



Service Canada Grants and Contributions Applicants Client Experience Research (Year Four)

Detailed Methodology Report

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Grants and Contributions Applicants Client Experience Research (Year Four) Detailed Methodology

This detailed methodology report outlines the approach used for Year Four of the Program Operations Branch's (POB) Grants and Contributions (Gs&Cs) Applicants Client Experience (CX) Research Program at Employment and Social Development Canada (ESDC). Year Four will build on previous years of research to support the systematic and integrated approach to measure and improve CX in Gs&Cs. POB's Gs&Cs CX research program provides the department the ability to track consistent and comparable CX indicators over time and produce a data-driven narrative on CX in Gs&Cs and service transformation. At the same time, the ability to identify opportunities for improvement and make rapid service delivery enhancements is possible with the rigorous, systematic, and integrated approach in this work.

A mixed-methods research approach was used in Year Four, which included a quantitative online survey and qualitative online focus groups and in-depth interviews. The online survey was conducted with 5,520 Gs&Cs clients* across 13 Grants and Contributions programs between January 30 to March 10, 2025. The qualitative phase consisted of five online focus groups and 25 in-depth telephone interviews. The qualitative fieldwork was conducted between June 16, 2025, and August 6, 2025. The quantitative survey served as a recruitment tool for the qualitative research, by asking if organizations would be interested in voluntarily participating in focus groups or in-depth interviews at a later date.

The detailed methodology below provides a rationale for using an online survey and online focus groups/interviews, describes the target population for the study, describes the reference period of the study, explains the sampling strategy for the study, and finally, it identifies the study limitations. A copy of the online survey and the online focus group/online interview discussion guide are also provided in the annexes of this report. Detailed findings are available under a separate cover.

**A client for the purpose of this Gs&Cs CX research is an organization that applied to a grants and contributions funding program within the last two intake years (FY 2022/23 and 2023/24). Clients include both funded and unfunded organizations.*

Rationale for Online Survey Methodology

The objective of the Year Four Gs&Cs CX Survey was to explore and understand client needs and expectations on the quality of service they received when applying to a Service Canada grant or contribution. The survey also aimed to understand what is most important for clients and identify opportunities for changes in services to improve client satisfaction or experience. To do this, information was collected from clients on how easily and effectively they completed the stages of the client journey, taking into account their experience with the service channels they used, and their satisfaction with the overall process of applying for a Gs&Cs program.

The primary focus of Year Four was to monitor selected programs that were previously studied, to capture CX insights and establish a baseline for newly included programs in Year Four, and increase awareness of organizational characteristics and diversity considerations in the CX space.



Client organizations, both funded and unfunded, were recruited by ESDC's POB team to participate in the research. Clients were defined as organizations that applied for grants and contributions funding (including both funded and unfunded) within the last two intake years (FY 2022/23 and 2023/24). A random sampling of organizations that applied to CSJ or NHSP were included, while all organizations for remaining programs were invited to complete the survey. ESDC, specifically ESDC's POB team, distributed the survey links to participating organizations.

Clients were recruited to the survey by e-mail using information from administrative databases. More precisely, clients were contacted by ESDC's POB team using the GCNotify platform. Clients' contact information was not shared with Ipsos. Since most clients provided their email addresses as a form of contact, an online survey was chosen as the most efficient way to invite clients to participate.

The survey data was quantitatively analyzed using descriptive and inferential statistical analysis procedures. Results were analyzed at the overall level and by program to identify general trends and patterns relevant to the research objectives. In addition, analysis was also conducted among key subgroups (i.e., region, program complexity, sector, program streams etc.) to highlight notable differences. Lastly, a multivariate analysis was conducted through regression among all clients to identify the aspects of service that have the greatest impact on driving overall satisfaction. This information was used to identify key strengths and opportunities for improvement.

Rationale for Focus Groups and Interviews

The Gs&Cs CX Research Project was carried out in two phases. A qualitative phase of online focus groups and interviews followed the survey and allowed the research team to both further explore quantitative trends in more detail and focus on the lived experiences of the Gs&Cs processes. With qualitative data collection and analysis methods and through rich description, the qualitative phase of the Year Four project was able to add fresh and unique insights to the CX project.

For the focus groups and interviews, the goal was to explore experiences of clients who recently went through the application process for a grant or contribution at Service Canada. The discussion with clients explored the following:

- Top-of-Mind Client Needs: What impressed and what frustrated applicants
- Client Journey: From initial awareness of the program through the application process (including GCOS), decision notification, and—where applicable—agreement negotiation, management, and close-out
- Agreement Negotiation / Preparation and Management
- Inclusion and Diversity: Organizational capacity to effectively and efficiently complete the application process, and the extent to which the process is inclusive
- Impact of Funding and Non-Funding Decisions
- Future Interest in Funding Opportunities

The quantitative survey served as the recruitment tool for the qualitative research, by asking if organizations would be interested in voluntarily participating in focus groups or in-depth interviews



at a later date. The list of participants who agreed to be re-contacted was analysed and targets were set to ensure that the qualitative research captured experiences on a mix of variables: contributions vs. grants; program and program streams where applicable; funded vs. unfunded status; region; inclusion of participants in both official languages. Potential participants were contacted randomly and asked if they would like to be taken through the screening questionnaire to confirm their eligibility for an in-depth interview or focus group.

Consistent with previous waves, online focus groups were conducted for programs for which there was a larger pool of re-contact survey participants to draw whereas in-depth interviews were offered for programs for which a smaller pool of re-recontact survey participants. For both modes, participants had the option to log into the sessions either by telephoning a tollfree line or connect via a laptop with an internet connection.

The online focus groups and in-depth interviews took place between June 16, 2025 and August 6, 2025. A detailed breakdown of the profile of participants has been provided in the tables below.

Focus Group Breakdown

Group	Program Type and Stream	Funding Status	Region & Language	Date & Number of Participants
1	Contribution – Canada Summer Jobs (CSJ)	Funded	National - English	June 26 at 10AM ET 6 Participants
2	Grant – New Horizons for Seniors Program	Funded	Quebec - French	July 24 at 10AM ET 4 Participants
3	Contribution – New Horizons for Seniors Program (NHSP) Contribution - Youth Employment and Skills Strategy (YESS) Community-Based – Age Well at Home (AWAH)	Unfunded	Quebec and Francophone Communities (FMC) - French	July 24 at 3PM ET 4 Participants
4	Grant – Sustainable Development Goals (SDG) Contribution - Enabling Accessibility Fund (EAF)	Unfunded	National - English	June 26 at 3PM ET 8 Participants
5	Contribution – New Horizons for Seniors Program (NHSP) Contribution – Age Well at Home (AWAH)	Unfunded	National - English	July 21 at 3PM ET 5 Participants

In-depth Interviews Breakdown

Program	Type	Stream	Number of Participants
Canadian Apprenticeship Strategy (CAS)	Contribution		2
Foreign Credential Recognition (FCR)	Contribution		3
Opportunities Fund for Persons with Disabilities	Contribution	National	2



		Regional	2
Indigenous Early Learning and Child Care	Contribution		2
Canada Services Corps	Contribution		4
Age Well at Home (AWAH)	Contribution		4
Social Development Partnerships Program (SDPP)	Grant	National	3
		Organizational	1
Sustainable Development Goals (SDG)	Contribution		2

With participants' consent, all qualitative research sessions are both audio and videotaped. Each interview and focus group recording is transcribed verbatim and later analyzed in-depth to create the report. The moderator always ensures that names and any personal identifying details are either not captured or are scrubbed/redacted to protect participants' privacy.

Moderators also capture high-level findings on each topic based on their own observations – what the overall reaction was, any nuances, and any non-verbal cues on body language or tone. Because transcripts are anonymous, it is not possible to comment on any variations by group or audience, if they have not been placed in separate groups – for example, moderators cannot provide a sense of different opinions by older vs. younger participants, or males vs. females, depending on the topic.

The focus group and interview materials were qualitatively analyzed using thematic content analysis techniques. The basic elements of the qualitative analysis included analyzing the results by:

- Universal agreement where participants all agree, or there is agreement across different groups of stakeholders;
- Consensus perspectives that reflect the view of most participants; areas of wide agreement without much counter point (Many, most, several);
- Conflicting or polarized perspectives where views are much more divided, or if there is a spectrum or variety of views (Some vs others);
- Minority perspectives, often expressed by one or two participants as a counterpoint to a consensus viewpoint, or if they have an individual take or example/story (a few, a couple, mention);
- Verbatim commentary, providing examples of what participants actually said during a discussion (direct unattributed quotes);
- External context, for this project is the results of quantitative research that provided a foundation for the qualitative research conducted and the discussion questions posed.

The value of qualitative research is in exploring the issues and experiences of research participants in depth, free from the constraints of a structured quantitative questionnaire.

Qualitative evidence is rich and allows researchers to hear first-hand the underlying factors shaping experiences and opinions, as well as the interplay between factors. Qualitative findings should not be extrapolated to the broader population, as they are not statistically projectable.



Definition of “Client” for Sample Selection (Online survey)

The target audience of the survey was clients of Service Canada’s grants and contributions programs. Clients were defined as organizations that have applied for grants and contributions funding (including both funded and unfunded) within the last two intake years (FY 2022/23 and 2023/24).

Clients of 13 programs were included in the target audience for this research as they represent the large majority of Gs&Cs clients accessing federal programs. Where applicable, different program streams were included and clearly identified for participants. The programs included were as follows:

Programs included in Year 4, Year 3, Year 2, and Year 1:

- Canada Summer Jobs (CSJ)
- Enabling Accessibility Fund (EAF)
- New Horizons for Seniors Program (NHSP)*
- Social Development Partnerships Program (SDPP)**

Other programs included in Year Four:

- Indigenous Early Learning and Child Care (IELCC) Quality Improvement Projects First Nations (also included in Year 2)
- Opportunities Fund for Persons with Disabilities (OFPwD) (also included in Year 1)
- Canada Apprenticeship Strategy (CAS) - Women Skilled Trades
- Canada Service Corps (CSC) (also included in Year 1)
- Youth Employment and Skills Strategy (YESS) (also included in Year 1 and Year 2)
- Foreign Credential Recognition (CRF) (also included in Year 2)
- Age Well at Home (AWAH)
- Sustainable Development Goals (SDG) (also included in Year 2)
- Workplace Harassment and Violence Prevention Fund (WHVPF)

**The surveys conducted in Years 2 and 3 focused exclusively on the NHSP Community-Based Grant Program, whereas the Year Four survey encompassed both the NHSP Community-Based Grant Program and the Pan-Canadian Contribution Program.*

***Year 3 results for SDPP have been updated to reflect results for the Disability stream to ensure comparability to Year Four.*

Program complexity

For the purpose of this study, program complexity is defined as grants, low, moderate, and high as outlined in the table below and is based on whether the program is a grant or contribution and the length of time to complete the review of an application. These service standard clusters are informed by departmental reporting in the Performance Measurement and Management Framework.



Complexity

Programs Included

<p>Grants</p>	<p>Grant programs in the 112 days/16-week review period</p> <ul style="list-style-type: none"> • Enabling Accessibility Fund (grants) • New Horizons for Seniors Program (grants) • Social Development Partnerships Program (SDPP) – Disability (grants) • Social Development Partnerships Program (SDPP) • Sustainable Development Goals (SDG) - Grant
<p>Low complexity</p>	<p>Contribution streams in the 112 days/16-week review period</p> <ul style="list-style-type: none"> • Workplace Harassment and Violence Prevention Fund (WHVPF) • Early Learning and Child Care (ELCC) <p>Contribution streams in the 84 days / 12 weeks</p> <ul style="list-style-type: none"> • Canada Summer Jobs (CSJ)
<p>Moderate complexity</p>	<p>Contribution streams in the 126 days/18-week review period</p> <ul style="list-style-type: none"> • Canada Service Corps (CSC) • Enabling Accessibility Fund (EAF) Mid-sized component (contribution) • Foreign Credential Recognition Program (FCRP) • Social Development Partnerships Program (SDPP) – Disability (contribution) • Social Development Partnerships Program (SDPP) • New Horizons for Seniors Program (NHSP) - Pan-Canadian (contribution) • Youth Employment and Skills Strategy Program (YESS) • Canadian Apprenticeship Strategy (CAS) • Age Well at Home (AWAH)
<p>High complexity</p>	<p>Contribution streams in the 154 days/22-week review period</p> <ul style="list-style-type: none"> • Opportunities Fund for Persons with Disabilities (OFFwD)

Program Selection for Year Four

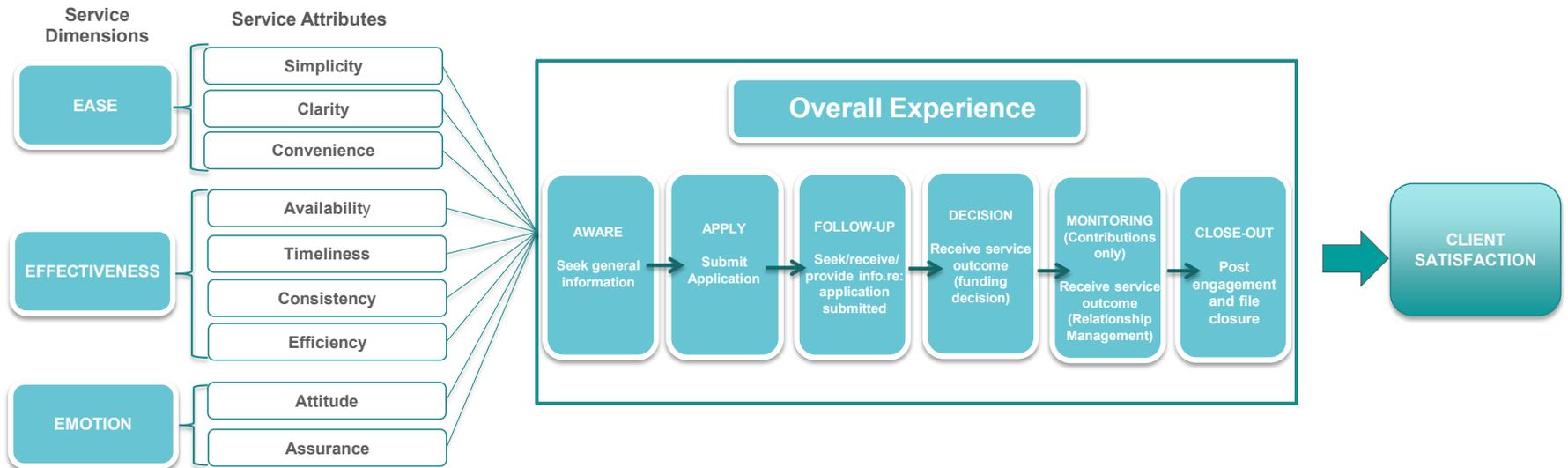
Program selection for the Year Four of the study was based on consultation, by ESDC’s POB team, with program areas and analysis of the program intakes during the 2022/23 and 2023/24 fiscal years. The sampling of programs was designed to include yearly participation of key programs that represent the majority of clients to Gs&Cs (e.g., CSJ, EAF, NHSP) along with a staggered approach from smaller programs to participate in client experience research at regular intervals. The staggered selection of programs is based on considerations like the volume of clients, the regional/national and geographical considerations, the type of funding mechanism (e.g., grant vs. contribution), and the clients that participate in just the application process and those who make it to a funding agreement and close out. This two-pronged approach was taken as it would be unfeasible to have all programs participate annually in the Gs&Cs CX research program. The sampling approach has the benefit of systematically considering a variety of clients while still managing the size and scope of the overall research project.

Within the parameters of a 15-minute questionnaire, the examination of the client journey included the stages at which clients gathered information about the program, completed, and submitted an



application. In addition, among those who received funding approval, the client journey included the monitoring, follow-up, and close-out phases of the project.

The survey was also used to track progress on key client experience service performance measures, primarily overall satisfaction and ease, effectiveness, and confidence with the service experience by program, and service channels used. Finally, the survey was used to provide diagnostic insights regarding the opportunities for improvement. Below are two graphics that provide an overview of the survey measurement model- the first details the Gs&Cs client journey and the second provides a summary of the service dimensions, service attributes, and detailed aspects of service assessed through the survey.





Service Dimensions	Service Attributes	Aspects of Service Assessed
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EASE	SIMPLICITY	Service/information is easy to find when needed Clients tell story/input personal info only once
	CLARITY	Information is easy to complete and understand Process is easy to determine (e.g., how to get assistance, steps to follow, documents required)
	CONVENIENCE	Can get to the required information easily (e.g., in-person, online)
EFFECTIVENESS	AVAILABILITY	Receive relevant information without asking (e.g., proactive service, bundling) Able to get help when needed (e.g., information available, agent available) Service in official language of choice/documents available in official language of choice Providing feedback is easy Process/stage/status are transparent
	TIMELINESS	Reasonable amount of time to access the service, complete service task, wait to receive information/service/product, or resolve issue
	CONSISTENCY	Consistent information received from multiple Service Canada sources (e.g., two separate call centre agents)
	EFFICIENCY	Process is easy to follow to complete task (i.e., procedures are straight-forward) Able to get tasks completed/issues resolved with few contacts Clients know what to do if they run into a problem Always moving forward (e.g., not stuck, bounced around or caught in a loop)
EMOTION	ATTITUDE	The interaction with service agents is respectful, courteous and helpful The service agents demonstrate understanding and ability to address client's concerns/urgencies
	ASSURANCE	Client's personal information is protected Client confident that they are following the right steps (i.e., not concerned about the process) Client knows when information/decision will be received or the next step will be completed Confident that any problem that arises will be resolved



Sampling Strategy for the Survey

Program client data was extracted by ESDC’s POB team from the Common System for Grants and Contributions (CSGC) used by Service Canada to manage Gs&Cs data. Once client contact information was extracted from CSGC, they were invited by ESDC’s POB team using the GCNotify platform to respond to the online survey, hosted by Ipsos. The quantitative survey also served as a recruitment tool for the qualitative research, by asking if organizations would be interested in voluntarily opting-in to be contacted to participate in focus groups or in-depth interviews at a later date.

A random sampling of organizations that applied to CSJ or NHSP were included in the survey, while all organizations for remaining programs were invited to complete the survey. The goal was to obtain as many completed surveys as possible among the target audience during the fieldwork period.

ESDC, specifically ESDC’s POB team, managed the distribution of unique links for the online survey to participating organizations. Of the 17,698 organizations that were invited to participate, a total of 5,520 organizations completed the survey. The response rate for the survey was 31% which is considered strong compared to industry standards for a survey of this nature.

Weighting / Risk of Non-response Bias of the Survey Data

When assessing non-response bias, typically comparisons are made between the profile of survey participants and the broader client population profile on key variables relevant to the target population. If there is no systematic bias in response to the survey, the profile of the survey participants for each sample source would be very similar to the population profile within normal sampling error.

As in previous years, there were limitations on available information of clients which mean that non-response bias cannot be assessed.

To correct for any differences between the survey sample and the actual client universe, the survey data were weighted. Information was available on the true proportion of the volume of clients by program and was used for weighting purposes. Disproportionate sampling was used, and it was not anticipated that the final composition of the sample by program would match the overall proportion by volume of clients. Weighting adjustments were made to bring the sample into proportion with the universe by program volume. The final data was weighted by the number of respondents in each program in proportion to the total number of clients as detailed below.

PROGRAM	Sample size	% of Survey Responses	% of Applicants
Canada Summer Jobs (CSJ)	2349	42.6%	78.1%
New Horizons for Seniors Program (NHSP)	1705	30.9%	13.9%
Enabling Accessibility Fund (EAF)	574	10.4%	2.8%
Youth Employment and Skills Strategy (YESS)	303	5.5%	1.4%
Sustainable Development Goals (SDG)	173	3.1%	1.3%
Canada Service Corps (CSC)	127	2.3%	0.8%



Age Well at Home (AWAH)	116	2.1%	0.7%
Opportunities Fund for Persons with Disabilities (OFPwD)	76	1.4%	0.5%
Social Development Partnerships Program (SDPP)	33	0.6%	0.3%
Canada Apprenticeship Strategy (CAS)	22	0.4%	0.1%
Foreign Credential Recognition (FCR)	18	0.3%	0.2%
Indigenous Early Learning and Child Care (IELCC)	15	0.3%	0.1%
Workplace Harassment and Violence Prevention Fund (WHVPF)	9	0.2%	0.04%

Limitations

Contacting clients by email

Only organizations who received an email invitation could participate in the research. Client email addresses were extracted, by ESDC's POB team, from CSGC database. Extracting email addresses from the administrative database system uncovered duplicate, missing, and invalid email addresses. Missing or incomplete email addresses means that some clients may not have been captured in the sampling strategy and were not invited to participate.

Lag time

Lag time is the amount of time between when the client received a decision and was invited to respond to the survey. The longer the lag time the more difficult it can be for clients to accurately recall the specific aspects of their experience. The average lag ranged between one to two years depending on the program, its intake period, and when decisions were communicated. In previous years, it was possible to reduce the lag time between receiving a decision and answering the questionnaire which was up to three years for some programs in Year One of the research.

Response Rate

Of the 17,698 organizations that were invited to participate, a total of 5,520 organizations completed the survey. The response rate for the survey was 31%, which is considered strong compared to industry standards for a survey of this nature. (i.e., online surveys utilizing client provided sample lists).

	TOTAL
Invited to participate	17,698
Click-Through	7080
Partial Completes	1558
Terminates	0
Over Quota	0



Completed Surveys	5520
Response Rate	31%

ANNEX 1: Questionnaire

Grants and Contributions Client Experience Research (Year Four)

Questionnaire

Would you prefer to continue the survey in English or French? Please select one.

English

French

Introduction

Ipsos, a market research firm, is conducting a survey on behalf of the Government of Canada.

Through this survey, we are reaching out to applicants who are currently or have recently applied for funding to a program delivered by Service Canada (part of the Department of Employment and Social Development Canada).

The purpose of the survey is for us to better understand your needs and expectations around the quality of service you received. We also want to understand what is most important to you and identify potential changes to our services that would improve your satisfaction or experience. The survey does not concern the amount of funding you received, but rather it explores your experience during the application process from beginning to end.

Your participation in the survey is voluntary. Your feedback is anonymous and confidential and will not affect any dealings you may have with Service Canada / Government of Canada. The information you provide will be used for research purposes only and will be administered according to the requirements of the *Privacy Act*, the *Access to Information Act*, and any other pertinent legislation. Click to view [Ipsos' privacy policy](#).

The survey results will allow Service Canada to have up-to-date information on the experiences of grants and contributions applicants, identify areas of strength and opportunities for improvement, and make appropriate program design and service delivery improvements.

The survey should take approximately 15 minutes to complete. By completing the survey, you agree that the information and feedback you provide will be used for service delivery improvements and research purposes. Should you wish to verify the credibility of this survey, you can utilize the Canadian Research Insights Council (CRIC) Research Verification Service by clicking [here](#) and entering the following project code **20241218-IP232**.

Should you have any questions about the survey or need an alternative means of accessing the survey, please contact Service Canada at pob.ri.dgop@hrsdc-rhdcc.gc.ca

Programs [for IPSOS reference only]

ENGLISH Program Name	Nom du Programme en FRANCAIS	Fiscal Year
Enabling Accessibility Fund (EAF)	Fonds pour l'accessibilité (FA)	22/23
- Stream: Enabling Accessibility Fund: Grant (Grant) (2022/23)	- Volet : Fonds pour l'accessibilité : Subventions (subvention) (2022/23)	23/24

- Stream: Enabling Accessibility Fund: Youth Innovation (Grant) (2023/24)	- Volet : Fonds pour l'accessibilité : Innovation jeunesse (subvention) (2023/24)	
New Horizons for Seniors Program (NHSP) - Stream: Community Based stream (Grant) - Stream: Pan-Canadian Contributions (Contribution)	Nouveaux Horizons pour les aînés (PNHA) - Volet : Volet communautaire (subvention) - Volet: Contributions Pan-Canadian (contribution)	23/24
Canada Summer Jobs (CSJ)	Emplois d'été Canada (EEC)	23/24
Social Development Partnerships Program – Disability (SDPP-D)	Programme de partenariats pour le développement social – volet personnes handicapées (PPDS-PH)	23/24
Age Well at Home - Stream: Scaling-Up (Contribution) - Stream: In-home Support (Contribution)	Initiative pour vieillir dans la dignité à la maison - Volet : Mise à l'échelle des services (contribution); - Volet : Soutien à domicile (contribution)	22/23
Canadian Apprenticeship Strategy - Stream: Projects Targeting Women in Skilled Trades	Stratégie Canadienne de formation en apprentissage - Volet : Présenter une demande de financement pour l'Initiative pour les Femmes dans les métiers spécialisés	22/23
Opportunities Fund for Persons with Disabilities - Stream: National Project - Stream: Regional Project	Fonds d'intégration pour les personnes handicapées - Volet : Projet national - Volet : Projet régional	22/23
Foreign Credential Recognition - Stream: CRF	Programme de reconnaissance des titres de compétence étrangers (PTRCE) - Volet : CRF	22/23
Indigenous Early Learning and Child Care - Stream: Quality Improvement Projects	Innovation en matière d'apprentissage et garde de jeunes enfants autochtones - Volet : Projets d'amélioration de la qualité (PAQ)	22/23 23/24
Canada Service Corps - Stream: Micro-grants - Stream: Service Placements (National/Regional)	Service jeunesse Canada - Volet : Micro-subsventions - Volet : Service de placements (National/Régional)	23/24
Sustainable Development Goals - Stream: Grant stream - Stream: Contribution stream	Objectifs de développement durable - Volet : Volet subvention - Volet : Volet contribution	23/24
Youth Employment and Skills Strategy	Programme de la Stratégie emploi et compétences jeunesse	23/24
Workplace Harassment & Violence Prevention - Stream: Contribution stream	Prévention du harcèlement et de la violence dans le lieu de travail - Volet : Volet contribution	22/23

[PROGRAM VARIABLE PULLED FROM SAMPLE FILE AND USED FOR PROGRAM INSERTS THROUGHOUT]

Variable ID (Program Name – EN)	Program Name for Pipe-In
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Enabling Accessibility Fund – Grants Enabling Accessibility Funds (EAF) - Youth	Enabling Accessibility Fund (EAF)
New Horizons for Seniors Program NHSP – Pan-Canadian - Contributions	New Horizons for Seniors Program (NHSP): Community Based Stream Pan-Canadian Contributions Stream
Youth - Canada Summer Jobs	Canada Summer Jobs (CSJ)
SDPP- Disability Issues – Grant	Social Development Partnerships Program – Disability (SDPP-D)
AWAH – In Home Support Pilot Projects AWAH – Scaling Up	Age Well at Home In Home Support Pilot Projects Stream /Scaling Up Stream
CAS-Women Skilled Trades	Canadian Apprenticeship Strategy Projects Targeting Women in Skilled Trades Stream
Opportunities Fund - Project	Opportunities Fund for Persons Disabilities National Stream Regional Stream
Foreign Credential Recognition - CRF	Foreign Credential Recognition CRF Stream
IELCC Quality Improvement Project First Nations	Indigenous Early Learning and Child Care Quality Improvement Project Stream
CSC - Micro-Grants CSC - Micro-Grants Diversity CSC - Opportunities - Regional and Local CSC - Opportunities - National	Canada Service Corps Micro grants Stream Service Placements (Regional and National) Streams
SDG Funding Program-Contribution SDG Funding Program-Grant	Sustainable Development Goals Grant Stream Contribution Stream
Youth Employment and Skills Strategy	Youth Employment and Skills Strategy
Workplace Harassment & Violence Prevention	Workplace Harassment & Violence Prevention

[PROGRAM STREAM VARIABLE PULLED FROM SAMPLE FILE]

Program Name	Variable ID (Stream Name)
Enabling Accessibility Fund (EAF)	Enabling Accessibility Fund: Grant (Grant) Enabling Accessibility Fund: Youth Innovation (Grant) 2022/23 CFP-EAF-COMM-ACC-G-2022-195 CFP-EAF-ELCC-G-2022-197 CFP-EAF-SHEL-G-2022-198 CFP-EAF-WORK-ACC-G-2022-196 CFP-EAF-Y-COMM/FA-J-COMM-2022-187 CFP-EAF-Y-COMM/FA-J-COMM-2023-216 2023/24 CFP-EAF-FPA-MID-2023-226 CFP-EAF-INDIGENOUS-G-2022-199 CFP-EAF-Y-WORK/FA-J-TRAV-2022-186

	CFP-EAF-Y-WORK/FA-J-TRAV-2023-215
New Horizons for Seniors Program (NHSP)	Community-based (Grant) Pan-Canadian Contributions (Contribution) 2022/23 CFP-NHSP 25000/PNHA 25000-2022-190 CFP-NHSP 25000/PNHA 25000-2023-213 2023/24 CFC- NHSP- Pan // AEC PNHA Pan-2023-227 CFP-NHSP-PAN/PNHA-PAN-C-2024-246
Youth - Canada Summer Jobs	Canada Summer Jobs (CSJ) CFP-CSJ//AP-ÉEC-2023-228
Age Well at Home (AWAH)	Scaling-Up (Contribution) In-Home Support (Contribution) 2022/23 AWAH-In home/BVCS à domicile-2022-180 AWAH-ScalingUP/BVCS Échelle-2022-179
Canadian Apprenticeship Strategy (CAS)	Canadian Apprenticeship Strategy Projects Targeting Women in Skilled Trades Stream 2022/23 CFP-UTIP/PIMS-INV-EQUI-FOR-G-2022-192 (Grants) CFP-UTIP/PFIMS-INV-EQUI-FOR-C-2022-191 (Contributions) CFP-UTIP-PFIMS-INN-APP-C-2022-202 (Contributions) CFP-CAS-WST-SCA-FMS-C-2022-203 (Contributions) 2023/24 CAS_UTIP_G//SCA_PFIMS_S_2023-2019 (Grants) CAS_UTIP_C//SCA_PFIMS_C_2023-2018 (Contributions)
SDPP- Disability Issues – Grant	Social Development Partnerships Program – Disability (SDPP-D) 2022/23 SDPP – Nat. – PPDS – Nat. - 2022-181 2023/24 CFP-SDPP-D_G/AP-PPDS-PH_S--2023-221 CFP-SDPP-D_G-Int/AP-PPDS-PH_S-Int-220 N/A
Opportunities Fund for Persons with Disabilities (OFPWD)	National Project (Contribution) Regional Project (Contribution) 2022/23 CFP-OF-D-NAT/FI-H-NAT-2022-189 CFP-OF-D-REG/FI/H/REG-2022-188 CFC_OF_Sign/AEC_FI_Signe 2023-217
Foreign Credential Recognition (FCR)	CRF (Contribution) 2022/23 CFP-NAT-FCR-PRTCE-2022-205
Indigenous Early Learning and Child Care (IELCC)	Quality Improvement Projects (ISETP) 2022/23 IELCC Repairs & Reno-FN 2023/2024 IELCC Repairs & Reno-FN

	IELCC Quality Improvement Project First Nations
Canada Service Corps (CSC)	Micro-Grants (Contribution) Service Placements (Regional) (Contribution) Service Placements (National) (Contribution) 2023/24 CFP-CSC-SJC-MGD-MSD-2023-234 CFP-CSC-SJC-MIC-G-MIC-S-2023-223 CFP-SPNS-VNOB-NAT-CSC-SJC-2023-224 CFP-SPRS-VROB-REG-CSC-SJC-2023-225
Sustainable Development Goals (SDG)	Grant Stream (Grant) -Contribution Stream (Contribution) 2023/24 CFP-SDG-C/AP-ODD-C-2023 – 230 CFP-SDG-G//AP- ODD-S 2023 - 229
Youth Employment and Skills Strategy	CFP-YESS-AP-SCEJ-2023-222
Workplace Harassment & Violence Prevention (WHVP)	Contribution Stream (Contribution) 2022/23 CFC-WHVP/AEC-FPHVMT-C-2021-161

[FUNDING APPROVAL VARIABLE PULLED FROM SAMPLE FILE]

Variable ID (Funded Flag)	Funding Status for PN
Yes	Approved
No	Denied
TBD	TBD

Pre-application—Information Gathering about Program

2. Which of the following did you use to find out about [INSERT PROGRAM] [‘-INSERT STREAM IF APPLICABLE. IF STREAM = N/A DO NOT INSERT’] **before** you applied? Consider all the methods you used to learn about the program before filling out the application. Please select all that apply.

[RANDOMIZE. ALWAYS KEEP ‘Went online to the Government of Canada website’, ‘Went online to the Government of Canada website for the [INSERT PROGRAM]’, ‘Went online to websites for other levels of government (provincial, territorial or municipal)’, AND ‘Went online to other websites’ GROUPED]

- Went online to the Government of Canada website
- Went online to the Government of Canada website for the [INSERT PROGRAM]
- Went online to websites for other levels of government (provincial, territorial or municipal)
- Went online to other websites
- Used social media to get information
- Called a Service Canada office directly
- Called 1 800 O-Canada phone line
- Emailed a Service Canada office
- Emailed a Program Officer for [INSERT PROGRAM] directly
- Went to a Service Canada office
- Participated in a Government of Canada information session or webinar
- Talked to my local Member of Parliament (MP)

Talked to my peers/community network
Received an email from the Government of Canada, ESDC or [INSERT PROGRAM] directly
Used the applicant guide for the program [OR insert program name]
NONE OF THESE [EXCLUSIVE; ANCHOR]

[IF Q2= “NONE OF THESE’/DK/REF SKIP TO Q6]

[IF Q2= ‘WENT ONLINE TO THE GOVERNMENT WEBSITE’ OR ‘WENT ONLINE TO THE GOVERNMENT OF CANADA WEBSITE FOR THE [INSERT PROGRAM]’ ASK Q5, OTHERWISE SKIP]

5. On a scale from 1 to 5, where 1 is “very difficult” and 5 is “very easy”, how difficult or easy was it to find the following information about [INSERT PROGRAM] on the Government of Canada website? Select one response per item.

[ROWS. RANDOMIZE]

Find general information about [INSERT PROGRAM]
Understand the information about [INSERT PROGRAM]
Determine if your organization is eligible for [INSERT PROGRAM] funding
Determine the steps to apply for funding
Find out what information you need to provide when applying for [INSERT PROGRAM]
Determine the amount of time each phase of the application process is anticipated to take (i.e. service standard for time to acknowledge proposal, time to notify of funding decision, and time to issue payment)
Determine when the application period for [INSERT PROGRAM] takes place (i.e. opening and closing of call for proposals)

[COLUMNS]

1 – Very difficult
2
3
4
5 – Very easy
Don’t know

[ASKED OF ALL EXCEPT THOSE WHO RESPONDED ‘NONE OF THESE’/DK/REF AT Q2]

5b. How much do you agree or disagree that you were able to find the information you needed (online, in person, or by phone) within a reasonable amount of time? Please use a scale of 1 to 5, where 1 is “strongly disagree” and 5 is “strongly agree”.

[COLUMNS]

1 – Strongly disagree
2
3
4
5 – Strongly agree
Don’t know

[IF Q2= ‘WENT ONLINE TO THE GOVERNMENT WEBSITE’ OR ‘WENT ONLINE TO THE GOVERNMENT OF CANADA WEBSITE FOR THE [INSERT PROGRAM]’]

5c. When learning about **[INSERT PROGRAM]** on the Government of Canada website, which of the following changes would have improved your experience the **most**?

If it was easier to...

[RANDOMIZE]

Find general information about **[INSERT PROGRAM]**

Understand the information about **[INSERT PROGRAM]**

Determine if your organization is eligible for **[INSERT PROGRAM]** funding

Determine the steps to apply for funding

Find out what information you need to provide when applying for **[INSERT PROGRAM]**

Determine the amount of time each phase of the application process is anticipated to take (i.e., service standard for time to acknowledge proposal, time to notify of funding decision, and time to issue payment)

Determine when the application period for **[INSERT PROGRAM]** takes place (i.e. opening and closing of call for proposals)

Application Process—Applying for Funding

6. To prepare and complete your application (up until submission) did you consult with any of the following? Please select all that apply.

[RANDOMIZE][MULTIPUNCH]

Went online to the Government of Canada website

Went online to the Government of Canada website for the **[INSERT PROGRAM NAME]**

Went to a Service Canada office

Called a Service Canada office directly

Called 1 800 O-Canada phone line

Used social media to get information

Went online to other websites for information

Talked to my peers/community network

Emailed a Service Canada office

Emailed a Program Officer for **[INSERT PROGRAM]** directly

Participated in a Government of Canada information session or webinar

Talked to my local Member of Parliament (MP)

Worked with a private consultant

Used the applicant guide for the program **[OR INSERT PROGRAM NAME]**

NONE OF THESE **[EXCLUSIVE; ANCHOR]**

7. On a scale of 1 to 5, where 1 is “very difficult” and 5 is “very easy”, how would you rate the following elements of the application for **[INSERT PROGRAM]**? Select one response per item.

[ROWS. RANDOMIZE]

Understanding the requirements of the application

Putting together the information you needed to apply for **[INSERT PROGRAM]**

Completing the narrative questions (i.e., funding objectives, description of project, scope of project, etc.)

Completing the budget document

Completing the project timeline

Meeting the requirements of the application process

[COLUMNS]

1 – Very difficult

2

3

4

5 – Very easy

Don't know

9. On a scale from 1 to 5, where 1 is “strongly disagree” and 5 is “strongly agree”, please rate the following statement:

The application took a reasonable amount of time to complete.

1 – Strongly disagree

2

3

4

5 – Strongly agree

Don't know

10. Which of the following methods did you use to submit your application? Please select only one.

Submitted an application using the online fillable form

[IF 'Application_Source' IN SAMPLE = GCOS ASK] Submitted an application using the Grants and Contributions Online Services (GCOS) account/web portal

Downloaded the application documents and then submitted by email

Downloaded the application documents and then submitted by mail

Submitted application documents to a Service Canada office

Submitted on my behalf by my local Member of Parliament

Other

NONE OF THESE [EXCLUSIVE; ANCHOR]

[IF NONE OF THESE SKIP TO Q13 OTHERWISE CONTINUE.]

11. Why did you choose this method to submit your application? Please select one reason only.

[RANDOMIZE]

It was the only method available

It was the easiest/most familiar way to apply

I felt more confident my application would be submitted properly

It was the method I was directed to use

I did not know any other way to apply

Other

[IF SELECTED “Submitted an application using the Grants and Contributions Online Services (GCOS) account/web portal” AT Q10 SKIP Q11B AND Q11C, OTHERWISE CONTINUE]

[SHOW ABOVE Q11B] Grants and Contributions Online Services (GCOS) is a secure portal that allows you to:

- Apply online for Employment and Social Development Canada (ESDC) grants and contributions, instead of using paper forms.
- Track your application status.
- Submit supporting documents online.
- Manage your grant or contribution project in a secure environment.

11B. Before today, were you aware of the GCOS secure portal that allows you to apply online, track your application status, and manage grant and contribution project(s)?

Yes

No

11C. Why did you not submit your application using the GCOS portal?

[RANDOMIZE]

Not aware of the GCOS portal.

Instructions on how to register for a GCOS account were not clear.

Difficulty receiving assistance from support contacts on registering for GCOS (e.g., Program Officers, Service Canada offices).

Difficulty receiving assistance from support contacts on using GCOS (e.g., Program Officers, Service Canada offices).

Technical difficulties with the GCOS portal.

Registration process took too long

Registration process was complicated

Do not have the mandatory Canada Revenue Agency (CRA) business number that is needed to register a GCOS account.

Problems validating information or the primary officer's identity.

Difficulty accessing information in preferred language(s).

GCOS did not meet my accessibility needs Concerns about data privacy or security during registration process.

Other **[ANCHOR]**

[IF USED 'Submitted an application using the online fillable form' OR 'Submitted an application using the Grants and Contributions Online Services (GCOS)' AT Q10 ASK Q12, OTHERWISE SKIP TO Q13]

12. On a scale from 1 to 5, where 1 means "very difficult" and 5 means "very easy", how difficult or easy was it to.....

Submit your application online for **[INSERT PROGRAM]**

[IF USED Submitted an application using the Grants and Contributions Online Services (GCOS) AT Q10 ASK] Register for a Grants and Contributions Online Services (GCOS) account

Complete the steps of the application process for **[INSERT PROGRAM]** using the GCOS portal]

[IF FUNDING STATUS = APPROVED -AND- USED Submitted an application using the Grants and Contributions Online Services (GCOS) AT Q10 ASK] Manage your

active project using the GCOS portal (e.g., create, modify, and submit claim and activity reports, supporting documents, forecast of project expenditures, etc.)

- 1 – Very difficult
- 2
- 3
- 4
- 5 – Very easy
- Don't know

13. After you submitted your application, were you contacted by Service Canada to provide additional information to support your application?

- Yes
- No
- Don't know

[IF YES TO Q13 ASK Q14, OTHERWISE SKIP]

14. Why were you contacted by Service Canada? Select all that apply.

- [RANDOMIZE]
- Missing documents or information in my application
- Clarify information in my application
- Budget template needed modifications
- My organization or project was not eligible
- An outstanding issue with a previous application
- Other reason
- Don't know

Post-application—Decision

15. Did you contact Service Canada for any of the following reasons before receiving your funding decision? Select all that apply.

- To check the status of your application
- To find out timelines for receiving a funding decision
- To withdraw your application
- To modify your application
- Other reason
- Don't know
- Did not contact Service Canada

[IF “DON’T KNOW” OR “DID NOT CONTACT SERVICE CANADA’ WAS SELECTED FOR Q15, SKIP TO Q17, OTHERWISE CONTINUE]

16. On a scale from 1 to 5, where 1 is “very difficult” and 5 is “very easy”, how was your experience following up with Service Canada about your application?

- 1 – Very difficult

- 2
- 3
- 4
- 5 – Very easy
- Don't know

[IF SAMPLE VARIABLE 'FUNDED FLAG' = TBD AUTOPUNCH 'I did not receive a funding decision' AT Q17 AND 'Funding decision pending' AT Q18 AND SKIP TO Q25]

17. How were you notified of the funding decision about your application for **[INSERT PROGRAM]**? Please select one.

[RANDOMIZE]

- By mail
- By e-mail
- By receiving a direct deposit
- Online through your Grants and Contributions Online Services (GCOS) account
- By telephone
- From my local Member of Parliament (MP)
- I did not receive a funding decision

[IF SELECTED 'I did not receive a funding decision' AT Q17 AUTOPUNCH 'Funding decision pending' AT Q18 AND SKIP TO Q25]

18. After you submitted your application to **[INSERT PROGRAM]**, did your organization receive approval for funding?

- Yes
- No
- Funding decision pending
- [IF NO TO Q18, ASK Q19 AND Q20, AND SKIP Q22-24]
- [IF YES TO Q18, SKIP Q19 AND Q20 AND ASK Q22-24]
- [IF FUNDING DECISION PENDING TO Q18, SKIP TO Q25]

[IF Q18 = NO ASK, OTHERWISE SKIP]

19. Did your organization receive an explanation why you did not receive an approval for funding?

- Yes
- No
- Don't know

[IF YES ASK Q20, OTHERWISE SKIP]

20. On a scale from 1 to 5, where 1 is "very dissatisfied" and 5 is "very satisfied", how dissatisfied or satisfied were you with the explanation of the decision?

- 1 – Very dissatisfied
- 2
- 3
- 4
- 5 – Very satisfied
- Don't know

[IF Q18 = YES ASK, OTHERWISE SKIP]

22. Once your project began and the details of the funding agreement were finalized with **[INSERT PROGRAM]**, did you have to work with a Service Canada Program Officer to request changes to your project and/or submit an amendment to the funding agreement? *Examples could include changes to project timelines, project description, budget, etc.*

[ROWS]

Yes

No

Don't know

[COLUMNS]

Changes to your project scope

Changes to project timelines

Changes to project activities

Changes to project funding

Other reason

[IF YES TO ANY ITEM AT Q22 ASK Q23, OTHERWISE SKIP]

23. How long did the following take to complete? If you are uncertain, please provide your best guess.

[ROWS]

1 day

2 to 3 days

4 to 7 days / one week

More than 7 days / more than one week

[COLUMNS]

[INSERT ITEMS FROM Q22 = YES]

Post-agreement—Monitoring, Follow-up, and Close-out

[IF FUNDING STATUS = APPROVED ASK Q24, OTHERWISE SKIP]

24. On a scale of 1 to 5, where 1 is “very difficult” and 5 is “very easy”, how would you rate the following tasks related to your funding agreement with **[INSERT PROGRAM]**? Select one response per item or select not applicable if you did not have to complete the task as part of your agreement.

[ROWS. RANDOMIZE]

Completing the final budget/final claim

Submitting the final budget

Completing the final project report and/or program-specific requirement(s)

Submitting the final project report and/or program-specific requirement(s)

Resolving any outstanding issues with funding (i.e. dealing with remaining funds, overpayment, etc.)

[COLUMNS]

- 1 – Very difficult
- 2
- 3
- 4
- 5 – Very easy
- Not applicable

Tracking Service Channel Assessments

[PROGRAMMING FOR SERVICE CHANNEL ASSESSMENTS SECTION: EACH RESPONDENT WILL BE ASKED TO COMPLETE A SERVICE CHANNEL ASSESSMENT FOR EACH SOURCE USED BY THE RESPONDENT.]

[TO DETERMINE SOURCES:]

[CALLED SC OFFICE = Q2 or Q4 or Q6 ‘Called a Service Canada office directly’ OR Q17 ‘By telephone’]

[WENT TO A SC OFFICE = Q2 or Q4 or Q6 ‘Went to a Service Canada office’ OR Q10 ‘Submitted to a Service Canada office’]

[GOVERNMENT WEBSITE = IF Q2 OR Q7 ‘Went online to the Government of Canada website’]

[SC EMAIL = IF Q2 or Q4 or Q6 ‘Emailed a Service Canada office’ or Q10 ‘Downloaded application documents and submitted by email’ or Q17 ‘By email’]

[PROGRAM OFFICER EMAIL = IF Q2 or Q4 or Q6 ‘Emailed a Program Officer directly’]

[1-800 O’CANADA = IF Q2 or Q4 or Q6 ‘Called 1 800 O-Canada phone line’]

[ONLINE PORTAL = IF Q10 ‘Submitted an application using the Grants and Contributions Online Services (GCOS) web portal’ OR 17 ‘Online through your Grants and Contributions Online Services (GCOS) account’]

[MAIL = IF Q10 ‘Downloaded application documents and submitted by mail’ OR Q17 ‘By mail’]

25. Thinking about your overall experience, how many times did you **[IF MULTIPLE SOURCES ‘use each of the following’ IF ONLY ONE SOURCE ‘use the following’]**?
Please provide one response per item.

[INSERT ITEMS BASED ON SOURCE VARIABLE(S) SELECTED]

[ROWS][RANDOMIZE ITEMS]

[IF VISIT A SERVICE CANADA OFFICE SELECTED] Go to a Service Canada office

[IF GOC WEBSITE SELECTED] Go online to the Government of Canada website

[IF SC EMAIL SELECTED] Email a Service Canada Office

[IF PROGRAM OFFICER EMAIL SELECTED] Email a Program Officer directly

[IF 1-800 O’CANADA SELECTED] Call 1 800 O-Canada

[IF CALLED A SERVICE CANADA OFFICE SELECTED] Call a Service Canada office directly

IF MAIL SELECTED] Communicate by mail with the Government of Canada

[IF ONLINE PORTAL SELECTED] Go online to the Grants and Contributions Online Services (GCOS) web portal

[COLUMNS]

[INSERT NUMERIC TEXT BOX BESIDE EACH ITEM]

Don’t know

26. On a scale from 1 to 5, where 1 means “very dissatisfied”, and 5 means “very satisfied”. How dissatisfied or satisfied were you with the overall quality of service you received from each of the following?

[INSERT ITEMS BASED ON SOURCE VARIABLE(S) SELECTED]

[ROWS] [RANDOMIZE ITEMS]

[IF VISIT A SERVICE CANADA OFFICE SELECTED] Service Canada office

[IF GOC WEBSITE SELECTED] Government of Canada website

[IF SC EMAIL SELECTED] Email support from a Service Canada office

[IF PROGRAM OFFICER EMAIL SELECTED] Email support from a Program Officer

[IF 1-800 O’CANADA SELECTED] 1 800 O-Canada phone line

[IF CALLED A SERVICE CANADA OFFICE SELECTED] Telephone support from a Service Canada office

[IF MAIL SELECTED] Mail

[IF ONLINE PORTAL SELECTED] Grants and Contributions Online Services (GCOS) web portal

[COLUMNS]

1 – Very dissatisfied

2

3

4

5 – Very satisfied

Don’t know

Barriers and Issue Resolution

27. Thinking about your overall experience getting information and applying for **[INSERT PROGRAM]**, did you experience any problems or issues during this process?

Yes

No

[IF YES ASK Q28 AND Q29. OTHERWISE SKIP]

28. How would you describe the problem or issue you experienced? Select all that apply.
[MULTIPUNCH]

[RANDOMIZE]

Application form was too long

Application form was complicated

Application requirements were difficult to understand

Information on the program was difficult to understand

Took too long to receive a funding decision

Took too long to receive an update on my application

Telephone lines were busy

I received different answers from different Program Officers

Staff were not knowledgeable/could not answer my questions

Government of Canada website information was confusing

[INSERT PROGRAM] website information was confusing

Online account creation was confusing
Online application process was confusing
The information session was confusing
Technical difficulties
Completing the budget document was complicated
Other, please specify **[TEXT BOX]**

29. On a scale from 1 to 5, where 1 is “strongly disagree” and 5 is “strongly agree”, how much would you agree or disagree that the problem or issue was easily resolved?

- 1 – Strongly disagree
- 2
- 3
- 4
- 5 – Strongly agree
- Don't know

Overall Satisfaction

30. Thinking about the overall service you received, from getting information about **[INSERT PROGRAM]** to receiving a funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means “strongly disagree”, and 5 means “strongly agree”.

[ROWS. RANDOMIZE]

I was able to move smoothly through all of the steps related to the **[INSERT PROGRAM]** application.

[IF Q10 ‘Submitted an application using the Grants and Contributions Online Services (GCOS) web portal’ OR 17 ‘Online through your Grants and Contributions Online Services (GCOS) account’]

Being able to complete steps online made the process easier for me.

It was clear what to do if I had a problem or question.

Throughout the process it was clear what would happen next and when it would happen.

I was confident that any issues or problems would have been easily resolved.

I needed to explain my situation only once.

It was easy to get help when I needed it.

Overall, it was easy for me to apply for **[INSERT PROGRAM]**

I was provided with service in my choice of English or French.

I was confident that my personal information was protected.

[IF SOURCE = CALLED A GOVERNMENT OFFICE OR 1 800 O-CANADA] Service Canada phone representatives were helpful

[IF SOURCE = WENT TO GOVERNMENT OFFICE] Service Canada representatives that I dealt with in person were helpful

[IF SOURCE = WENT TO GOVERNMENT OFFICE] I travelled a reasonable distance to access the Service Canada Office

I received consistent information

It was easy to access service in a language I could speak and understand well

[ALWAYS LAST] The amount of time it took, from when I started gathering information to when I got a decision on my application, was reasonable.

[COLUMNS]

1 – Strongly disagree

2

3

4

5 – Strongly agree

Don't know

- 31.** On a scale from 1 to 5, where 1 means very dissatisfied, and 5 means very satisfied, how dissatisfied or satisfied were you with the overall service you received from Service Canada from getting information about **[INSERT PROGRAM]** to receiving a funding decision?

1 – Very dissatisfied

2

3

4

5 – Very satisfied

Don't know

- 32.** On a scale from 1 to 5, where 1 means do not trust at all, and 5 means trust a great deal, how much do you trust Service Canada to deliver services effectively to Canadians?

1 – Do not trust at all

2

3

4

5 – Trust a great deal

Don't know

- 26a.** And thinking about the entire process applying for **[INSERT PROGRAM]**, which of the following changes would have improved your overall experience the **most**?

[RANDOMIZE]

Being able to move more smoothly through all of the steps

It was easier to get help when I needed it

It was easier to resolve any issues or problems

It is clearer what to do if I had a problem or question

The amount of time, from when I start gathering information to when I get a decision on my application, was more reasonable

The amount of time to prepare the application was more reasonable

It was easier to access service in a language I speak and understand well

It was easier to complete steps online

It was more clear what will happen next in the process and when it would happen

Service Standards

[SHOW DESCRIPTION ABOVE Q36]

A service standard is a public commitment to a measurable level of performance applicants can expect under normal circumstances. Currently, Service Canada has service standards for all funding programs for the following:

Time to acknowledge a proposal: within 14 calendar days of receiving your application package.

Time to notify of funding decision: within 12 to 22 weeks (84 to 154 calendar days) from the date it was received or the end date of the intake process, depending on the characteristics of the intake method and program stream.

Time to issue payment once payment claim is submitted: For contributions, within 14 calendar days of receiving your completed claim package. For grants, within 14 calendar days of the approved project start date.

Service Canada commits to meeting three (3) service standards 80% of the time (under normal circumstances).

33. Before today, were you aware of any of these service standards?

[ROWS]

Time to acknowledge the submission of a funding application
Time to issue a finding decision notification
Time to issue payment once payment claim is submitted

[COLUMNS]

Yes
No

GBA+

Service Canada and the Department of Employment and Social Development Canada are committed to better understanding how diversity factors such as personal and social identities (e.g. gender, sexual orientation, ability, ethnicity, religious identity, etc.) may shape experiences of people or organizations applying for or obtaining federal funding.

34. Would the funding you applied for assist any of the following communities, clients or people? Please select all that apply

Those who identify as women
Those who identify as belonging to a minority racial or ethnic background
Those who identify as Black Canadians
Those who identify as Indigenous (First Nations, Inuit, Métis, urban non-affiliated)
Those who identify as having a mental or physical disability
Those who identify as belonging to a religious group
Those who identify as youth
Those who identify as seniors
Those who identify as veterans
Those who identify as trans, non-binary, other gender, gender-diverse or queer people
Those who identify as lesbians, gays, bisexuals, queers or other sexual minorities
Those who identify as Two-Spirit or Indigenous LGBTQQIA+ people
Those who identify with an English or a French-language minority community

- Those who identify as having a low socioeconomic status
- Those who identify as an immigrant or a non-permanent resident
- Those who identify as newcomers to Canada
- Those who are experiencing homelessness and/or currently unhoused
- None of the above **[MUTUALLY EXCLUSIVE]**

Respondent / Organization Profile

The last few questions are for statistical purposes only. All responses will remain confidential.

36. Which province/territory does your organization mainly operate in? Please select all that apply.

- Alberta
- British Columbia
- Manitoba
- New Brunswick
- Newfoundland and Labrador
- Northwest Territories
- Nova Scotia
- Nunavut
- Ontario
- Prince Edward Island
- Quebec
- Saskatchewan
- Yukon

36b. Which province/territory will your organization deliver project activities for [INSERT PROGRAM]?

- Alberta
- British Columbia
- Manitoba
- New Brunswick
- Newfoundland and Labrador
- Northwest Territories
- Nova Scotia
- Nunavut
- Ontario
- Prince Edward Island
- Quebec
- Saskatchewan
- Yukon

37. Which statement best describes your organization as it relates to completing the application for funding. Select one response.

- I am solely responsible for completing the funding application
- A team of employees are dedicated to completing the funding application
- A dedicated in-house proposal writer completes the funding application
- A team of both employees and volunteers completes the funding application
- A team of volunteers complete the funding application

We hire a consultant(s) to complete the funding application
I am not personally involved although I oversee this, or have some awareness

38. Was this the first application your organization submitted to [INSERT PROGRAM], or have you applied to [INSERT PROGRAM] in the past? Select one response.

First application
Applied once or twice before
Applied several times before
Apply for the same program on an annual basis
Don't know

[IF 'FIRST APPLICATION SELECTED' AT Q41, ASK Q41B OTHERWISE SKIP]

38b. Has your organization submitted an application to a different Grant or Contribution program from Service Canada program in the past five years?

Yes
No
Unsure / don't know

38c. Thinking about the last five years, how often does your organization apply for international, federal, provincial/territorial, and/or municipal or local funding of any kind?

[ROWS]
International
Federal
Provincial/territorial
Municipal/local

[COLUMNS]
Monthly
Quarterly
Bi-annually
Annually
Less often than annually
Never
I don't know

38d. How many years has your organization been in operation?

Less than one year
One year to less than three years
Three years to less than five years
Five or more years

39. What sector does your organization operate in? Please select all that apply.

Not-for-Profit [HEADER]

Community, charitable or voluntary organizations, including faith-based organizations (for

example, churches, synagogues, temples, mosques)
Associations of workers or employers as well as professional and industrial organizations
Indigenous not-for-profit organizations
Non-governmental organizations
Unions
Sector councils
Not-for-profit Band Councils
Other

Public Sector [HEADER]

Public community colleges and vocational schools
Public health, including public hospitals, nursing homes, senior citizen homes, rehabilitation homes
Public degree-granting universities and colleges
Municipal governments and agencies, including regional legislative bodies and departments
School boards and elementary and secondary institutions
Territorial governments
Other

Private Sector [HEADER]

Financial Institutions
Business, incorporated or unincorporated bodies including partnerships and sole proprietorships
Indian Band corporations
Private Band Councils
Private universities or colleges
Other

40. Approximately how many employees work (full-time or part-time) for your organization?

Please select one.

None
1-4 employees
5-9 employees
10-19 employees
20-49 employees
50 or more employees
Don't know

41. Approximately how many volunteers work (full-time or part-time) for your organization?

Please select one.

None
1-4 volunteers
5-9 volunteers
10-19 volunteers
20-49 volunteers
50 or more volunteers
Don't know

42. In which of the official languages does....? Please select one response for each item.

[ROW]

Your organization prefer to receive service in

Your organization provide service in

Your client population speak

[COLUMN]

English

French

Both/Either

Other

[END OF CORE SURVEY, ALL REMAINING MEASURES OPTIONAL]

43. Thinking about your experience with Service Canada, throughout the entire application process, have you ever felt discriminated against on the basis of your identity?

Yes

No

[IF YES ASK Q44, OTHERWISE SKIP]

44. On which grounds did you feel discriminated against? Select all that apply

Race

National or ethnic origin

Colour

Religion or Religious identity

Age

Sex

Sexual Orientation

Gender identity or expression

Marital status

Family status

Ability/disability

Genetic characteristics

A conviction for which a pardon or record suspension has been granted

Language

Other

[IF 'FIRST APPLICATION' OR 'DON'T KNOW' SELECTED AT Q38 SKIP Q44a, OTHERWISE CONTINUE]

44a. You indicated your organization has applied for [INSERT PROGRAM] before. Comparing the service you received for [INSERT PROGRAM] in the past with your most recent experience, from getting information about the program to receiving a funding decision, do you feel the quality of service has improved, declined or stayed about the same?

[ROWS. RANDOMIZE]

Overall level of satisfaction with service received

Ease of completing application

Ease of submitting application

Clarity of information on [INSERT PROGRAM] website
Ease of getting assistance when needed
The amount of time it took from when I started gathering information to when I got a decision on my application

[COLUMNS]

Declined significantly
Declined somewhat
About the same
Improved somewhat
Improved significantly
Don't know

45. Thank you for participating in the Service Canada's Grants and Contributions client experience survey. This survey collects valuable insight about your satisfaction, how services are delivered, and areas for improvement. The research also involves a qualitative phase of focus groups and interviews expected to take place in March 2025.

Are you interested in having a representative from Ipsos contact you to participate in focus groups or interviews about the service you received?

Yes
No

[IF YES ASK CONTACT INFO, OTHERWISE END SURVEY]

46. You indicated you would like to participate in the qualitative phase of focus groups and interviews. **Your feedback is important to us and your answers will always remain confidential, meaning that your contact information will not be shared with Service Canada and will not be attached to your survey responses.** Please provide an email address and phone number where Ipsos may contact you. [mandatory if they indicate 'yes']

Full Name

Email [VALID FOR PROPER EMAIL]

Phone Number [VALIDATE FOR PROPER PHONE NUMBER]

The survey is complete. This survey is part of a larger research study. Your anonymous responses will be combined with all responses gathered during the survey, then aggregated, analyzed and published as public information.

The full detailed survey report, along with an executive summary and data tables will be posted on the Library and Archives Canada website within six months of the conclusion of this study.

Should you have any question, you can reach those responsible for the survey at Service Canada (Employment and Social Development Canada) directly by emailing pob.ri.dgop@hrsdc-rhdcc.gc.ca.

Thank you for your participation.

ANNEX 2: Recruitment Screener and Discussion Guide for Online Focus Groups and In-depth Interviews

Recruitment Screener

Hello/Bonjour. Good morning/afternoon/evening, **[NAME OF POTENTIAL PARTICIPANT]**

My name is _____ and I am calling from Ipsos, a national market research organization.

[FOR USE IN BC, AB, SK, MB, ON, PEI, NL, AND NS AND TERRITORIES]

[SKIP NEXT QUESTION IF CLIENT LIST INDICATES LINGUISTIC PREFERENCE → CHECK COLUMN A OF SAMPLE SPREADSHEET FOR LANGUAGE CONTACT COMPLETED THE SURVEY]

Would you prefer to continue in English or French? **[CONTINUE IN LANGUAGE OF PREFERENCE OR ARRANGE CALL BACK IN OTHER LANGUAGE]**

[FOR USE IN QUEBEC/NEW BRUNSWICK]

Préférez-vous continuer en français ou en anglais? **[CONTINUE IN LANGUAGE OF PREFERENCE OR ARRANGE CALL BACK IN OTHER LANGUAGE]**

[USE FOR OPT-IN RESPONDENTS]

I am calling about a survey you recently filled out for Service Canada, also known as Employment and Social Development Canada (ESDC), which was done by Ipsos. As you may recall, this was the *Service Canada Grants and Contributions Client Experience Research Survey*. You responded at the end of the survey that you might be interested in participating in follow-up qualitative research.

We are calling about the follow-up research. Your participation in this research will not have any impact on your relationship with the Government of Canada, or your organization's likelihood to obtain future grants or contributions funding or any other Government of Canada benefits.

We want to hear from organizations who have recently applied to federal grants or contributions programs through Service Canada, including both funded and unfunded organizations.

In order to determine if you are the right person to participate in this research, we would like to go over a short description of the research and ask you some questions that should take approximately 10 minutes. May I continue?

Yes **CONTINUE**

No **ARRANGE FOR A TIME TO CALL BACK**

The qualitative research will be about how your organization experienced the process of applying for a federal government program. We are looking to speak to an individual at your organization who would be directly familiar with your organization's application for funding. This individual would be directly responsible or part of a team that deals with the application for the grant or contribution and is aware of the outcome of the application. For funded applicant organizations, this individual would also be personally responsible or part of a team who receives and uses the funding, and determines whether to apply again in future. For unfunded applicant organizations,

this individual would be personally responsible or part of a team who may follow up about the application once the decision has been made and determines whether to apply again in future.

Are you a person in the organization who fits this description?

Yes **CONTINUE**

No

IF NO, ASK: Who in your organization is best suited to participate in this study? **ASK FOR NAME/CONTACT INFO AND [RECORD]**

RECRUITER WILL STREAM AND RECRUIT FOR PARTICIPANTS PER THE SAMPLE BREAKDOWN – WILL AIM FOR REGIONAL REPRESENTATION IN ALL GROUPS AND INTERVIEWS, AND A MIX OF PROGRAMS.

ONLINE DISCUSSION GROUP INTRODUCTION

The qualitative research will take place via an online video meeting or focus group platform; this allows for everyone to share their opinion and participate from the comfort and privacy of your workspace or home.

Your participation is voluntary.

Should you agree to participate your identity will remain anonymous in our final report to Service Canada and your responses will be kept confidential. The group discussion will be hosted online and last approximately an hour and a half to two hours.

If you are selected and participate in the qualitative research, we will offer you an honorarium for volunteering your time.

If you wish to verify the validity of this study, please contact:

Cynthia Biasolo

cynthia.biasolo@servicecanada.gc.ca

Director, Integrated Planning and Business Analysis//Directrice, Division de la planification intégrée et analyse des activités

Programs Operations Branch//Direction générale des opérations de programmes

Employment and Social Development Canada// Emploi et Développement social Canada

Tel: 1-343-576-1444

This online group will be using video, so we will be asking you to have your webcam and audio turned on during the discussion. Is this something you would agree to?

Yes **CONTINUE**

No IF NO, ASK: We are also offering the option of an in-depth interview which you would be able to dial into using a telephone. Would you prefer to participate in this way instead?

Yes **CONTINUE TO IN-DEPTH INTERVIEW INTRODUCTION**

No **THANK AND TERMINATE**

Would you be interested in participating in this online roundtable discussion which will be held on [timing TBC]?

Yes **CONTINUE**

No **THANK AND TERMINATE**

IN-DEPTH INTERVIEW INTRODUCTION

FOR IDIS, INCLUDE A MIX BASED ON AVAILABILITY AND PRIORITISE THOSE WITH LOW SATISFACTION

We would like to conduct an in-depth interview with you. This interview will be scheduled at a time most convenient for you. It will be conducted via an online meeting platform or telephone. You would have the option to participate using a webcam and your computer audio, or to dial in by telephone. With these options, you could participate from home or from work.

Participation is voluntary and should you agree to participate, your identity will remain anonymous in our final report to Service Canada and your responses will be kept confidential. This would last 45-60 minutes and we would offer an honorarium for volunteering your time.

If you wish to verify the validity of this study, please contact:

Cynthia Biasolo

cynthia.biasolo@servicecanada.gc.ca

Director, Integrated Planning and Business Analysis//Directrice, Division de la planification intégrée et analyse des activités

Programs Operations Branch//Direction générale des opérations de programmes

Employment and Social Development Canada// Emploi et Développement social Canada

Tel: 1-343-576-1444

Would you be interested in participating in this discussion?

Yes **CONTINUE**

No **THANK AND TERMINATE**

RECRUITMENT TABLE

FOR FOCUS GROUPS, EXCLUDE IF THERE IS UPTAKE FOR UNSATISFIED FOR IDIS

FOR PROGRAM TYPE CHECK COLUMN D OF SAMPLE SPREADSHEET

FOP FUNDED/UNFUNDED STATUS CHECK COLUMN J OF SAMPLE SPREADSHEET

FOR PROGRAM NAMES CHECK COLUMN B (EN) and COLUMN C (FR) OF SAMPLE SPREADSHEET, FOR STREAM CHECK COLUMN E (EN) AND COLUMN F (FR)

FOR PROVINCE AND TERRITORIES CHECK COLUMN G OF SAMPLE SPREADSHEET

FOR SECTOR CHECK COLUMN H OF SAMPLE SPREADSHEET

<p>Group 1: 6-8 Funded applicants to any program of the following programs: Canada Summer Jobs (CSJ)</p> <p>NATIONAL – ENGLISH</p>	<p>June 26th 10am EST</p>
<p>Group 2: 6-8 Funded applicants to the following program: New Horizons for Seniors Program (NHSP)</p> <p>QUEBEC - FRENCH</p>	<p>July 8th 10am EST</p>
<p>Group 3: 6-8 Unfunded applicants to any program of the following programs: New Horizons for Seniors Program (NHSP) - Pan-Canadian Contributions 2023-24, Age Well at Home (AWAH) - In-home, Youth Employment and Skills Strategy (YESS), Enabling Accessibility Fund (EAF) - Mid-sized component</p> <p>QUEBEC – FRENCH</p>	<p>July 8th 3pm EST</p>
<p>Group 4: 6-8 Unfunded applicants to any program of the following programs: Enabling Accessibility Fund (EAF) - Small project (Community Projects, Early Learning and Childcare Organization, Indigenous Organization, Shelter Organization, Workplace Project) , Enabling Accessibility Fund (EAF) - Youth innovation (Community stream – 2022 and 2023, workplace – 2022 and 2023), Sustainable Development Goals (SDG) - Grant stream</p> <p>NATIONAL - ENGLISH</p>	<p>June 26th 3pm EST</p>
<p>Twenty-five (25) in-depth interviews. Aim for:</p> <ul style="list-style-type: none"> • 3 with Canadian Apprenticeship Strategy (CAS) • 3 with Foreign Credential Recognition – (preferably 2 funded, 1 unfunded / 2 English, 1 French) • 2 with Indigenous Early Learning and Child Care (IELCC) • 2 with Opportunities Fund for Persons with Disabilities – National (preferably 1 funded, 1 unfunded) • 2 with Opportunities Fund for Persons with Disabilities – Regional (preferably 1 funded, 1 unfunded) • 1 with Workplace Harassment and Violence Prevention Fund (WHVPF) • 2 with Canada Service Corps (CSC) - Micro-grant Diversity • 3 with Age Well at Home (AWAH) - preferably 2 funded, 1 unfunded / 2 English, 1 French • 3 with Social Development Partnerships Program (SDPP) - National Operating Funding stream (2022-23) • 1 with Social Development Partnerships Program (SDPP) - Intersectional Capacity Development stream (2023-24) • 1 with Social Development Partnerships Program (SDPP) 	<p>TBC</p>

<ul style="list-style-type: none"> - Organizational Capacity Development (2023-24) • 2 with Sustainable Development Goals (SDG) - Contribution stream <p>MIX OF ENGLISH AND FRENCH</p>	
<p>Across both focus groups and IDIs, aim for inclusive and broad representation on:</p> <ul style="list-style-type: none"> • Demographic profile of participants • Geographical reach of organization’s activities – representation from across provinces and along the urban-rural continuum. • Firmographics of the size of organization and nature of its activities 	

THE PURPOSE OF THIS SCREENER IS TO CONFIRM WHICH PROGRAM THEY APPLIED FOR, TO PROVIDE INFORMATION AND GAUGE INTEREST IN THE RESEARCH SESSIONS, AND TO CONFIRM THEIR COMMUNICATION ABILITIES FOR THE RESEARCH SESSIONS.

We understand that you will be participating in this research on behalf of your organization that applied for a grant or contribution through Service Canada (also known as ESDC). Given that personal identity and experience is an important contributor to our perceptions, we would like to ensure that we have a good balance of people from diverse backgrounds and identities.

The next few questions are related to different aspects of your personal identity. For these questions, each has a “prefer not to answer” option which is perfectly fine.

1. Please tell me if you identify as... **[READ LIST]**

- Male
- Female
- Non-binary
- I prefer to identify as _____ **[RECORD]**
- I prefer not to answer

2. Do you identify as Indigenous? This includes First Nations, Metis, Inuit, with or without status?

- Yes – First Nations
- Yes – Métis
- Yes – Inuk
- Yes – Prefer to self describe
- Yes – Don’t know
- No
- Prefer not to say

3. SKIP ETHNICITY QUESTION IF INDIGENOUS. ASK EVERYONE ELSE. We are all

currently living in Canada but our ancestors come from all different parts of the world. Which of the following ethnic or cultural groups do you MOST identify with? If you prefer, I can read you a list of ethnic and cultural identities to choose from. [READ LIST IF REQUESTED / PREFERRED]

- Arab (e.g. Syrian, Egyptian, Yemeni)
- Asian – East (e.g. Chinese, Korean, Japanese)
- Asian – South-East (e.g. Vietnamese, Filipino)
- Asian – South (e.g. East Indian, Pakistani, Sri Lankan)
- Asian – West (e.g. Iranian, Afghan, Turkish)
- Black – Caribbean and Latin American (e.g. Jamaican)
- Black – African (e.g. Ghanaian, Ethiopian, Nigerian)
- Black – Canadian/American
- Latin American (e.g. Brazilian, Mexican)
- White (e.g. European – English, Ukrainian, French)
- Other WRITE IN
- Don't know
- Prefer not to answer

RECRUIT MIX

4. Do you identify as having a disability?
- Yes **CONTINUE TO Q5**
 - Unsure **CONTINUE TO Q5**
 - No **SKIP TO Q6**
 - I prefer to not answer **SKIP TO Q6**

ASK IF RESPONSE TO Q4 IS YES OR UNSURE

5. I'm going to read you a list of different areas and types of disabilities. These disabilities could be permanent, temporary or episodic – meaning that they change over time. Please tell me YES or NO if you currently identify as having that type of disability, or have identified as having that disability in the past.
- a. **Seeing** - also known as visual impairment, it affects a person's ability to see - even when wearing glasses or contact lenses.
 - b. **Hearing** - also known as Deaf or Hard of Hearing, it affects a person's ability to hear - even when using a hearing aid.
 - c. **Mobility** - also known as a physical disability, it affects a person's ability to move.
 - d. **Flexibility** - also known as a physical disability, it affects a person's ability to move their joints.
 - e. **Dexterity** - also known as a physical disability, it affects a person's ability to do tasks, especially with their hands.
 - f. **Pain** - also known as chronic pain disorder, it affects a person's ability to function due to pain.

- g. **Learning** - also known as learning disabilities, it affects the way a person receives, understands, and uses information.
- h. **Developmental** - also known as intellectual disabilities, it affects a person's ability to learn and to adapt their behaviour to different situations.
- i. **Memory** - also known as a memory disorder, it affects a person's ability to remember information.
- j. **Mental health-related** - also known as mental illness, it affects a person's psychology or their behavior.
- k. **Communication** - also known as a communication disorder, it affects a person's ability to receive, understand, and respond to communication with others.
- l. **Speech** - also known as a speech disorder, it affects the way a person makes sounds to form words.
- m. **Language** - also known as a language-based disability, it affects a person's ability to understand and use spoken and written language.
- n. Do you believe you have any other type of disability? If so, please describe it.

[RECORD _____
_____]

- Yes
- No
- I prefer not to answer

ASK EVERYONE

6. Do you identify as someone belonging to a religious group or having a religious belief that includes exercising the freedom to worship in peace and security?

- Yes
- No
- I prefer not to answer

INCLUDE SOME PARTICIPANTS WHO IDENTIFY AS HAVING A DISABILITY AND/OR BELONG TO A RELIGIOUS GROUP

For the next series of questions, I would like to ask you about the federal government program or programs you applied to through ESDC, and about your organization generally.

7. A) Can I confirm that you organization applied to [INSERT PROGRAM NAME FROM RECONTACT FILE] and was this the first time you applied or have you applied to the program in the past?

- Applied to program for first time
- Applied to program in the past

RECRUIT MIX OF FIRST TIME APPLICANTS AND REPEAT APPLICANTS, FOR REPEAT

APPLICANTS CHECK COLUMN I OF SAMPLE SPREADSHEET

B) And which of the following methods did you use to apply?

	I submitted an application for a program	I applied online (via the web-portal or GCOS) (Emailing a completed PDF is NOT applying online)	I contacted the Government of Canada to get information about an application	I received a decision about an application	I followed-up with the Government of Canada after decision
Canada Summer Jobs (CSJ)					
Youth Employment and Skills Strategy (YESS)					
Opportunities Fund for Persons with Disabilities - Regional					
New Horizons for Seniors Program (NHSP) - Community-based (Grant) 2022-23 and 2023-24					
New Horizons for Seniors Program (NHSP) - Pan-Canadian Contributions 2023-24					
Age Well at Home (AWAH) - In-home					
Sustainable Development Goals (SDG) - Contribution stream					
Enabling Accessibility Fund (EAF) - Mid-sized component					
Enabling Accessibility Fund (EAF) - Small project (Community Projects, Early Learning and Childcare Organization, Indigenous Organization, Shelter Organization, Workplace Project)					
Enabling Accessibility Fund (EAF) - Youth innovation					

(Community stream – 2022 and 2023, workplace – 2022 and 2023)					
Sustainable Development Goals (SDG) - Grant stream					
Canadian Apprenticeship Strategy (CAS)					
Foreign Credential Recognition					
Indigenous Early Learning and Child Care (IELCC)					
Opportunities Fund for Persons with Disabilities - National					
Workplace Harassment and Violence Prevention Fund (WHVPF)					
Canada Service Corps (CSC) - Micro-grant Diversity					
Age Well at Home (AWAH) - Scaling-up					
Social Development Partnerships Program (SDPP) - National Operating Funding stream (2022-23)					
Social Development Partnerships Program (SDPP) - Intersectional Capacity Development stream (2023-24)					
Social Development Partnerships Program (SDPP) - Organizational Capacity Development (2023-24)					

AIM FOR AT LEAST 15 WHO HAVE USED GCOS, FOR APPLICATION METHOD CHECK COLUMN K OF SAMPLE SPREADSHEET

8. Would the funding you applied for assist any of the following communities, clients or people:

Please note that the following list is not exhaustive.

- Those who identify as women who actively strive to achieve better gender equality/equity
- Those who identify as non-binary or other gender
- Those who identify as Black Canadians
- Those who identify as belonging to a minority racial or ethnic background
- Those who identify as having a mental or physical disability

- Those who identify as belonging to a religious group
- Other (Specify): _____

RECRUIT AT LEAST 2 PER GROUP

9. Please tell me which statement best describes your organization as it relates to applying for funding and program fulfillment:

	Applying for funding [CHOOSE ONE OPTION IN COLUMN BELOW]	Program fulfillment [CHOOSE ONE OPTION IN COLUMN BELOW]
A) I am solely responsible		
B) I am part of a team of employees		
C) I am part of a team of both employees and volunteers		
D) Our organization is heavily dependent on volunteers		
E) I am not personally involved although I oversee this, or have some awareness	TERMINATE IF YES TO BOTH APPLYING AND FULFILLMENT	TERMINATE IF YES TO BOTH APPLYING AND FULFILLMENT

RECRUIT AT LEAST 2 PER GROUP WHO CHOOSE C OR D FOR EITHER APPLYING OR FULFILLMENT

10. Did your organization receive funding as a result of its application?

- Yes
- No
- Unsure

RECRUIT PER RECRUITMENT TABLE

11. Is your organization...

- In the non-profit sector
- In the private sector
- In the public sector

RECRUIT MIX

12. Please tell me the type of organization you work for. Examples might include, but are not limited to, an NGO, church, Union, private company, or academic institution. **[RECORD]**

RECRUIT MIX OF TYPES

13. Approximately how many employees work for your organization? **[RECORD]**

RECRUIT MIX FROM THE FOLLOWING RANGES:

- 1-4 employees
- 5-9 employees
- 10-19 employees
- 20-49 employees
- 50-99 employees
- 100-249 employees
- 250 or more employees

14. Do you have volunteers in your organization?

- Yes
- No

IF YES TO Q14, ASK A15. IF NO, SKIP TO Q16

15. Approximately how many volunteers work for your organization? **[RECORD]**

- 1-4 volunteers
- 5-9 volunteers
- 10-19 volunteers
- 20-49 volunteers
- 50-99 volunteers
- 100-249 volunteers
- 250 or more volunteers

RECRUIT MIX

16. Do you operate and serve clients...

- Nationally
- Provincially
- Locally

17. Could you please tell me the village, town or city and province in which your organization is located. **[RECORD]**

RECRUIT PER RECRUITMENT TABLE

ENSURE GEOGRAPHICAL SPREAD ACROSS CANADA FOR GROUPS 1 AND 2, AND IDIs

18. Do you consider the area where your organization operates to be...

- A large urban area with 100,000 or more people
- A medium centre with 30,000 to 99,999 people
- A small centre with 1,000 to 29,999 people
- A rural area
- Operate in a mix of different areas e.g. national or provincial coverage

RECRUIT GOOD MIX

[MESSAGE FOR ONLINE DISCUSSION GROUPS]

Wonderful, you qualify to participate in one of our discussion sessions. You will be required to have access to a computer in a safe and quiet environment where you will not be overheard. Would you like to participate?

- Yes
- No – **IF NO, TERMINATE OR ASK ABOUT INTERVIEWS (if applicable)**

Please note that you may not send a replacement on your behalf to participate in the focus group. Do you agree?

- Yes
- No – **IF NO, TERMINATE OR ASK ABOUT INTERVIEWS (if applicable)**

The discussion will take about an hour and a half to 2 hours, and those who qualify and attend will receive an honorarium of **\$175.00** as a token of our appreciation for volunteering their time to participate.

We are reserving this discussion time for you. So if for any reason you cannot attend, please call: XXX-XXXX.

The session will be audio and video recorded. This recording is being done to assist us with our report writing. There also may be members of the staff from the Government of Canada that sponsored this research, as well as staff members from the Ipsos observing the session. They are simply there to get a first-hand look at the research processes. This is a standard focus group procedure.

For your reference, Ipsos' privacy policy is available at <https://www.ipsos.com/en-ca/about-us/privacy-data-protection>

We will be contacting you closer to the date and time of the session to confirm when it is taking place. We will be calling and/or sending you an email with this information. **[CONFIRM CONTACT INFO]**

[MESSAGE FOR IN-DEPTH INTERVIEW]

Wonderful, you qualify to participate in one of our one-on-one interviews. You will be required to have access a computer or telephone in a safe and quiet environment where you will not be overheard.

Please note that you may not send a replacement on your behalf to participate in the focus group.

Do you agree?

- Yes
- No – **IF NO, TERMINATE OR ASK ABOUT FOCUS GROUPS (if applicable)**

The discussion will take about 45-60 minutes and those who qualify and attend will receive an honorarium of **\$175.00** as a token of our appreciation for volunteering their time to participate.

We are reserving this discussion time for you. So if for any reason you cannot attend, please call: XXX-XXXX.

The session will be recorded. This recording is being done to assist us with our report writing. There also may be members of the staff from the Government of Canada that sponsored this research, as well as staff members from the Ipsos observing the session. They are simply there to listen first-hand during the research process. This is standard interview procedure.

For your reference, Ipsos' privacy policy is available at <https://www.ipsos.com/en-ca/about-us/privacy-data-protection>

We will be contacting you closer to the date and time of the session to confirm what day and time is most convenient for you to take part. We will be calling and/or sending you an email to schedule this interview. **[CONFIRM CONTACT INFO]**

Discussion Guide

SESSION BREAKDOWN

	Focus groups	Interviews
Welcome	10 Minutes	5 minutes
Section 1: Introduction	10 Minutes	5 minutes
Section 2: Top-of-Mind Client Needs	10 Minutes	5 minutes
Section 3: Deep Dive to the Application Journey	45 Minutes	25 minutes
Section 4: Inclusion and Diversity	20 Minutes	10 minutes
Section 5: Impact of Funding	10 Minutes	5 minutes
Section 6: Looking to the Future and Final Reflections	15 Minutes	5 minutes
SESSION TOTAL	120 Minutes	60 minutes

MODERATOR WELCOME (10 MINUTES)

- Welcome & thanks for attending.
- My name is [FULL NAME]
- I want to start off our meeting today with a land acknowledgement. We/I would like to begin by acknowledging and respecting the land on which we gather. We begin with this statement to show respect to the Indigenous Peoples, while recognizing the colonial history of Canada. While only a small gesture, we hope the collection of all acts of kindness, compassion, respect, and understanding come together and demonstrate our commitment to reconciliation.

- *We/ I respectfully acknowledge that the land we gather on is on the Unceded Traditional Territory of the K'ómoks First Nation, the traditional keepers of this land.*
- [For focus groups] Expected length of this session is approximately 2 hours. [For interviews] Expected length of this session is approximately 1 hour.
- IPSOS is a neutral third-party research company, and the moderator's role is to ask questions, manage time, and remain objective with no vested interest.
- Your participation is anonymous— remarks will not be attributed, and all responses remain confidential and reported in aggregate.
- Recordings are for research purposes to support our report writing. Transcripts will be shared with Service Canada, but any identifying details (e.g., names, employers, positions) will be removed beforehand.
- Written confirmation will be obtained from the client ensuring recordings and transcripts are used only for research and will not be shared with third parties unless participants have given explicit consent.
- Let me know if you have any questions about the recordings or transcripts.
- There may be one or more Service Canada staff members observing the interview. They will be a neutral researcher with no connection or involvement with the Grants and Contributions funding decision making and will not impact current or future funding decisions.
- Your participation and responses today will not in any way affect your relationship with the Government of Canada, or your application / funding.
- Rules of engagement for participants – There are no right or wrong answers; we want to hear about your experience and opinion, so please speak openly and frankly.
- [For focus groups] Have open and honest discussions, while respecting each other's opinions, listening respectfully, and ensuring equal participation.
- Technical considerations in using online video meeting.

For today's discussion: [VERBAL INTRODUCTION; NO RESPONSE REQUIRED]

We are speaking to clients who have applied for a Grant or Contribution through Service Canada, also known as Employment and Social Development Canada (ESDC).

You may have applied to many programs in previous years, so I would like to clarify the timeframe of today's discussion.

We will be discussing the Service Canada/ESDC program that you applied to between April 1, 2022, and March 31, 2023, or between April 1, 2023, and March 31, 2024.

Please keep this timeframe in mind in your responses.

ESDC is committed to improving the client experience for funding program applicants and making it easier to interact with us and our programs. Your feedback today is crucial in helping us understand both challenges and successes, allowing us to address any barriers, streamline processes and better serve you. During our two-hour focus group / one-hour interview, your insights will be vital in refining how we better serve clients like you.

We also ask you to consider the topic of diversity in some of our discussions, including the diversity in the populations your organization serves. We are interested to know the impact of diversity and factors such as race, ethnicity, ability, and age have on your experiences with the funding process and how we can improve interactions in the digital age.

FOR MODERATOR'S KNOWLEDGE

- *Service Canada/Employment and Social Development Canada is committed to better understanding how diversity factors such as ethnicity, religion, ability, and age shape people's experience with government policies, programs, and services.*
- *Service Canada/Employment and Social Development Canada is committed to making it easier for Canadians to interact with the Government of Canada, and we are committed to better serving Canadians in a digital age (Canada's Digital Ambition 2022).*

Key points for today's discussion include:

- Your organizational characteristics.
- Whether your needs were met as a client.
- Your application journey.
- Whether the application process is inclusive to diverse organizations and populations.
- The impact of application outcome.
- Your interest in future applications.

Feel free to raise any relevant points about diversity or digital tools during the discussion.

SECTION 1: INTRODUCTION (15 MINUTES)

First, let's start off with an icebreaker activity.

1. Please briefly introduce yourselves, the type of organization you work for, the communities served by your organization and the program for which you applied.

SECTION 2: TOP-OF-MIND CLIENT NEEDS (10 MINUTES)

Thank you for introducing yourself. We have structured our questions chronologically to explore each step of the application process in detail. However, we want to focus on what matters most to you.

Please reflect on your overall experience—from first learning about the program to finding information, completing and submitting the application, receiving support, and ultimately getting a decision.

Let's start with the positives and negatives, in other words the best or easiest parts and the more challenging aspects of the application process.

[Facilitator note; switch between starting with what impressed vs what frustrated the applicant or let participants chose whether to start with the positives or negatives]

- **Thinking about your overall experience, is there anything that really impressed you? / What were some of the POSITIVES (best, easiest part) about the overall application process?**
- Probing:
 - When finding information about the program?
 - When applying for funding?
 - When receiving a decision?
 - When managing an agreement (*for funded individuals*)?
 - How did the experience compare to previous years?

- **Thinking about your overall experience, is there anything that really frustrated you? / What were some NEGATIVES or CHALLENGES you experienced with the application process overall? Tell me more about the steps you took to overcome these challenges.**
- Probing:
 - When finding information about the program?
 - When applying for funding?
 - When managing an agreement (for funded individuals)?
 - When learning that your application was not successful (for unfunded individuals)?
 - How did the experience compare to previous years?

SECTION 3: DEEP DIVE INTO THE APPLICATION JOURNEY (35 MINUTES)

SUBSECTION 3.1 FOR REFERENCE ONLY: AWARENESS AND FINDING INFORMATION ABOUT THE PROGRAM

I now want us to go into detail about each stage of the application process. Again, just as a reminder, I am interested in the program you applied to between April 1, 2022, and March 31, 2022, or between April 1, 2023, and March 31, 2023.

[For interviews, be sure to explore each aspect of the application process, while allowing participants to delve deeper into the topics that were most important or challenging to them, as outlined in Section 2.]

2. **How/Where did you find out about the program you applied for? How easy or difficult was it to find out about the program you applied for? What did you think about the information you found (how clear, exhaustive was it)?**
 - a. [Based on PASRB request] Did you know that you can sign up to receive automatic email notifications when Calls for Proposal open? If so, have you registered? How helpful do you find these notifications?

3. **[Based on consultation with SDPP] Were you given the opportunity to attend an information session about your program? If so, did you**

participate? How helpful was it? What could be improved during info sessions?

SUBSECTION 3.2 FOR REFERENCE ONLY: COMPLETING AN APPLICATION

My next questions are about the process of completing and submitting the application.

- 4. When filling out the application, were there questions that were difficult to understand and/or difficult to respond to? What did you find difficult?**
 - a. In the program you applied for, were you required to complete a Budget Details Template? Can you describe your experience with this document?
 - i. [Based on year 4 notes to file] NHSP eliminated the BDT in the last intake (2023), did this make the application easier for your organization to apply?
 - b. When calculating your project budget, did the program you applied for use a flat rate for administrative and overhead costs? (If yes), how was your experience with this flat rate? How easy or difficult was it to understand and use? In your opinion, did it provide sufficient funds for administrative and overhead costs? (If no), what are your thoughts on using a flat rate? Do you believe it would make budgeting and applying for funding easier?
 - c. [Based on CAS consultation, CAS simplified their instructions in 2021] What did you think about the instructions to apply? Were they easy to understand?
 - d. [Based on HUMA report] What did you think about the CSJ application form? How clear and simple was it? How could it be improved for greater clarity and simplicity?
- 5. [Based on CAS consultation] Which part of the application did you spend the most time/effort to fill up? What was difficult/long/time-consuming about it?**
- 6. What types of supports or services did you rely on to complete the application? What did you do when you faced difficulties? Where did you turn to when you had a question?**

Probing:

- Did you mostly rely on the Government of Canada program webpages or did you have to turn to other sources of help? This can include help from others within your organization, from Service Canada, from the website, an external consultant and so on.
- [Based on consultation with SDPP] Did you seek to contact Service Canada at any point during the application process? How satisfied were you with the support you received?
- Did you use the applicant guide? How helpful was it?

SUBSECTION 3.3 FOR REFERENCE ONLY: SUBMITTING AN APPLICATION

- 7. What method did you use to submit your application? What was your experience like using this method?**

FOR MODERATOR, AVAILABLE OPTIONS:

- Submitted using the online fillable form.
- Submitted using The Grants and Contributions Online Services (GCOS) portal.
- Downloaded the application documents and then submitted by email.
- Downloaded the application documents and then submitted by mail.
- Submitted application documents to a Service Canada office.
- Submitted on my behalf by my local Member of Parliament.

Probing:

Which aspects worked well? What were some of the issues that you encountered?

[For programs using GCOS:

- **Canada Summer Jobs,**
- **Enabling Accessibility Fund (EAF) - Mid-sized Component,**
- **New Horizons for Seniors Program (NHSP) - Community-based (Grant),**
- **Social Development Partnerships Program – Disability (SDPP-D),**
- **Age Well at Home (AWAH),**
- **Canadian Apprenticeship Strategy (CAS),**
- **Opportunities Fund for Persons with Disabilities (OFPWD),**
- **Foreign Credential Recognition (FCR),**
- **Canada Service Corps (CSC),**
- **Sustainable Development Goals (SDG),**
- **Youth Employment and Skills Strategy (YESS)]**

The Grants and Contributions Online Services (or GCOS) portal allows you to apply online for ESDC grants and contributions (Gs&Cs). GCOS also allows Gs&Cs recipients to manage their active projects in a secure environment.

8. Have you heard about GCOS before?

- a. How/where? (Through a Government of Canada website, an email from ESDC, experience using it for previous applications etc.)

9. Do you have an account/Have you tried to create a GCOS account? How was your experience creating an account? Did you face any challenges?

- a. [For those who do not have an account] Why didn't you create an account? Did you give up on creating an account after encountering difficulties? What difficulties did you encounter?
- b. [A CRA business number is required to create a GCOS account] Does your organization have a CRA business number? If not, was it a challenge to create a GCOS account?
- c. Have difficult/easy was it to verify your identity (e.g., unease sharing personal Canada Revenue Agency and/or challenges going to a Service Canada center in person)?
- d. Probe about technical difficulties

10. (For those who have an account) how easy/difficult is it to manage GCOS account and login information in your organization (i.e., across multiple employees or volunteers)?

- 11. (For those who have an account and submitted via GCOS), how was your experience submitting your application using GCOS? / (For those who have an account but did not submit via GCOS), did you try to submit your application via GCOS? Why not? Did you face challenges when trying?**
- Probe about technical difficulties
- 12. What do you think about the communication/information/guidelines about GCOS?**
- [Ask about the channel used to learn about GCOS] How helpful was the information you found on that channel?
 - Did you look for information anywhere else? How helpful was it?
 - In your opinion, what is the best way to share information about GCOS—both to raise awareness that it can be used for applications and to help users learn how to use it? (e.g., emails, social media, webinars)
- 13. [Based on HUMA report and GCOS pulse survey] If you worked on your application at different times, did you use a "save draft" feature (such as in GCOS)? How helpful was this saving feature?**
- 14. What changes ESDC/Service Canada could implement to simplify the process of completing and applying?**
- Ask each of these probing questions:
 - Information sessions: is there a need for more information sessions or other supports?
 - Time: is there a need for more time to complete the application? What is the ideal time of year to complete/submit an application?
 - Detail/Effort: does the detail/amount of information in the application or applicant guide need to be adjusted? (Has it improved over time?)
 - Element of the application: is there a particular part of the application that needs to be simplified (e.g., completing the budget, narrative responses, etc.)?

SUBSECTION 3.4 FOR REFERENCE ONLY: TIMELINESS OF RECEIVING A DECISION

Let's move on to what happened after you submitted the application.

- 15. How would you describe the timeliness of the decision you received on your application? Did you receive a decision on your application within a reasonable amount of time or not? Explain.**
- Probing:
 - What is a reasonable amount of time for you?
 - Did you attempt to follow up with ESDC/Service Canada? If so, did you receive a response?
 - [If decision was delayed] What does it mean for your organization/the beneficiaries of the service if a decision is delayed? [There will be additional questions regarding the impact of funding; however, here, we want to focus specifically on the impact of delayed decisions.]
- 16. (For those who did not receive funding) Did your organization receive an explanation why you did not receive an approval for funding?**
- How helpful and clear was this explanation?
 - How did the explanation impact your organization's future funding applications?

- c. What would have been a more helpful explanation? In your opinion, what type of feedback is most helpful for unfunded organizations?

FOR MODERATOR REFERENCE ONLY

Service Canada has three service standards to measure the timely delivery of grants and contributions programs.

- Time to acknowledge a proposal: within 14 calendar days of receiving your application package.
- Time to notify of funding decision: within 12 to 22 weeks (84 to 154 calendar days) from the date it was received or the end date of the intake process, depending on the characteristics of the intake method and program stream.
- Time to issue payment once payment claim is submitted: For contributions, within 14 calendar days of receiving your completed claim package. For grants, within 14 calendar days of the approved project start date.

SUBSECTION 3.5 FOR REFERENCE ONLY: REPORTING REQUIREMENTS FOR FUNDED GROUPS/INTERVIEWS ONLY

17. Can you tell me about your experiences after receiving a positive funding decision?

- How was your experience with preparing the agreement (e.g., making changes to your project based on the funding received)?
 - Did you have to make changes to your project to align with the funding received and the expectations for an agreement with Service Canada? Were you comfortable with the changes made? What did you think about the support you received to make these changes (e.g., time, flexibility)?
- How was your experience submitting claims?
 - How difficult/easy was it for you to forecast your expenditures on a fiscal year basis?
 - What did you think about the level of flexibility to move funds from one budget category to another?
 - Have you experienced issues like slippage (unused funds) or de-commitment of funds? How do you think this situation could have been avoided?
 - How would you want to see unused funds or de-committed project funds that you cannot spend within the fiscal year handled?
- How was your experience with monitoring (e.g., providing the requested information)?
 - Have you faced challenges providing the required information during monitoring?
 - Have you experienced both a paper based and/or in-person monitor? Do you have a preference for paper based or in-person monitor?
- How was your experience closing out your agreement (e.g., submitting the final report)?
- What aspects of the reporting process / agreement management could be improved to make it easier?
- [For NHSP recipients, based on OAG report], How much effort did you put into reporting and agreement management? What aspect required the most effort?

SECTION 4: DIVERSITY AND INCLUSION

My next questions address whether the application process is inclusive and caters to all types of organizations (e.g., different sizes, mandates, regions, populations served, and whether first-time or experienced applicants) and people from diverse backgrounds (i.e., women, racial or ethnic minorities, Black Canadians, Indigenous people, those with disabilities, youth, seniors, veterans, LGBTQ+ individuals, low-income individuals, immigrants, newcomers, and those experiencing homelessness). I'm interested in your perspective as someone who belongs to diversity groups or through your experiences of working with diverse populations.

18. To what extent is the application process designed to accommodate your organization's characteristics (i.e., size, mandates, region of operation, population served, level of experience with application process) and facilitate completion by an organization like yours? In your opinion, does the selection process fairly consider organizations like yours?

19. How inclusive is the application process for diverse organizations and populations? Consider aspects such as how the programs are advertised, how the Calls for Proposals (CFPs) are launched and promoted, and how the application is designed. What barriers might individuals and organizations—varying in size, mandate, and the communities they serve (e.g., different racial backgrounds, origins, ages, abilities, and income levels)—face when applying for funding?

20. In what ways, if any, do an organization's size and experience with the application process impact their experience and chances of receiving funding? In your opinion, what changes could make the application process easier and more accessible for small organizations and first-time applicants?

SECTION 5: IMPACT OF FUNDING

Moving on, let's talk about impact.

ASK FUNDED INDIVIDUALS:

21. How did receiving the grant or contribution impact the community/communities served? (e.g., How many people did you serve? How did they benefit from the program?) [Based on OAG report, we want to determine whether it would be difficult for NHSP recipients to report and possibly quantify the impact of their projects]

- Probing:
 - What about the impact on your organization?

ASK UNFUNDED INDIVIDUALS:

22. How did NOT receiving the grant or contribution impact your organization?

- Probing:
 - Were you able to secure funding elsewhere?
 - What about the impact on the community/communities served?

SECTION 6: LOOKING TO THE FUTURE AND FINAL REFLECTIONS (15 MINUTES)

23. What can ESDC/Service Canada learn from other levels of government or organizations when it comes to providing good service experience to its client organizations as a receiver of funds?

a. Probing:

- i. How do the application process and agreement management at ESDC compare to other funders you have applied to (e.g., in terms of selectivity, complexity, digital experience, level of detail required, timeliness of funding decision, communication and support)?
- ii. Pulling from your day-to-day experience as a customer/client (e.g., at a store, online shopping, with telecommunications companies and call centres, etc.).

24. Is there anything else that you would like to share about your experience with ESDC/Service Canada's grant or contribution?

25. Where do you stand on applying in future years to an ESDC/Service Canada grant or a contribution? Please explain.

• Probing:

- What are the considerations that will go into whether you apply again?

MODERATOR TO CHECK WITH BACKROOM / OBSERVERS FOR ANY ADDITIONAL QUESTIONS

SESSION CONCLUSION AND WRAP-UP