

# FCJ REFUGEE CENTRE

## AUDIT REPORT ACCESS T.O. INITIATIVE

FCJ Refugee Centre reporting to the City of Toronto, Department of Social Policy, Analysis and Research<sup>1</sup>.

**Objective:** To identify areas of improvement in service delivery and implementation of the Access T.O. initiative.

**Key performance indicator:** Services provide correct information to the public

- a. Knowledge of identification requirements with regards to immigration status
- b. Knowledge of data protection policy
- c. Overall customer service
- d.

**Methodology:**

- a. A questionnaire was developed (see attachment A) taking in consideration the principles of the Access T.O. initiative: ID requirements and data protection
- b. The FCJ Refugee Centre identified a group of 7 young participants to take part in the audit
- c. A two hour training session covered the following topics:
  - What is the Access T.O. initiative
  - The purpose of the audit: Customer service evaluation as methodology to service improvement
  - Questionnaire review
  - Role play
  - Final agreements (see attachment B)
- d. Data input and analysis (see attachment C - DATA)
- e. Report

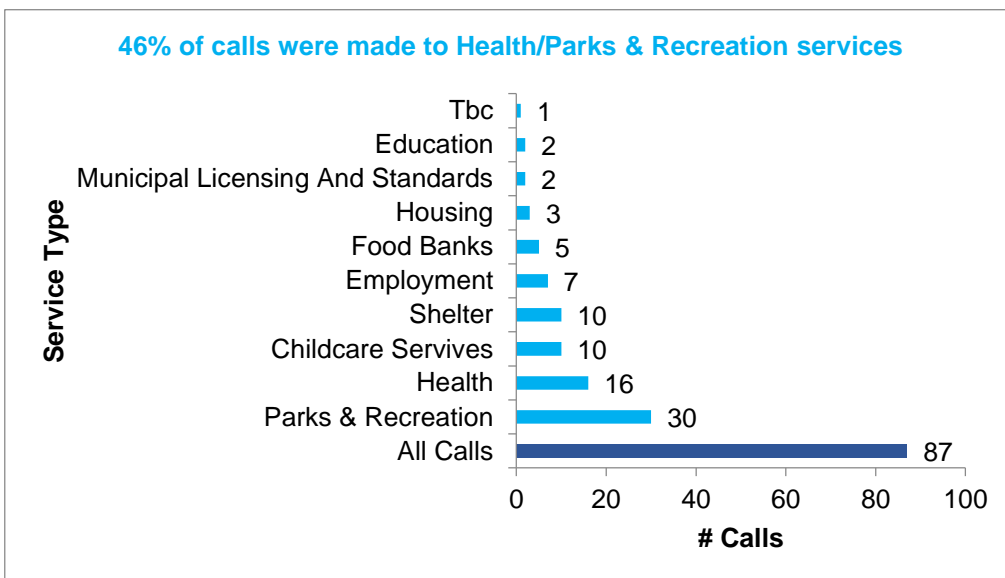
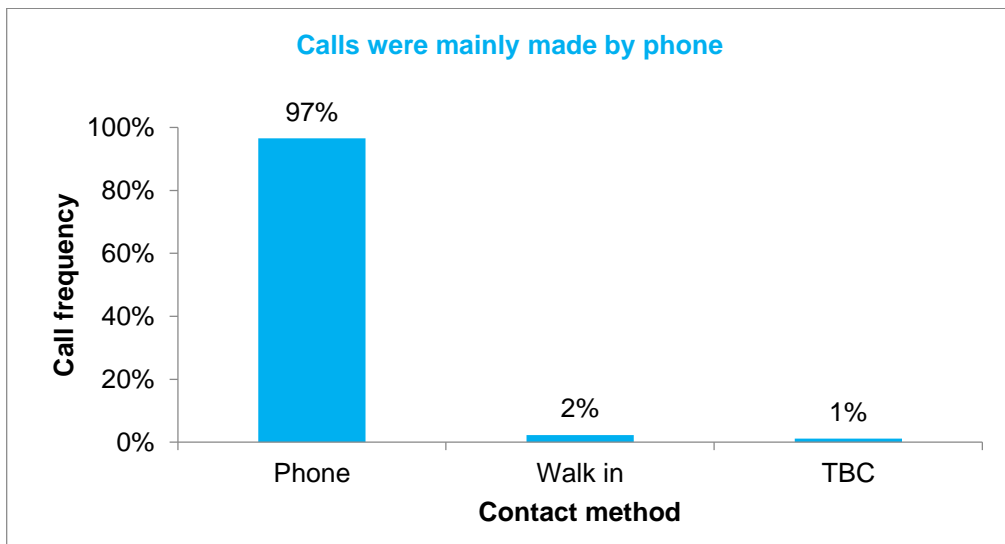
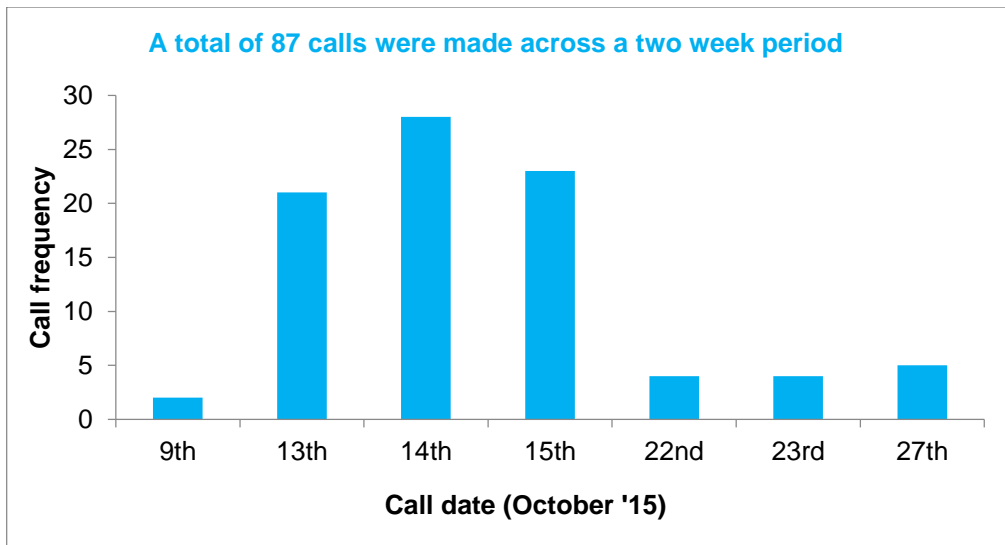
**Results:**

All the audits were made over the phone except for 2 walk ins. 7 auditors participated in the training session. 6 returned questionnaires completing 87 questionnaires.

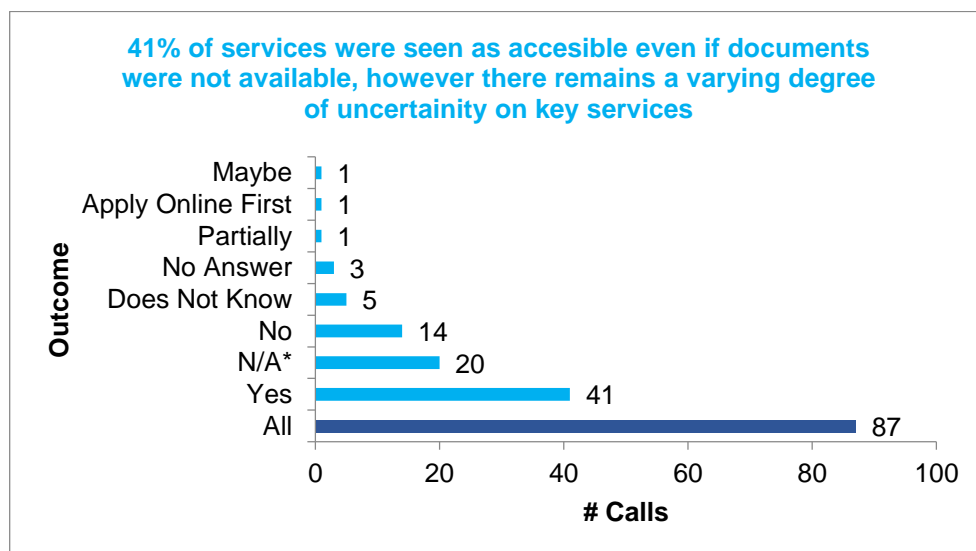
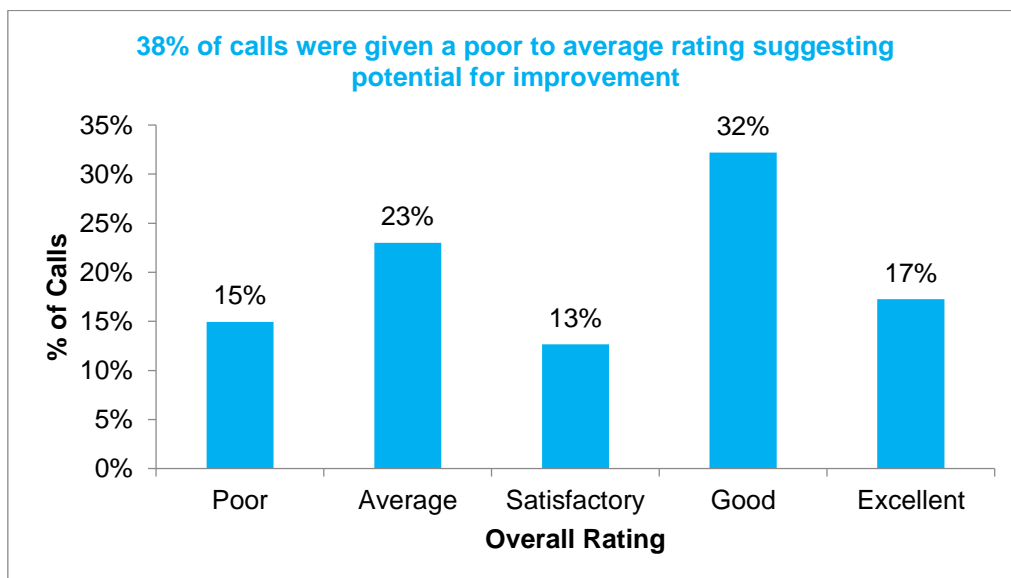
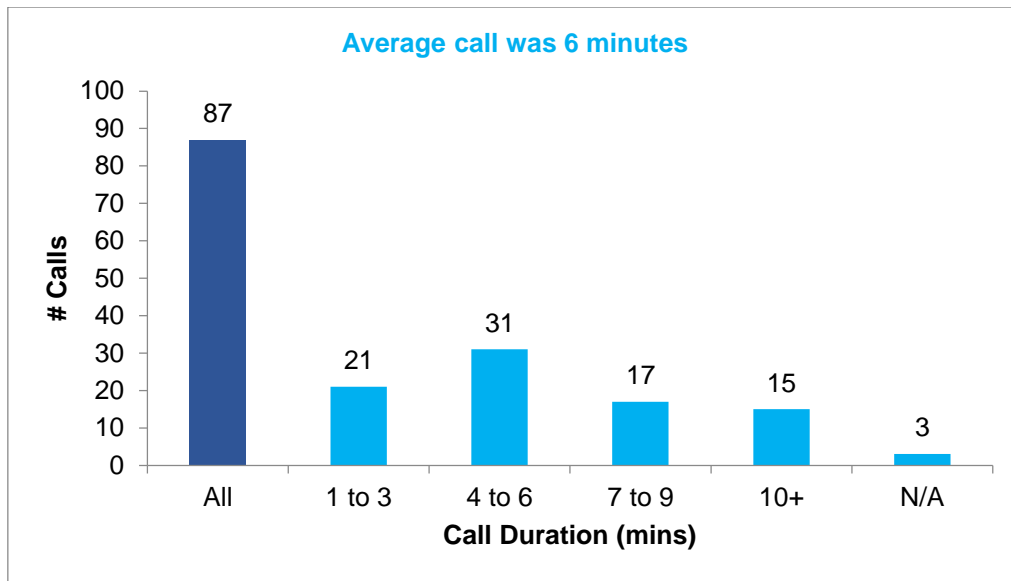
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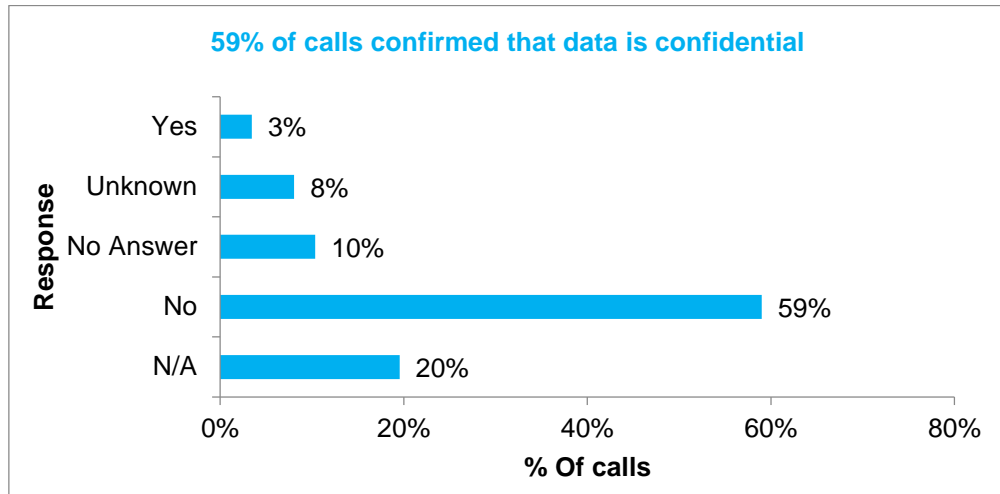


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\* N/A includes occasions where there was no answer to the question or if identification was not initially required.



\*Most of N/A answers are linked to responses where there is no knowledge about accessibility to the services to non-status persons

## Overall mark:

The auditors were requested to mark overall customer service of the call to reflect the whole experience. Shelter, access to educational programs and affordable housing are the worst ranked in overall customer care.

By Rank	Service Type	Calls	Average (1 to 5, 1 being poor and 5 excellent)
1	Municipal Licensing And Standards	2	5.0
2	Food Banks	5	4.0
3	Funding	1	4.0
4	Childcare Services	10	3.6
5	Parks & Recreation	30	3.2
6	Employment	7	3.1
7	Health	17	2.9
8	Shelter	10	2.5
9	Education	2	2.0
10	Housing	3	1.7
<b>Total Calls</b>		<b>87</b>	

Average is calculated as being the service type rating against the number of calls that were made.

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By grouping similar service enquiries, adding the recurrence of each mark (1. Poor to 5. Excellent) and identifying the average value for each enquiry a heat map has been built to give light on service accessibility. This shows a full validation of services where red - difficult highlights bigger barriers or warning signs to access the services whilst easy reflects clarity in the instructions and the least of barriers to access the services.

Easy	4 to 5
Mid	3 to 4
Difficult	< 3

RATING	AVERAGE	RANKING
REGISTER FOR ARC	5.0	1
PET LICENSING, LICENSING MY GRANDMOTHER'S CAT	5.0	1
ACCESS TO NEAREST FOOD BANK	5.0	1
PETS LICENSING, REGISTER MY AUNT'S DOG	5.0	1
REGISTER FOR ONTARIO WORKS	5.0	1
ACCESS TO GYM	4.5	6
REGISTER WITH A DOCTOR	4.3	7
ACCESS TO SWIMMING	4.0	8
VISIT THE ZOO	4.0	8
HOW TO GET A GRANT	4.0	8
PARK PERMIT	4.0	8
I WANT TO JOIN THE SPORTS CLASSES	4.0	8
REGISTERING FOR A HEALTH CARD	4.0	8
ANONYMOUS HIV TESTING	4.0	8
COUNSELLING FOR YOUTH GROUP	4.0	8
AMBULANCE	4.0	8
DROP IN SERVICES IN DAY CARE	4.0	8
HOW TO REGISTER. FIND A TRAINING PROGRAM	3.8	18
I WANT TO ACCESS FOOD BANK	3.8	18
ACCESS TO CHILDCARE	3.6	20
APPLY TO THE WELCOME POLICY	3.5	21
JOIN COMMUNITY CENTRE WORKSHOPS/CLASSES	3.3	22
GET A LIBRARY CARD	3.0	23
HOW TO APPLY FOR AFFORDABLE HOUSING	3.0	23
FIND INFORMATION ABOUT WADDING POOL ATTENDANT FOR MY COUSIN	3.0	23
EMERGENCY SHELTER	2.7	26
DENTAL HEALTH SERVICE	2.3	27
HOW TO ATTEND COLLEGE	2.0	28
TO SEE A DOCTOR AND ACCESS DENTAL SERVICE	2.0	28
FLU SHOT	2.0	28
ACCESS COURSES	2.0	28
ACCESS TO CPR OR FIRST AID	2.0	28
EMERGENCY SHELTER - CLIENT	1.0	33
ACCESS TO SERVICES	1.0	33
ENROLL ON BABYSITTING COURSE	1.0	33
HOW TO START A BUSSINESS	1.0	33
I NEED ACOMMODATION	1.0	33

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I WANT TO JOIN THE SOCCER TEAM	1.0	33
LANDLORD ISSUES - HAS NOT FIXED MY HEATING	1.0	33

## COMMENTS BY SERVICE TYPE

Note: The auditors selected the service types, service providers and specific enquiries according to the relevance in their own experience.

### 1. Health:

17 out of 87 audits were related to health services. Mainly access to see a doctor or dental health. 8 of these 17 gave appropriate information regarding documents and access to services without documentation. Although immigration status was not required, 2 of these centres mentioned that without proof of address and other documents requested they will not provide the service.

The other centres failed to give accurate information or simply did not know if the service will be given without the documents. Some comments below:

- *TURNED ME AWAY. TOLD ME THEY DID NOT HAVE TIME TO ANSWER QUESTIONS.*
- *WALKED ME THROUGH ON HOW I COULD APPLY FOR A HEALTH CARD. A LOT OF PAPERS*
- *ORIGINALLY CALLED TO THE UNIVERSITY OF TORONTO DENTISTRY AND THEY REFERRED ME TO SERVICE ONTARIO. AS IT WAS NOT THE ORIGINAL PROVIDER SELECTED FOR AUDIT SHOWS LITTLE KNOWLEDGE AT THE DENTISTRY WITH REGARDS OF MY QUESTIONS. ONCE AT SERVICE ONTARIO INFORMATION WAS EASY AND GAVE ME INFORMATION AND NO. NEEDED*
- *GOOD SERVICE AND INFORMATION*
- *NO ANSWER TO QUESTIONS. POOR PROCESS. TO GET FREE DENTIST SERVICES YOU NEED TO BE IN HIGH SCHOOL, PREGNANT OR OVER 65*
- *SERVICE IS PROVIDED ON A FIRST COME FIRST BASIS*

### 2. Shelter:

Ten audits requested emergency shelter access, the auditors selected service providers directly and only one provider gave the right information regarding documents. The rest did not give information or referred them to central intake, refused to continue with the enquiry. The overall feedback from the comments in each audit reflects a lack of knowledge or poor customer care.

- *NO REFERAL TO OTHER OPTIONS. NEEDED TO ASK SUPERVISOR WITH REGARDS TO DOCUMENTS. NO DOCUMENTS- NO HOME.*
- *VERY RUDE. DID NOT ASSIST MY ENQUIRY. I CALL TWICE TO GET FURTHER AND CUT ME OFF TWICE*
- *NO ANSWER JUST AUTOMATED SYSTEM*
- *THEY DO NOT PROVIDE SERVICE DIRECTLY. ONLY FOR WOMEN AND CHILDREN NOT MALE.*
- *POLITE BUT FELT SHE WANTED TO GET OFF THE PHONE AS SOON AS POSSIBLE*
- *SHE WAS UNPOLITE AND SOUNDED AGRESIVE OVER THE PHONE*

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## **3. Education:**

Two audits requested access to college education and courses. This services required proof of residency and the provider gave this information.

## **4. Parks and Recreation:**

31 out of 87 of the audits requested information on the services of Parks and Recreation. Most of the enquiries concentrated in access to library and community centres, 23 out of 31 gave accurate information regarding documentation and on the process to access the services. Also there were a couple of referrals to the welcome policy to access subsidy and on how to obtain a family number. On the other hand 8 centres confirmed that immigration status was required and did not know if they would be able to access the service without this requirement. One audit even reflected that for access to the welcome policy the immigration status was a requirement even though the overall customer care and information was valuated as excellent this requirement sets an access barrier to the caller.

## **5. Employment:**

7 out of the 87 enquiries were related to access employment and register to services in employment services. One enquiry to access Ontario Works and another how to set up a business. With exception with the enquiry about Ontario Works the registration and access to services information was not clear enough. In a couple of calls the callers encountered automated systems which prevented them to get all the answers. The customer care valuation overall was high which is justified by the fact that the callers felt the process to access the services was clear but 6 of the 7 did not provide accurate information regarding document's type for non-status persons.

## **6. Childcare services:**

9 callers requested childcare services, the overall mark was high amongst the auditors and equally the service providers provided the correct information regarding documents for non-status. Only 3 confirmed that childcare would be provided even if there failed to present the documentation required.

## **7. Municipal Licensing and standards:**

2 calls were made regarding pet licenses no immigration status was requested and the overall satisfaction of the caller was very positive.

## **8. Housing:**

3 audits were done to request information on housing. Two for affordable housing and one call to 311 to ask for advice on issues with a landlord. The information for all was accurate with regards to immigration status but the overall customer service was rated poorly

## **9. Food Banks:**

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5 audits requested information on this service. No immigration status is required although proof of address and income is a strong requirements for most food banks. All the service providers confirmed access to the service independently of the documentation.

### **10. Funding:**

One audit requested information on grants, they were referred to the city of Toronto website and specified that Identification is required to access the grants. Although no immigration status was requested.

### **General observations:**

- There is a concern regarding the least ranked enquiries
- Data indicates that key services for the quality of life of non-status persons like shelter and further education are ranked as difficult to access
- There is real need to continuously monitor the Access T.O. initiative and expand with further calls
- Further training and clarification on policy is required amongst front call staff with regards to non-status persons



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## ATTACHMENT A – QUESTIONNAIRE TEMPLATE

### Questionnaire – Audit Access T.O. – continuous customer service

Auditor Name: \_\_\_\_\_ Questionnaire No.: \_\_\_\_\_ Total No. of  
Questionnaires: \_\_\_\_\_

Service type: 1. Health 2. Shelter 3. Education  
4. Parks & Recreation 5. Employment 6. Childcare services

Service Provider name: \_\_\_\_\_ Date of call: /OCT/2015

Service Provider Address: \_\_\_\_\_ Area/Zone: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Call Start Time: \_\_\_\_\_ Call End Time: \_\_\_\_\_ Total time in minutes. \_\_\_\_\_

Service requested:

\_\_\_\_\_

1. I would like to access this service. How can I do it? Break down the process if possible in steps, how complex?

- a.
- b.
- c.

Notes:

2. What documents do I need? Bill Passport OHIP PR Does not know  
Other: \_\_\_\_\_

Notes: (register any options given and recommendations)

3. I don't have those documents. Can I still receive the service? Yes No Does not know

Notes:

4. If I enrol and give you my details how do you keep my information? Is it shared with anyone else?

Yes No Does not know

Notes:

5. Anything else I should know about the service / website I could visit to learn more about the service?

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Did you receive extra options or avenues?

Notes:

Overall customer service:

1. Poor

2. Average

3. Satisfactory

4. Good

5. Excellent

Comments:

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## **ATTACHMENT B – AGREEMENTS WITH AUDITORS**

### **Key benefits for the auditors:**

Train in a methodology that is utilized in customer service monitoring, research and telephone conversation skills.

Take the opportunity to enquiry about relevant services or issues that interest you or your close network, make it count! You are researching for your future.

Helping the centre in accessing key information to support the City of Toronto's strategy to improve the access to services to vulnerable populations.

Receive a financial help for the time invested in the audit.

### **Key outcomes:**

Each auditor will make at least 15 inquiries for at least 4 different type of services. Youth are aware that it is important to reach 28 inquiries to achieve the optimum number for the final report.

The questionnaires will be filled in full length as each question reflects the 3 pillars of the Access T.O. strategy: identification, documentation and sharing of information.

A report about the findings that highlight the methodology and key aspects of the customer service experience with regards to Access T.O.

### **To consider:**

Each enquiry will be made in the most polite way possible aiming to get a positive solution.

The enquiries will be made in a non-biased manner, ensuring that each approach is as much possible not influenced by previous experiences or calls.

Each auditor will ensure that at least 1 call is made to 311 and also to the office of central intake for emergency shelter.

The full reports will be sent back to me the latest by the 14<sup>th</sup> of October 2015.

Payment will be made by the centre on reception of final questionnaires.

### **Links:**

## **FCJ REFUGEE CENTRE**

Please visit this website to identify the services A- Z services:

[www1.toronto.ca/wps/portal/contentonly?vnextoid=80c3ba2ae8b1e310VgnVCM10000071d60f89RCRD](http://www1.toronto.ca/wps/portal/contentonly?vnextoid=80c3ba2ae8b1e310VgnVCM10000071d60f89RCRD)

Also to learn more about the Access T.O strategy visit this link: [www.toronto.ca/accessTO](http://www.toronto.ca/accessTO)

To check what documentation is required for each service visit this link:

[www1.toronto.ca/wps/portal/contentonly?vnextoid=9cee5d94795d7410VgnVCM10000071d60f89RCRD&vnextchannel=9dfc33501bac7410VgnVCM10000071d60f89RCRD](http://www1.toronto.ca/wps/portal/contentonly?vnextoid=9cee5d94795d7410VgnVCM10000071d60f89RCRD&vnextchannel=9dfc33501bac7410VgnVCM10000071d60f89RCRD)