

# INVESTIGATIVE UPDATE

HOLDING PATTERN: CALL WAIT TIMES FOR INCOME AND DISABILITY ASSISTANCE

## OMBUDSPERSON REPORT ISSUED IN 2018

### KEY FINDINGS



Wait times too long, up to 1.5 hours



Call centres not sufficiently staffed



No timeliness standards for in-person service

### KEY RECOMMENDATION THEMES



Improve transparency of service levels



Increase staffing



Set timeliness targets

## 2020 STATUS UPDATE

- FOUR OF NINE RECOMMENDATIONS IMPLEMENTED
- MINISTRY MEETING TIMELINESS TARGETS OF 80% OF CALLS ANSWERED IN 10 MINUTES OR LESS ONLY ONE-THIRD OF THE TIME
- STILL NO TIMELINESS STANDARD FOR IN-PERSON SERVICE
- BUDGET LIFT INCREASED STAFF LEVELS BUT STILL INSUFFICIENT