

Benefits Screening Tool – User Insights study

Frequently Asked Questions

1. How much compensation will I receive?

Participants will receive \$50 for each one-hour interview, as well as re-imbusement for public transportation to and from the interview location. We can cover up to a maximum of \$7 for parking if you are driving to a convenient location for an interview with us. Taxis and gas will not be reimbursed.

2. What will I be asked during the interview?

You have the opportunity to participate in either of the following 60 minute interviews. You also have the option to participate in both interviews if you choose. You will be compensated per interview (see question 1 for compensation rate):

- 1. Interview #1:** You will be asked about your experiences accessing or applying for government benefits. We are also interested to know if you may have missed out on receiving benefits because you did not apply or did not file taxes. This will help us understand the barriers, challenges and opportunities that are present. All interviews are confidential.
- 2. Interview #2:** We will ask you to go through an online benefits screening tool and request your feedback. The tool asks a series of questions to determine your eligibility for benefits. Following the tool's assessment, a report is generated to guide you on next steps. Your feedback will help us understand how to improve the tool. Ideally, we can conduct this interview in a location with a computer and printer, such as the Prosper Canada office at 60 St. Clair Avenue East in Toronto, or a library in Toronto.

3. Why are you only interviewing people in Toronto?

Ideally, we would like to conduct these interviews in-person. Our research team is located in Toronto and we do not have funding to allow for in-person interviews beyond Toronto at this time. We can accommodate participants within a 25 km radius, including Toronto, Scarborough, Etobicoke, and North York. If you are unsure about your location and whether you can participate, please let us know – we are happy to figure out a way to make participation easy for you.

4. Why are you conducting this study?

Prosper Canada, in collaboration with our partners and with funding from the Maytree Foundation, is working on a [Benefits Screening Tool](#) to allow health professionals to help boost a patient's income by screening for their eligibility for government benefits. As part of this project, we want to better understand the experiences of people who are applying for government and income benefits, including people who are not applying. This study will help us understand how to improve the tool and make it easier for people to access benefits.

5. Can interviews be conducted over the phone?

Interview #1 (see question 2) can potentially be conducted over the phone if you are not able to meet in-person however an in-person interview is preferred. Interview #2 must be conducted in-person however some transportation costs are covered (see question 1).

6. Will childcare be provided during the interview time?

Unfortunately, we are not able to provide childcare during the interviews.

7. Will I be required to provide information on my spouse or other members of my household?

We will be asking about your experience with accessing and applying for benefits through the government. This may include questions about household income and your specific household situation. **You are not required to answer any question that you do not want to answer!**

8. Do I have to be collecting income through benefits to participate?

No – we are interested in hearing your experiences, no matter what they are. All of your personal information will be kept confidential.

9. Is there a maximum income I need to be earning to be part of this research study?

If you struggle to pay for your rent, food, and/or bills, we encourage you to participate in this study.

10. Who will my information be shared with?

All of your information will be anonymized and your name will never be used. Anonymized transcripts of your interview will be shared with a data analysis team at Prosper Canada and with our project partner, the Upstream Lab. Reports developed after the project will never contain your name or identifying information.

11. How and when will the findings of this study be shared?

The findings of this study will be shared in a report and on the Prosper Canada website by March 2018.