

Social Assistance Management System Survey Report

May 3, 2016

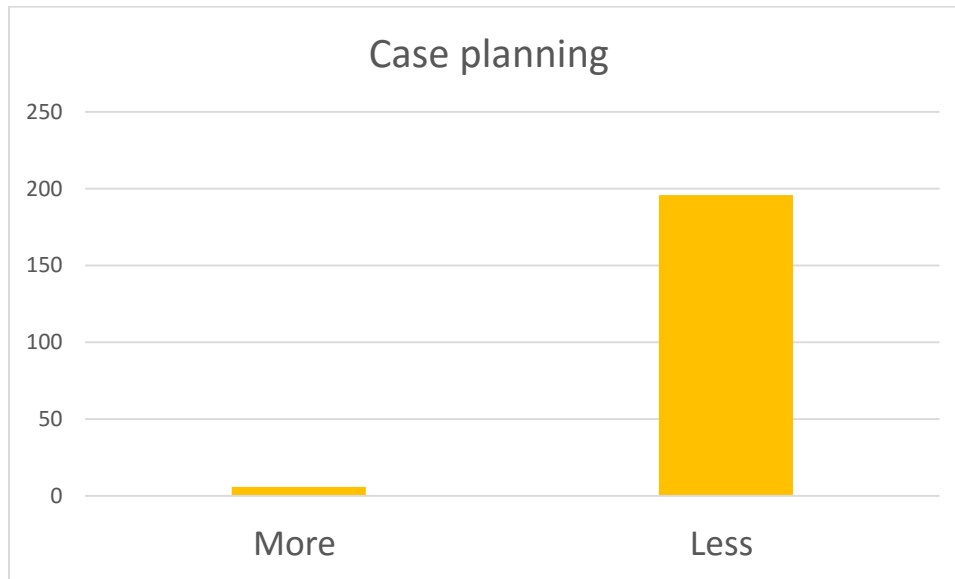
Introduction

The Canadian Union of Public Employees asked its members who work at Ontario Works to fill out a survey to document the impact of the Social Assistance Management System (SAMs). This summary is reported in a format similar to the original questionnaire.

The survey was open to all CUPE Ontario Works members between April 1 – April 29, 2016.

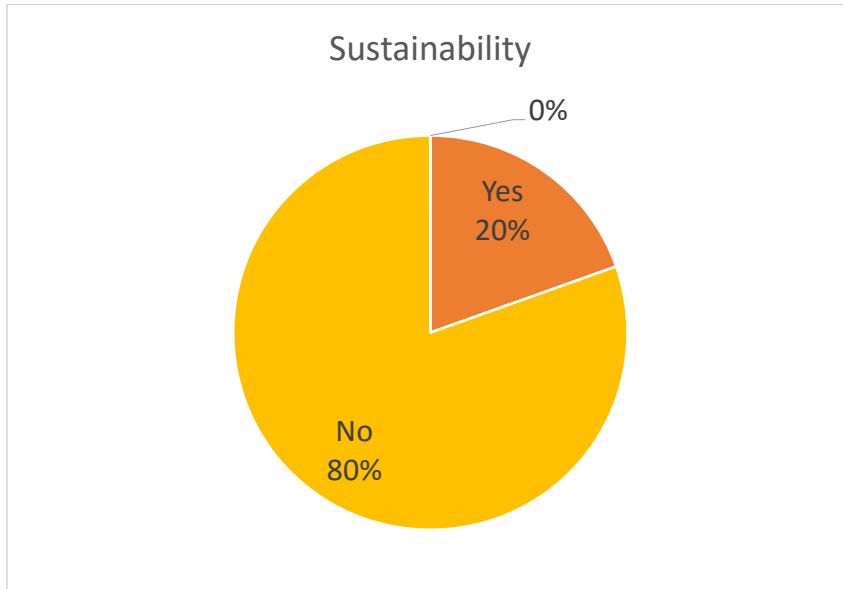
Survey respondents were from the four corners of the province including Sudbury, Windsor, Niagara, Ottawa and in between. They work in every level of client service delivery including as Case Managers, Intake Workers and Employment Counsellors.

Does the design of SAMS allow for more or less face-to-face case planning?



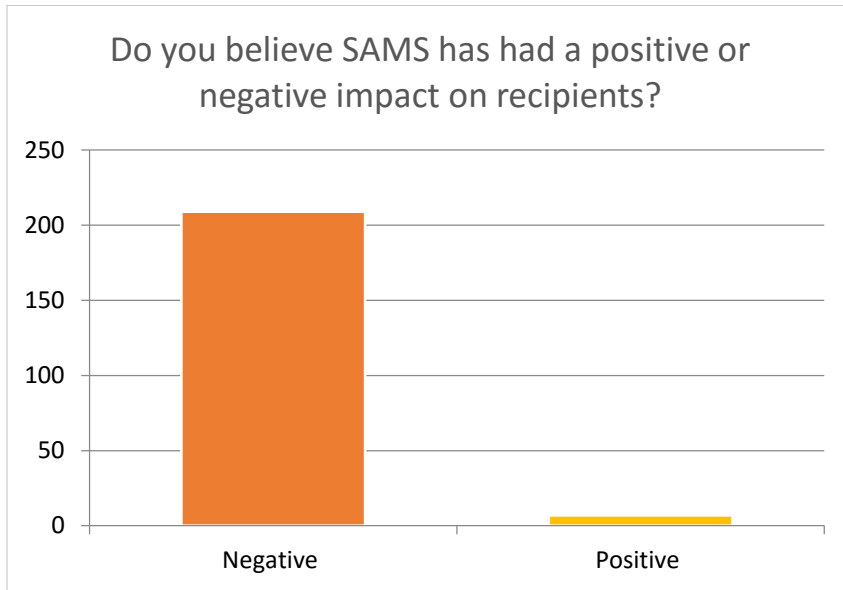
Answer	Percentage
More	2.97%
Less	97.03%

We are hearing from people that a “new normal” has been established in the office. Do you believe this “new normal” with SAMS is sustainable?



Answer	Percentage
Yes	19.55%
No	80.45%

If you think about your caseload or your interactions with recipients, do you believe SAMS has had a positive or negative impact on recipients?



Answer	Percentage
Negative	96.76%
Positive	3.24%

SR:ss/cope491
May 2, 2016