



May 24, 2020

JACKIE JACOBSON
MLA, NUNAKPUT**Oral Question 62-19(2) Improving Income Assistance Administration**

This letter is in follow-up to the Oral Question you raised on February 12, 2020 regarding client satisfaction surveys for the delivery of the Income Assistance (IA) program.

The Northwest Territories (NWT) Bureau of Statistics, on behalf of the Department of Education, Culture and Employment (ECE) last completed a Client Satisfaction Survey for the IA program in 2011.

Since that time, ECE officials have spent a significant amount of time participating on interagency working groups where feedback on regulations, policies and procedures are provided. Additionally, each Region is expected to meet twice annually with Non - Government Organizations (NGOs) and stakeholders to share updates about the program and invite feedback on changes and concerns regarding Income Security Programs.

In December 2018, ECE hosted an NGO Forum where residents with lived experience were also invited to share their experiences. ECE created the "What We Heard Report" to outline the issues raised from this forum and that report is used to help guide ECE officials when changes or improvements to the program are being considered.

ECE officials have been in contact with the NWT Bureau of Statistics to determine a timeline for another Client Satisfaction Survey, and is anticipating that it will be completed during the 2021-2022 fiscal year.

Thank you for your questions and interest in this matter.

R.J. Simpson
Minister, Education, Culture
and Employment

- c. Clerk of the Legislative Assembly
Deputy Minister, Education, Culture and Employment
Legislative Coordinator, Executive and Indigenous Affairs