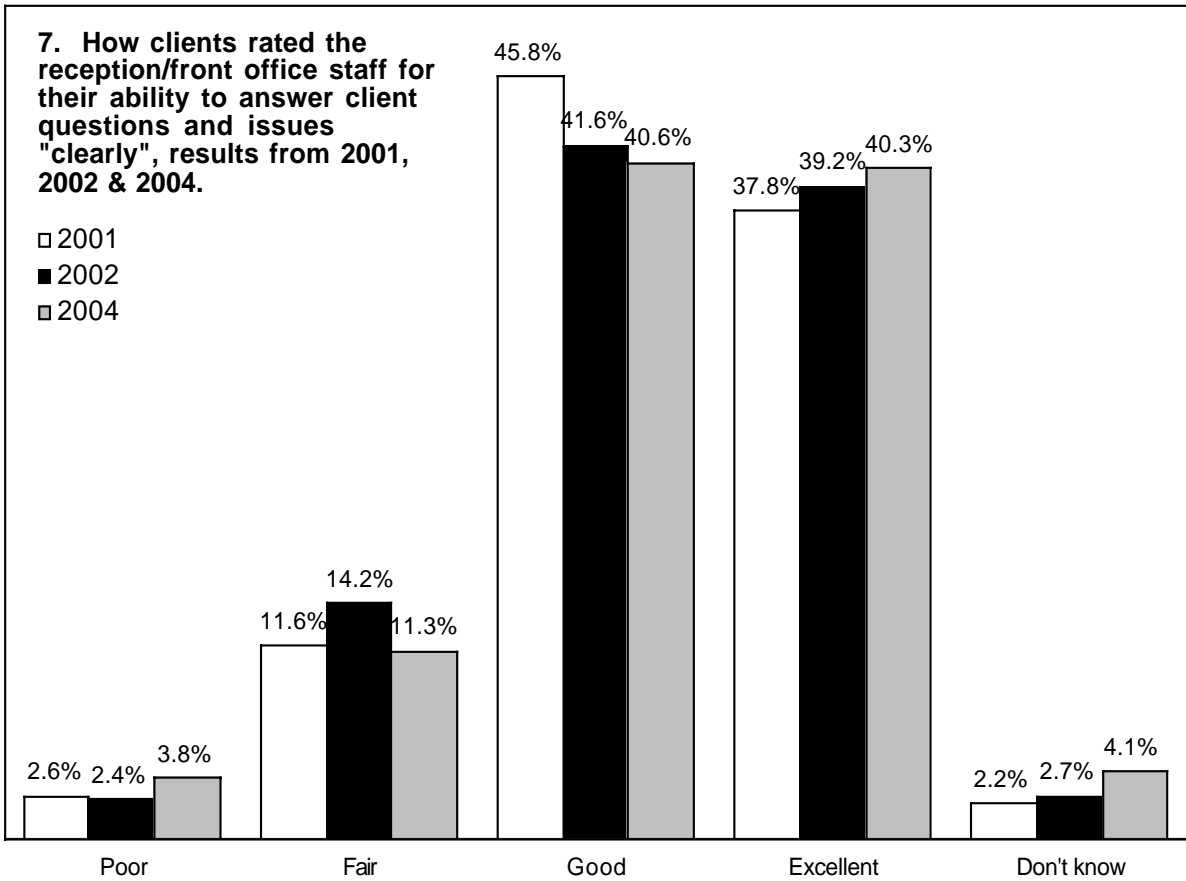
**6. How clients rated the reception/front office staff in terms of the staff being "personal and caring about client situations", results from 2001, 2002 & 2004.**

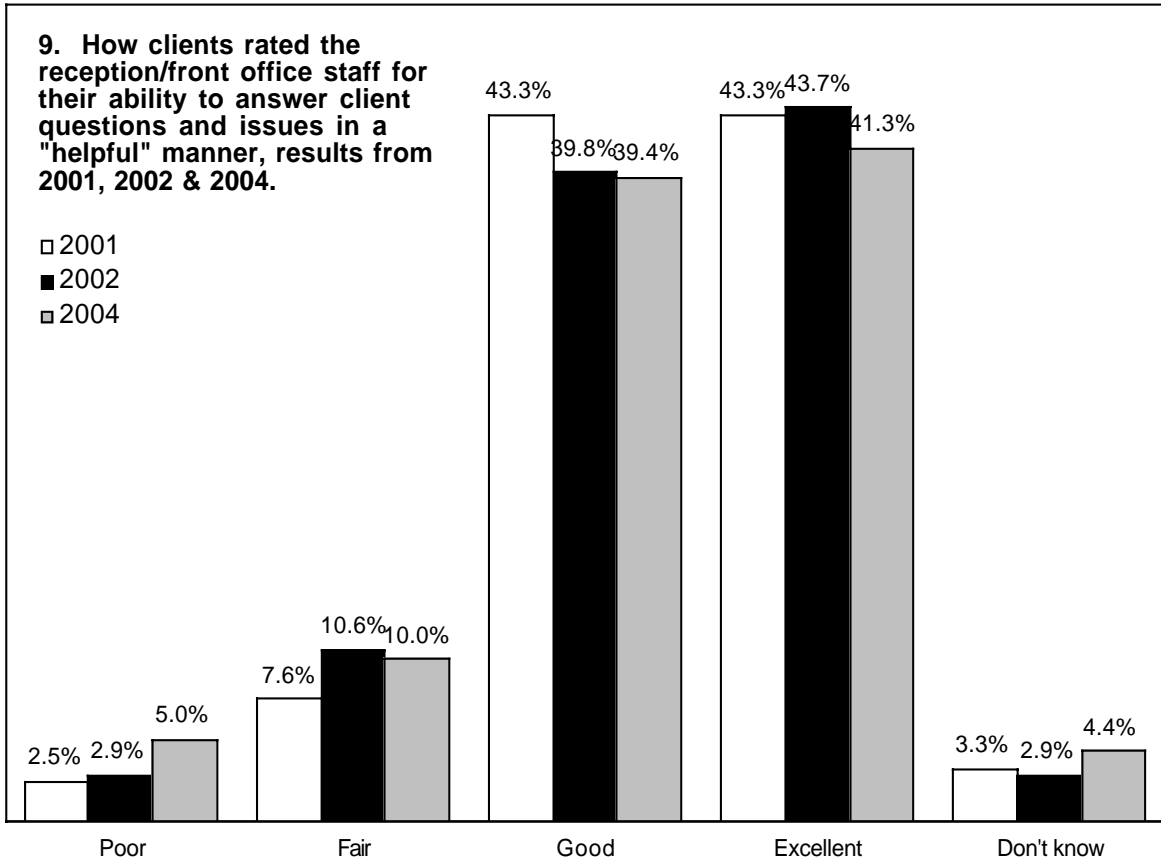
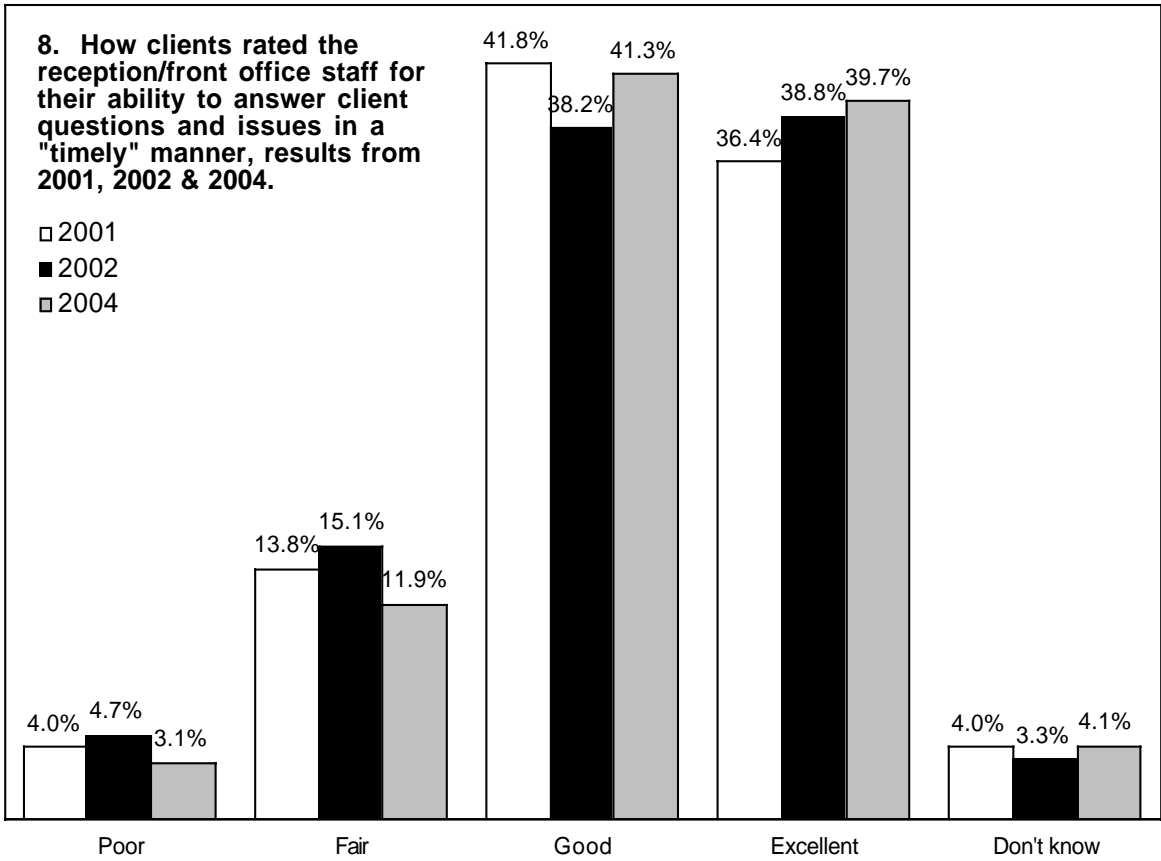




Social assistance clients were also asked to rate the **reception/front office** staff at the Adult Services Unit on the following items:

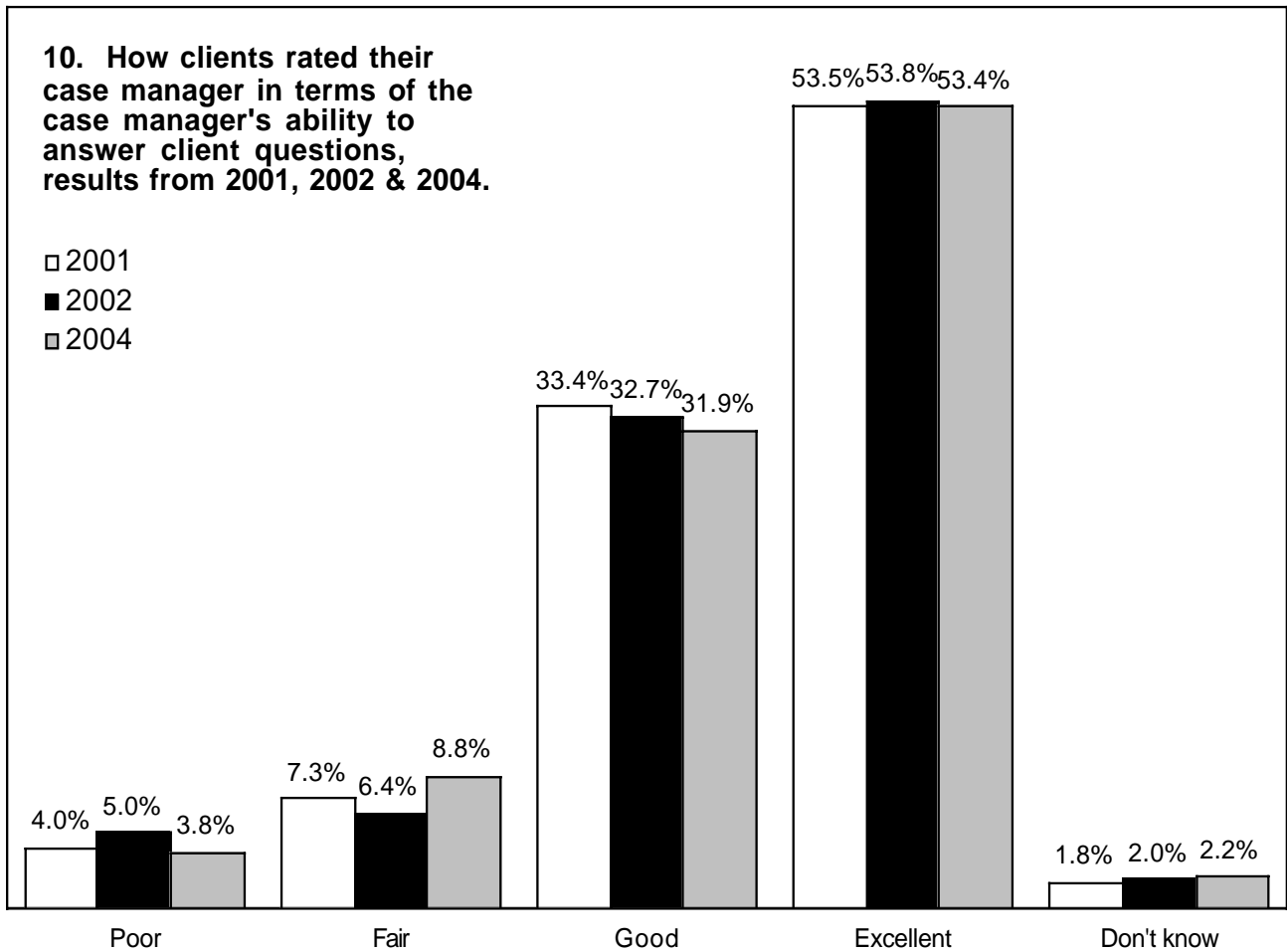
**The answers to my questions and issues were:**  
**7. Clear**  
**8. Timely**  
**9. Helpful**





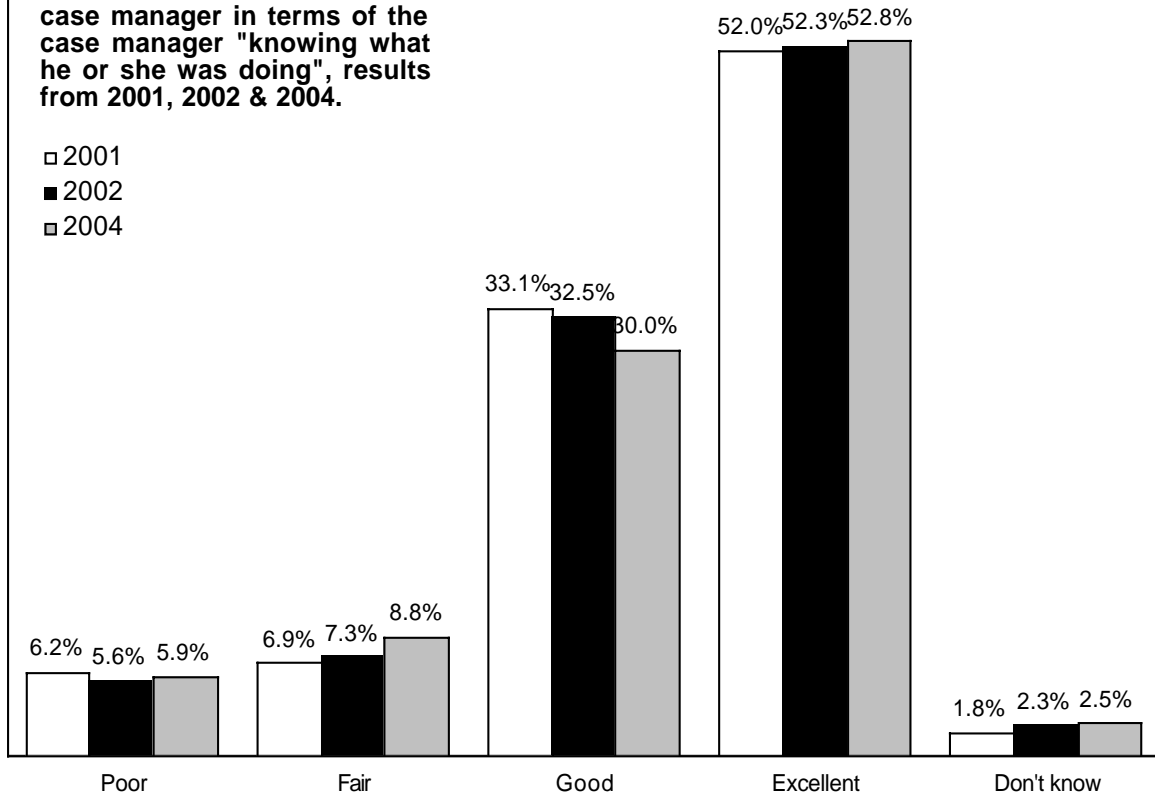
Social assistance clients were then asked to rate their **case manager** at the Adult Services Unit on the following items:

- My case manager:**
- 10. Answered my questions**
  - 11. Knew what they were doing**
  - 12. Was polite/respectful**
  - 13. Was quick to respond**
  - 14. Was patient**
  - 15. Was personal and caring about my situation**



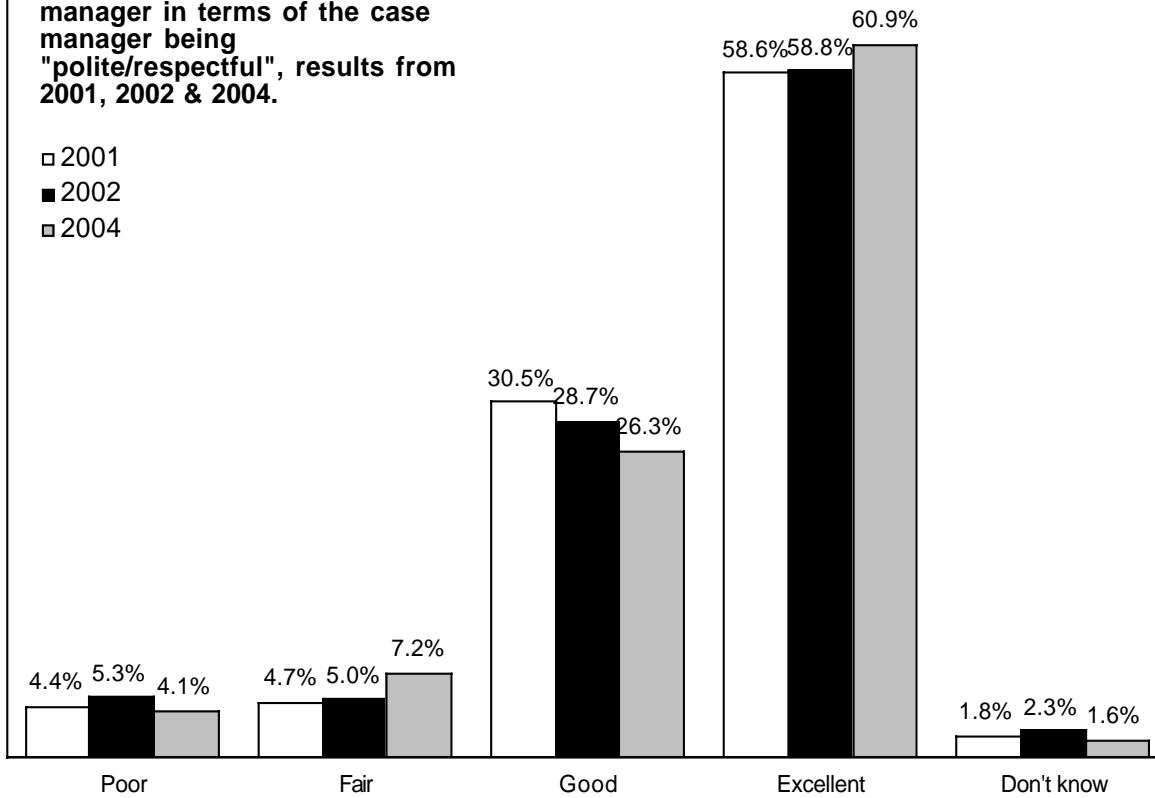
**11. How clients rated their case manager in terms of the case manager "knowing what he or she was doing", results from 2001, 2002 & 2004.**

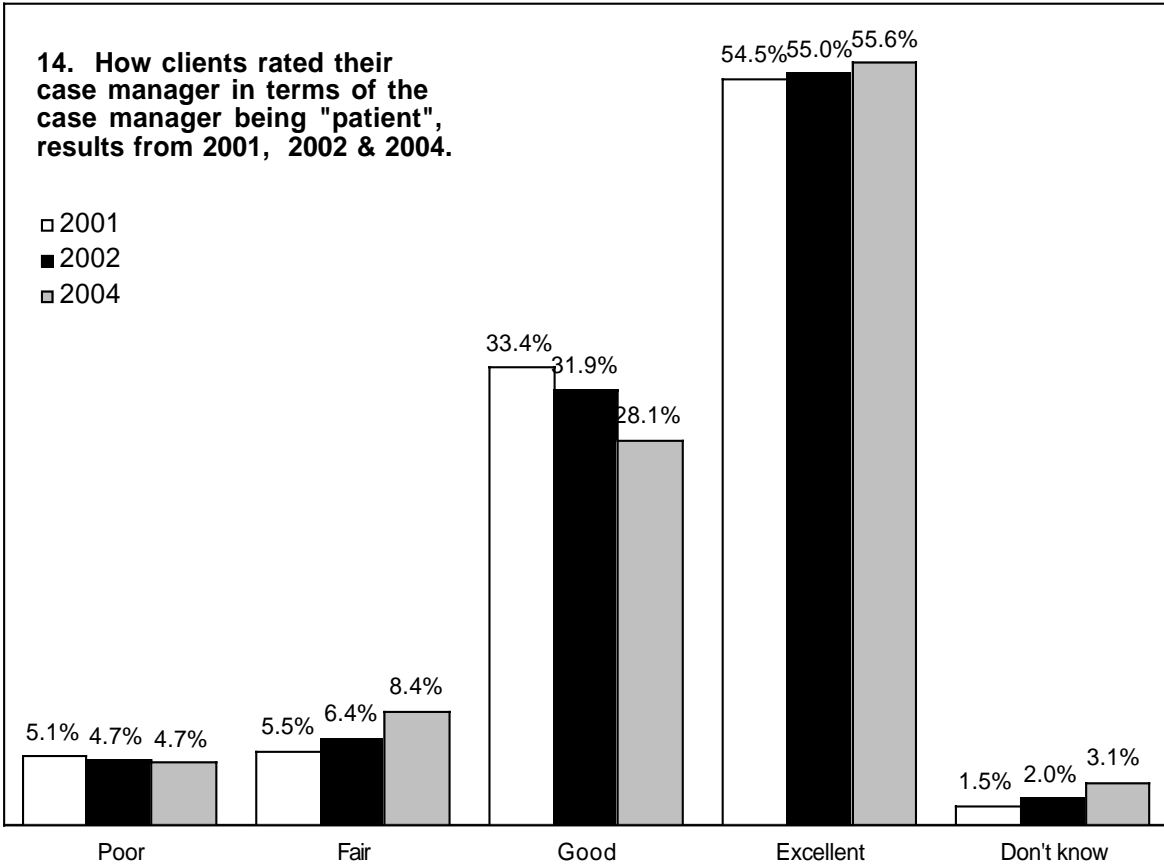
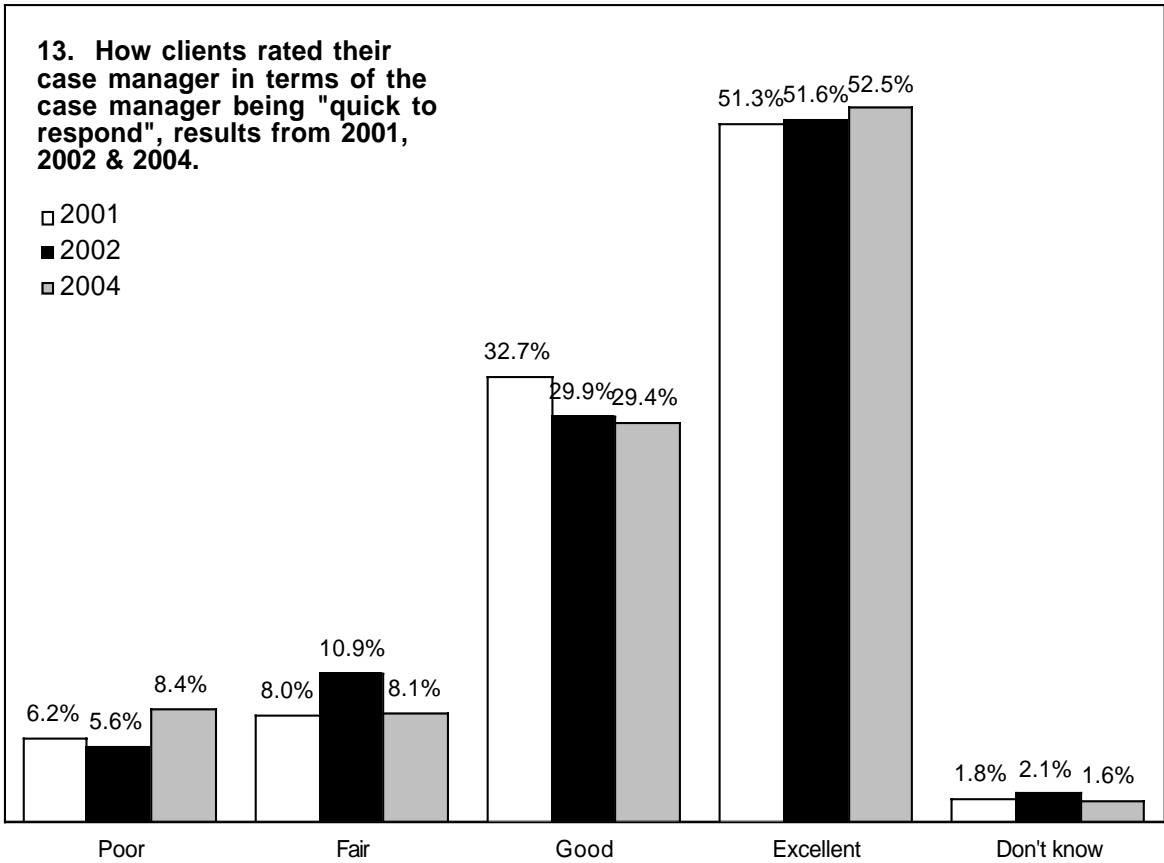
□ 2001  
 ■ 2002  
 ▒ 2004



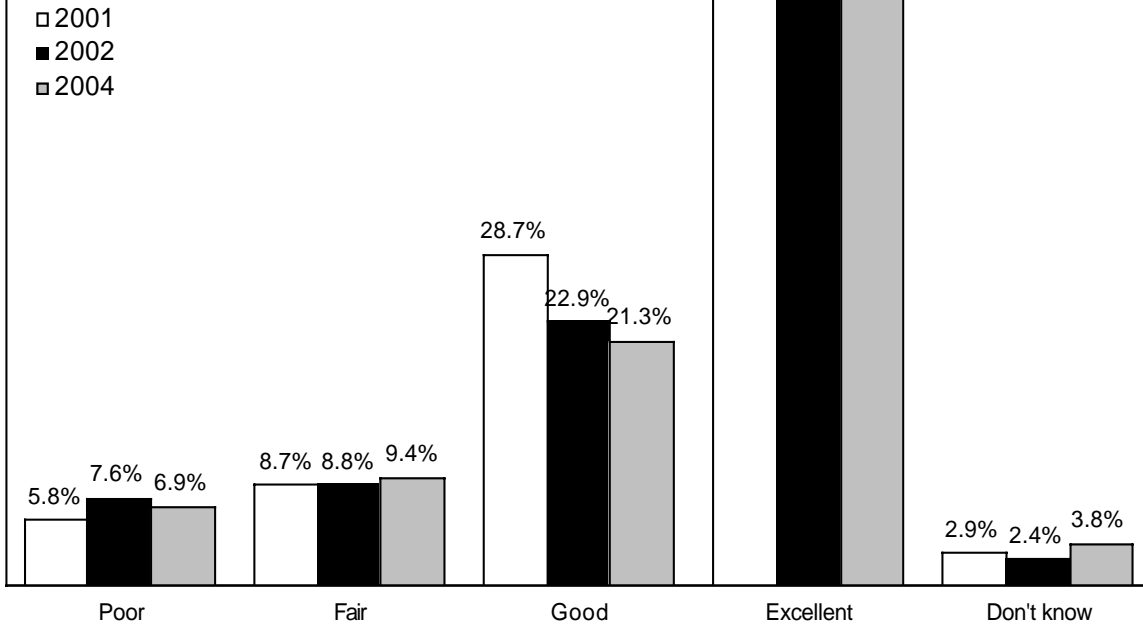
**12. How clients rated their case manager in terms of the case manager being "polite/respectful", results from 2001, 2002 & 2004.**

□ 2001  
 ■ 2002  
 ▒ 2004



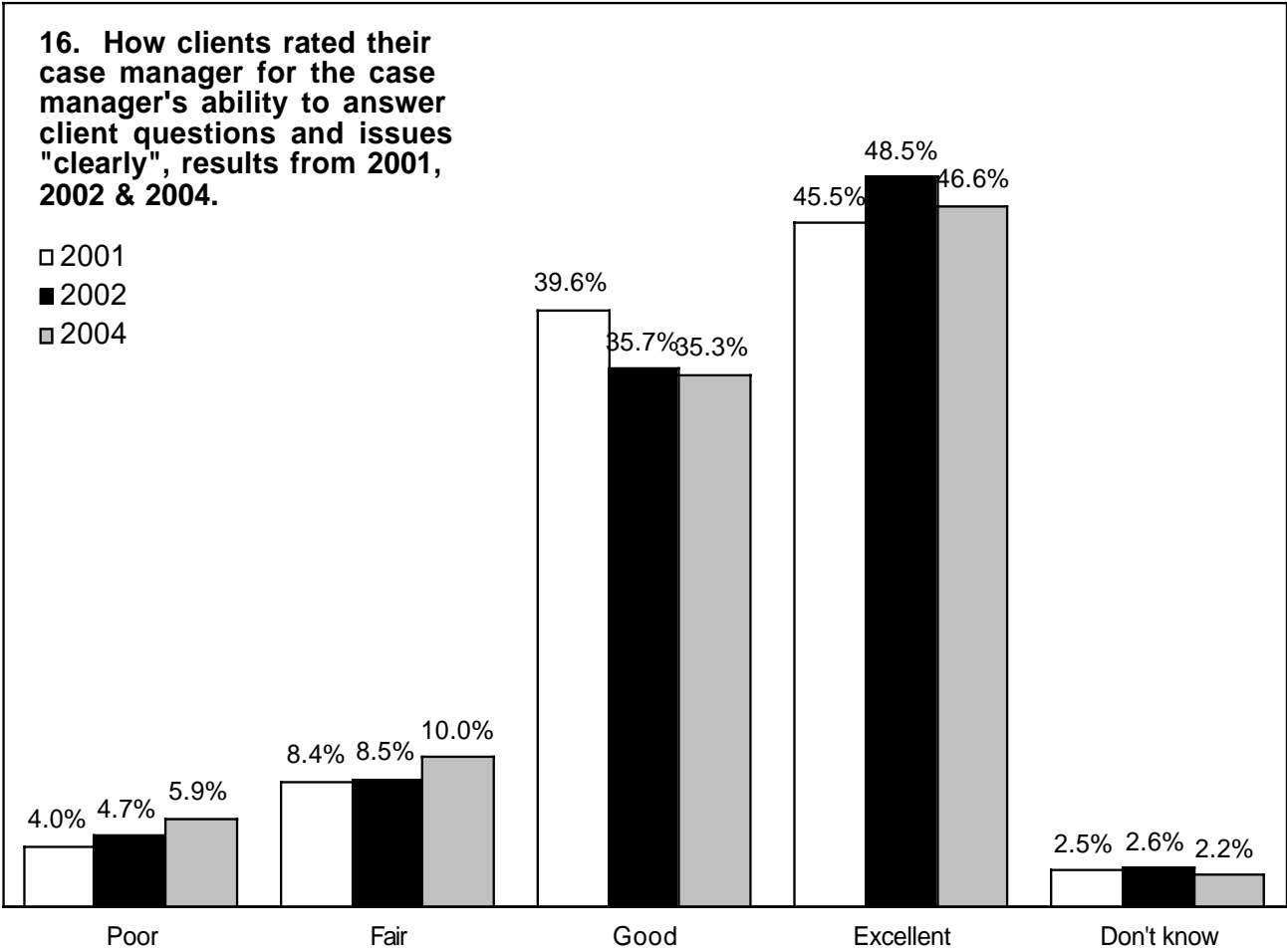


**15. How clients rated their case manager in terms of the case manager being "personal and caring about client situations", results from 2001, 2002 & 2004.**



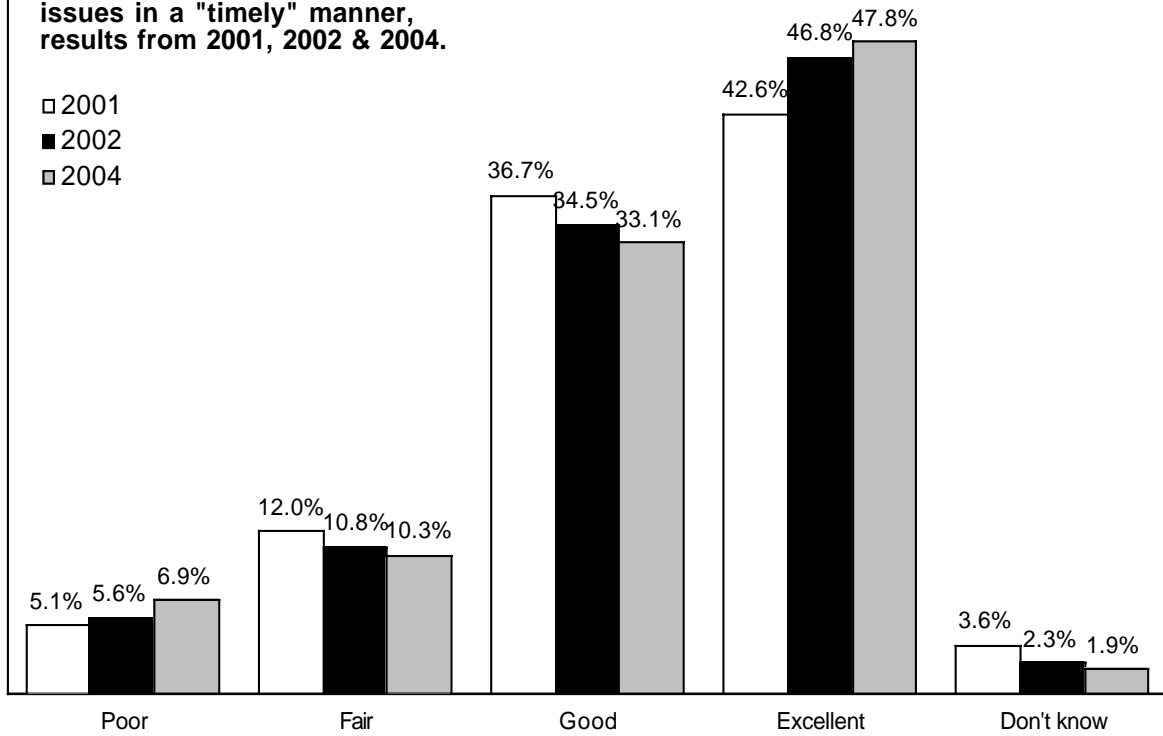
Social assistance clients were also asked to rate their **case manager** at the Adult Services Unit on the following items:

**The answers to my questions and issues were:**  
**16. Clear**  
**17. Timely**  
**18. Helpful**



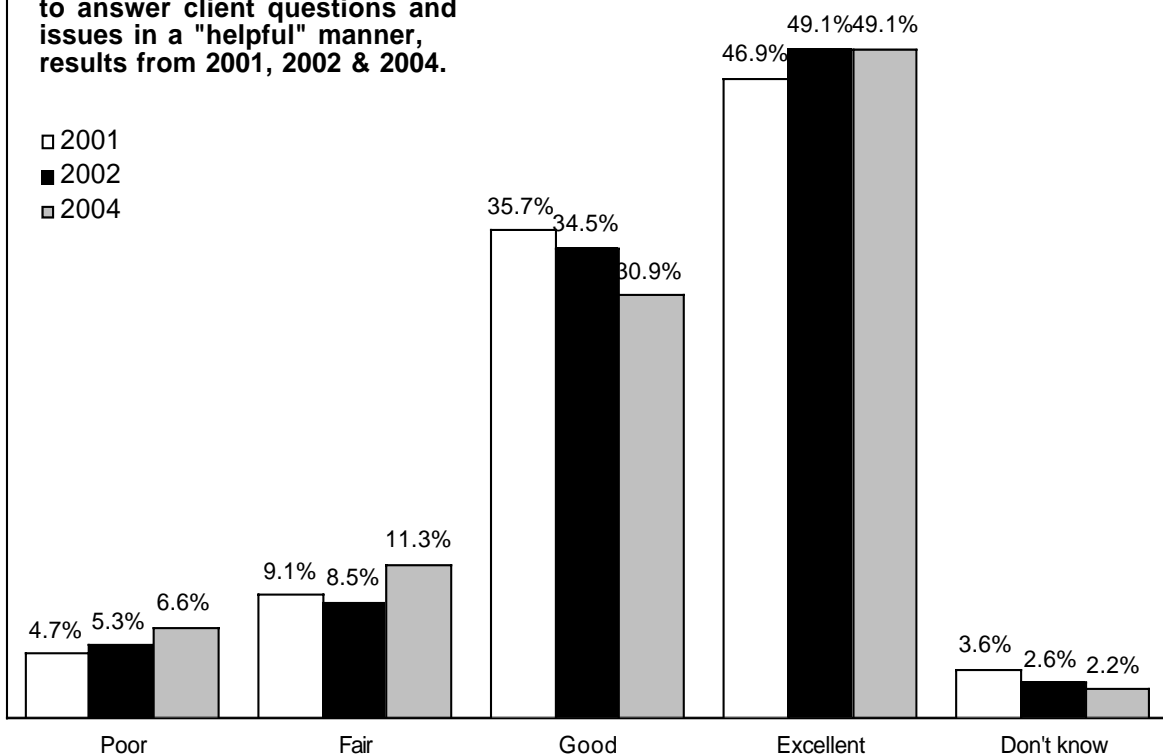
**17. How clients rated their case manager for their ability to answer client questions and issues in a "timely" manner, results from 2001, 2002 & 2004.**

□ 2001  
 ■ 2002  
 ▒ 2004



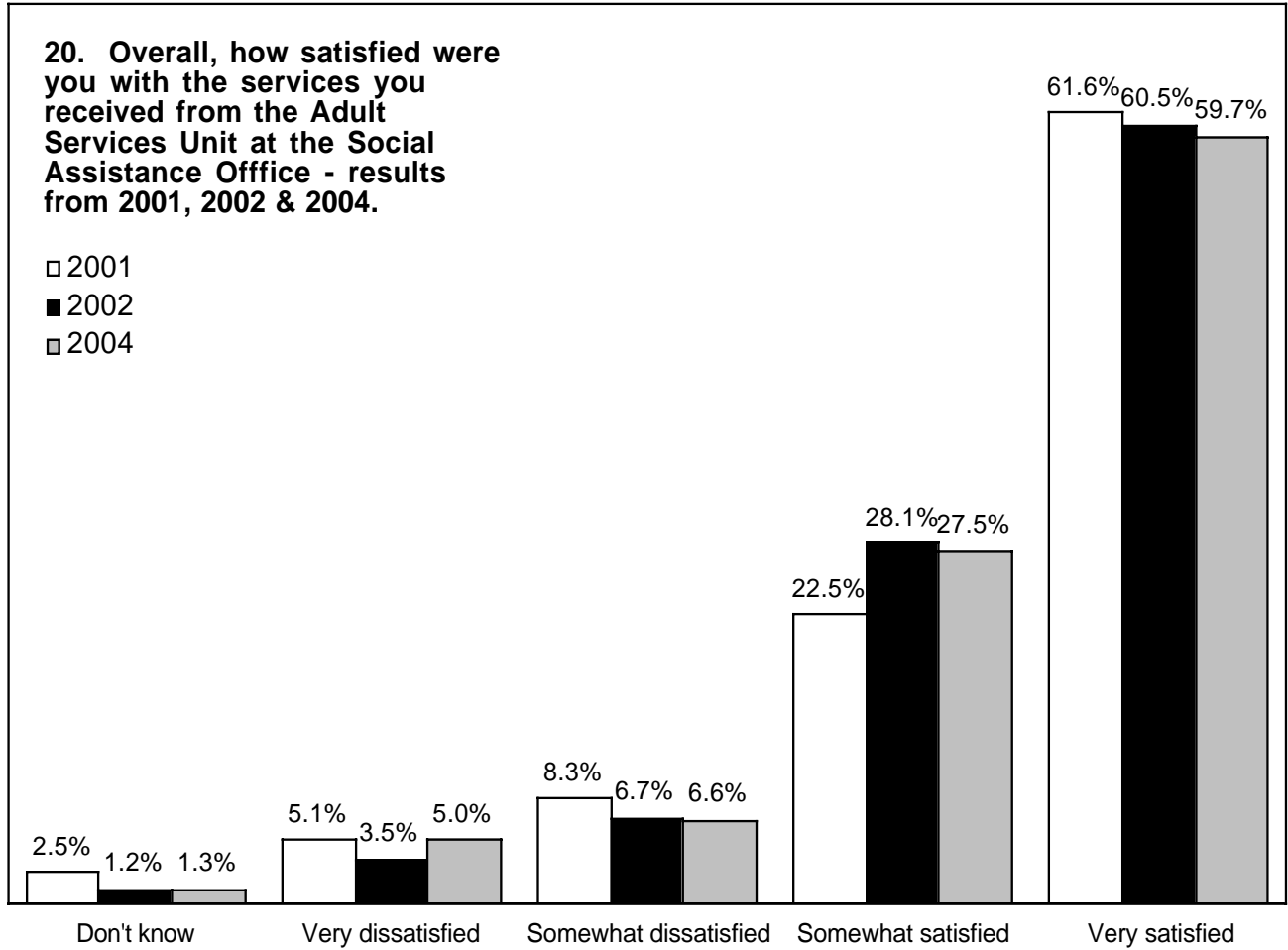
**18. How clients rated their case manager for their ability to answer client questions and issues in a "helpful" manner, results from 2001, 2002 & 2004.**

□ 2001  
 ■ 2002  
 ▒ 2004





Social Assistance clients were asked to rate their satisfaction with the services received from the Adult Services Unit at the Social Assistance Office:



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

250 comments were received in answer to this question. In order to display the comments in a way which would show common themes, each comment was placed into a broad category with the number of comments in the category highlighted. For instance, in the category “None/nothing”, there were 51 comments:

**Category: None/nothing - 51 comments (20.4% of all the answers to question 21).**

**Category: Don't know - 45 comments (18% of all the answers to question 21).**

**Category: More money - 32 comments (12.8% of all the answers to question 21)**

- *Increase funds and benefits for people with children, especially single parents.*
- *They should give more money.*
- *Triple my income.*
- *Raise the assistance to above poverty level.*
- *More money.*
- *Increase the amount of social assistance benefits.*
- *More money; very limited offered when employment insurance is rejected.*
- *More money for younger kids.*
- *Give us more money.*
- *More money for food.*
- *Little bit more money for groceries in outlying areas because prices are higher than Whitehorse.*
- *Tell YTG long term disabled should have a raise.*
- *Make the rates equal to the poverty line.*
- *Financial support for families.*
- *Money to compare with cost of living increases over the last 13 years.*
- *To have more money.*
- *More money.*
- *More money.*
- *More funding for schooling.*
- *The cost of living isn't covered.*
- *Make more realistic monthly payment due to high costs of living. \$500 adult single.*
- *Pay more money.*
- *Service is very good. More money would be very good.*
- *More income.*
- *Give us more money to help with the high cost of living.*
- *Not enough money to buy fruits and vegetables up here in the Yukon.*
- *More money for food.*
- *More money on disability.*
- *Social Assistance should consider the cost of living increases.*
- *The service was good. The funding is poor.*
- *That employers account for higher costs of living with increases.*
- *Need to have a bit more help for single mom's. They shouldn't treat single moms like everyone else. We shouldn't have to wait 7 months for transportation money and money for a clothing allowance.*

**Category: A better staff attitude - 16 comments (6.4% of all the answers to question 21)**

- *To be viewed as an individual not a statistic.*
- *Be objective and keep an open mind. Bad things do happen to good people and this is an excellent service for those trying to hang on and get on with their lives.*
- *The Unit needs to have a more fair attitude.*
- *Reception could be more helpful when dealing with clients.*
- *Some staff look down on some of the people on Assistance. Perhaps they could show a little more compassion.*
- *Don't be so secretive about what you can get funding for.*
- *Treat everyone on an equal level. Don't be rude at the front desk.*
- *Be more understanding to different situations.*
- *The staff needs to have more integrity.*
- *Social Assistance staff needs to be more clear.*
- *People with some brains.*
- *Look for staff who are more in tune with everyone's needs.*
- *Be a little nicer and quicker.*
- *All the people working there need to be more informed on what they can do for people. Not what they can't do.*
- *Everyone needs to be more polite.*
- *Services could be more personable.*

**Category: Respond quicker - speed process up - 12 comments (4.8% of all the answers to question 21)**

- *Provide quicker response to phone messages.*
- *Sometimes a wait but not very often.*
- *Don't make people wait for service.*
- *Less waiting time in reception would be nice.*
- *Have the front staff watch a little more to see when there are people waiting for service.*
- *Provide quicker response on call backs.*
- *It took some time to get into the system but that is due to the process.*
- *There should be a better and timely way to deal with people who come in. Needs a "take-a-number" approach.*
- *Getting return phone calls quicker.*
- *Please don't keep the appointments waiting. Either schedule longer visits or be quicker with the appointments.*
- *Different system for prescriptions without the sometimes lengthy wait for approval.*
- *More order upon arrival at the office. Long waits should not be necessary. What about a number system?*

**Category: Provide training opportunities - Should be able to go to school - 9 comments (3.6% of all the answers to question 21)**

- *Make training more available.*
- *Run more computer courses.*
- *Courses should be taken when available not after your sixth or seventh initial months on assistance.*
- *Have a computer learning centre with access to e-mail.*
- *Provide easier access to outside programs and courses.*
- *Listen to your clients and try to help them better themselves through education and training.*
- *Allow people to go to school.*
- *Being on Assistance until the children are 6 years old is too long. What about programs or job skills before then?*
- *Further education should be encouraged and more accessible, as should better jobs through the work program.*

**Category: Improve job search process - 5 comments (2% of all the answers to question 21)**

- *Help people who want jobs get them faster.*
- *Open up programs of employment by Government to people over 50 years.*
- *Job search for over 60.*
- *Should have more information on job search.*
- *Provide a job placement program without a resume'.*

**Category: Service was good and not in need of improvement - 4 comments (1.6% of all the answers to question 21)**

- *Nothing, the service was excellent.*
- *Just keep up the good work.*
- *The service is great.*
- *I always receive wonderful service.*

**Category: Miscellaneous - 55 comments**

- *Have a qualified knowledgeable worker to deal with.*
- *Change the staffing every few years.*
- *Is it really necessary to take the workshop every time?*
- *That courses interact with services and case managers.*
- *Staff needs to ask if everything which needs to be done is taken care of.*
- *Rates should be calculated based on current situation not the month before.*
- *Uniformity of responses for the different case managers. Answers to questions seem to change depending who you talk to.*
- *For those who cannot make it to the Social Assistance office during business hours, a computer available 24 hours a day, 7 days a week to input monthly reports would be helpful.*
- *I'd like to see you make it more consistent on the money.*
- *Provide off hours help line.*
- *The people at Social Assistance need more updated material and information.*
- *Provide staff with more training before dealing with clients.*
- *Take note of who is trying to find work and who are taking advantage of the system and reward them accordingly.*
- *Understand Native culture.*
- *Funding for caregivers.*
- *More immediate career change.*
- *There should be an appeal board that holds more weight than the one person who is making the decisions now.*
- *Giving people what they deserve.*
- *Have more knowledge regarding disabilities.*
- *Be sure to follow through with things that are said.*
- *Need some clothes.*
- *Social Assistance needs to keep up-to-date with our files. For example, pay phone bills on time.*
- *Let the person know if a cheque or other thing is waiting at the office. Less worry that way.*
- *Deposit cheques into the bank.*
- *Case workers should be more informed of policies.*
- *Give people the right to use a different case manager if they want.*
- *List of landlord rentals that are up to codes.*
- *Less "pass the buck" and less paperwork.*
- *Have case workers actually care and help clients who want to better themselves instead of crush them and put blocks in their way.*

- *That section 30 of the Regulations be followed.*
- *Someone needs to step in and manage Social Assistance properly.*
- *Clients should clean up their act. They demand too much.*
- *1. More understanding. 2. Too many workers running around in circles.*
- *Provide better communication between departments.*
- *Some rules no longer apply, these should be changed.*
- *Have cheques deposited into bank accounts like the GST.*
- *Provide more training for staff.*
- *Keep things confidential no matter what the cost.*
- *There should be one or two case managers who deal with all of the medical claims who are somewhat educated on the illnesses.*
- *Support to families looking after special needs adults. For example a foster family or care giver.*
- *Phone bills are not always paid. Is there a problem?*
- *Maintain steady case managers for clients. Don't keep switching them.*
- *A few of the case workers forget that clients are depending on Social Assistance for survival. They need to be reminded how important that cheque is to us.*
- *A new case worker.*
- *When you get a new case manager, it would be nice to receive some sort of notice in the mail.*
- *No one should work at Social Assistance unless they have tried to live on assistance.*
- *I would like to have more say over my budget and freedom to take the money I'm allowed and put it somewhere else.*
- *The bad smell in the waiting area.*
- *When files need to be renewed, could there be some sort of notification in advance.*
- *Case managers need to follow through.*
- *Give clients a chance to prove themselves.*
- *Before my current case manager, my other case manager did not provide me with all the information to get training.*
- *Direct deposit into a bank account.*
- *Don't put clients with social workers when they have a history with each other.*
- *Provide more training for the reception/front office staff.*

The final question in the survey was:

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

In 2001, the three most frequently mentioned comments were:

Comment	Number of mentions
Good service .....	30
Not enough money .....	17
Good attitude .....	15

In 2002, the three most frequently mentioned comments were:

Comment	Number of mentions
Very helpful. Good service .....	54
Not enough money .....	25
Change policy .....	15

In 2004, the three most frequently mentioned comments were:

Comment	Number of mentions
Very helpful. Good service .....	41
Not enough money .....	16
Poor treatment of clients .....	7

## **Appendix**

**Client Satisfaction Survey form:  
*What do you think?***



**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***

**Yukon**

Executive Council Office  
Bureau of Statistics



## 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 **July 9** 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 AND ISSUES 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. Was polite/respectful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Was quick to respond	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Was patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Was 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 AND ISSUES 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. Please help us to understand how you rated each of your answers for questions 1 through 18. If “Poor” equaled 1 and “Excellent” equaled 100, how far apart were the following choices:

- Poor & Fair: \_\_\_\_\_
- Poor & Good: \_\_\_\_\_
- Fair & Good: \_\_\_\_\_
- Fair & Excellent: \_\_\_\_\_
- Good & Excellent: \_\_\_\_\_

20. 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

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

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

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

If you wish you may provide your name in the box below.

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