



SAMS  
SURVEY  
RESULTS

> DECEMBER 15, 2014

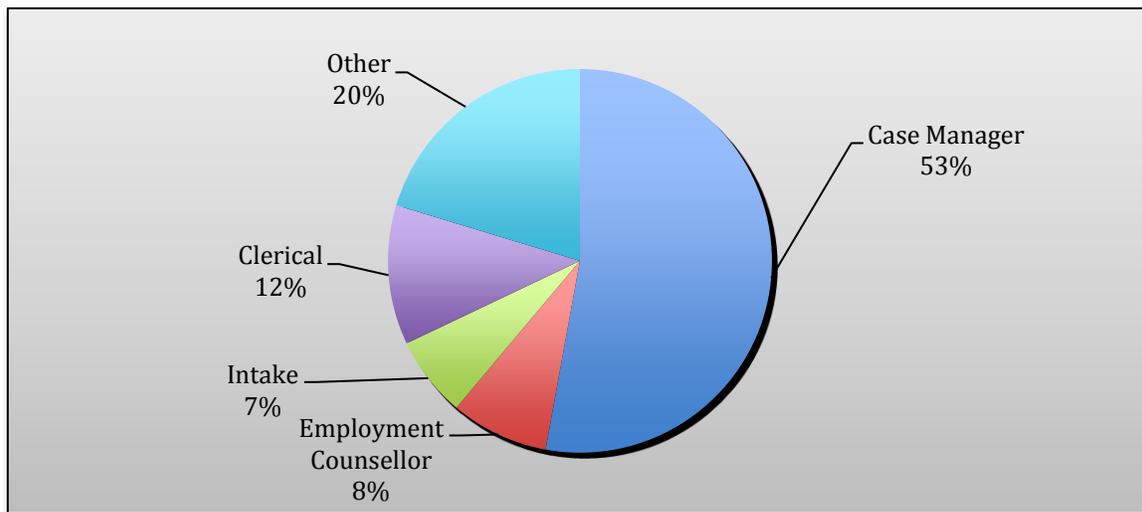
## Overview

In total, 1029 members of the Canadian Union of Public Employees who provide social assistance in Ontario completed a survey on the recently launched Social Assistance Management System (SAMS) between November 17 - December 1, 2014.

The results indicate a serious level of concern on the part of front-line workers about the computer system ranging from an impact on service quality, lack of effective training and health and safety issues.

Over half the respondents were Case Managers with the remaining working in clerical, intake or employment counselling positions. Some of the other classifications included eligibility review officers, verification specialists, and family support workers.

### What's your position at Ontario Works



## Functionality and service quality

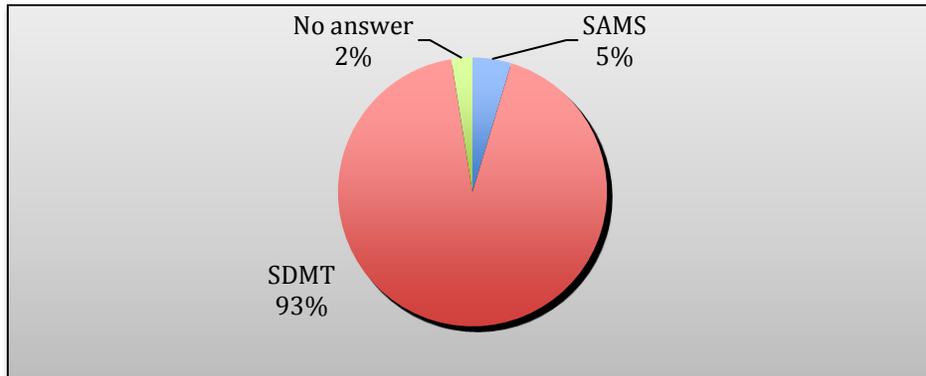
Over 90% of workers responded that the former technology used, Service Delivery Model Technology (SDMT), had better design and functionality than the new system, SAMS.

Some comments from the survey include:

“Too much time to key data to get services to a client, when SDMT has 90% less keying and allowed to write notes to further a case plan.”

“It's a system that is inefficient and does not provide ease of use to properly assist clients. It takes 5X as long to complete a task, than SDMT, and the information is not readily available. “

### Which system has a better design and functionality--SAMS or SDMT?



A full 93% of workers were concerned that SAMS will have an impact on the quality of service they provide. Increased data time was identified by 87% of respondents as a key issue that would affect quality of service.

Some specific comments workers made include:

“Ontario Works is the last resort available to folks needing... I am worried for people receiving funds and how badly we could be servicing them dealing with SAMS.”

“Inputting data is taking 5 times as long if not longer.”

“Does not make sense or flow properly.”

“System is clearly not designed specifically to deliver assistance. A lot of needless entry fields and difficulty connecting records...”

“The system is so convoluted and to enter income for example you have to open 6 different pages and populate each one before it's finally entered...”

“Lack of ability to note individual circumstances to maintain rapport with client.”

“Expected functionality is not working. Processing of evidence is extremely tedious, time consuming, frustrating and is required in multiple areas. Language is not user friendly and there are new words for various functions.”

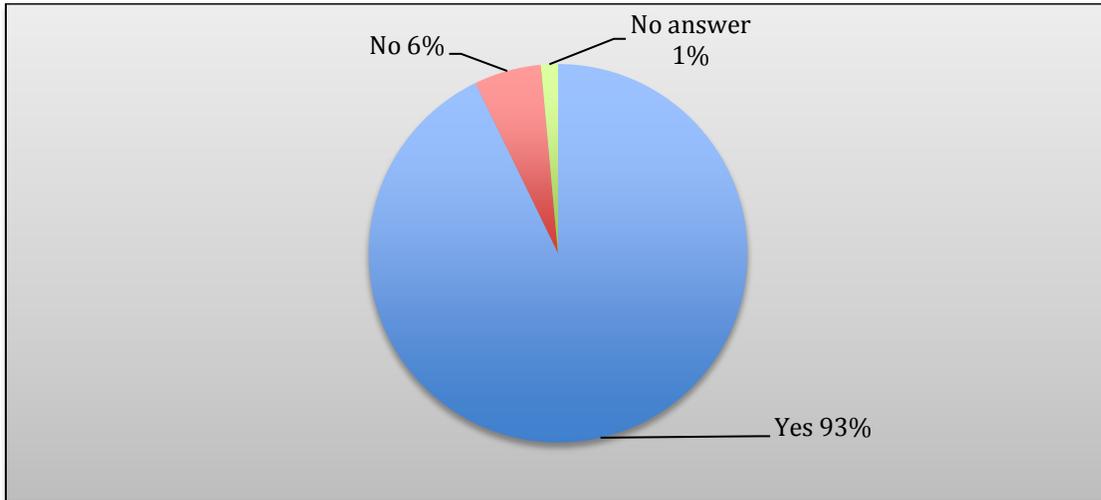
“Too many glitches and areas to satisfy required information rather than face time with clients”

“Extensive collection of information that has nothing to do with the needs of our clients”

“Removes the "human" component -- too automated for outcome plans.”

“The system requires more clicking and data entry to achieve the same results. The system lacks the ability to flag important information for follow up or coverage purposes. The loss of structured and detailed notes is an incredibly poor decision when we exist to provide client service.”

**Are you concerned that SAMS will affect negatively the quality of service you provide to recipients?**



## Training

Most workers had received over 10 hours of training on SAMS ranging from e-learning, self-study, instructor-led training, webinars and/or experience in practice training environments; however, just under 10% had received under five hours of training.

Over 70% of respondents did not consider the training or the timelines appropriate to learn the material.

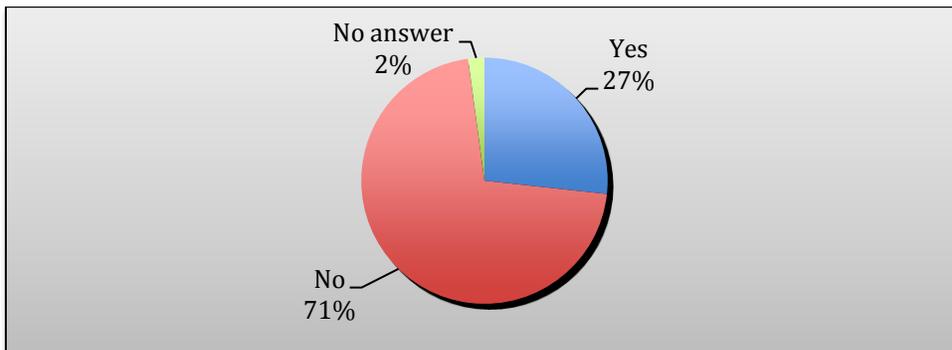
Some specific comments on training included:

“There were too many errors (bugs) in the training environment now that SAMS is here it is unclear what to do.”

“Please note the practice training was on an out-dated system so totally irrelevant to our work.”

“The system doesn't even work the way they promised. The training environment worked better then Go Live...”

### Was the training appropriate to learn the material?

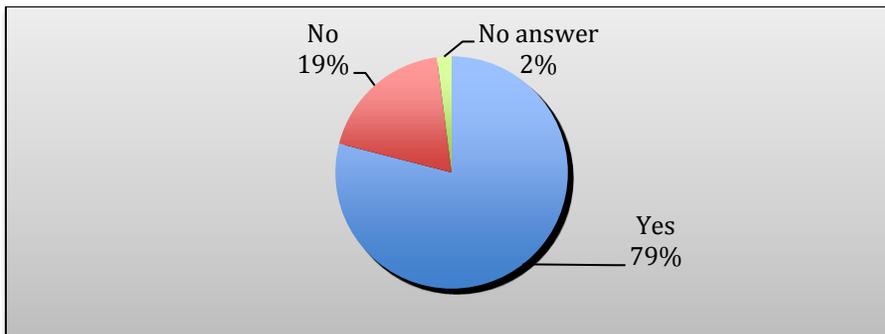


## Health and safety

Almost 80% of CUPE members who responded indicated concern about repetitive strain injuries such as Carpal Tunnel Syndrome due to the extensive mouse and keyboard use inherent in SAMS.

One respondent commented: "Physical health issues: Wrist soreness because of the extreme amount of clicking that needs to occur. A client with \$0 income requires 17 clicks to process a cheque, SDMT required 4-5."

**Based on your experience with SAMS through training are you concerned about repetitive strain injuries such as Carpal Tunnel Syndrome as a result of increased use of the mouse and keyboard?**



## Conclusion

Based on the results of the survey, it is clear that substantial issues exist with the SAMS technology ranging from increased data entry time, reduced quality of service to clients, and serious health and safety issues for workers. Ultimately, SAMS affects the ability of Ontario Works workers to provide a high quality of service to a client population that is already marginalized.