

Kendall Worth

Halifax, NS B3K 3A9

February 3, 2016

Letter Inviting Clients to attend First Voice Sessions

The Department of Community Services is working to improve our Employment Support and Income Assistance Program. As a person who uses our services, we would appreciate your ideas and opinions on how we can improve. Your participation is voluntary, and will not have any effect on your ongoing eligibility for Income Assistance benefits.

We are using a company called Agenda Managers to run this feedback process. This will ensure that your opinions and thoughts will be kept anonymous and confidential.

In order to participate in the feedback process, **you must contact Agenda Managers between February 8 – March 11**. There are two options available to you:

- **Completing an Anonymous Questionnaire:** You can access our questionnaire by signing in on line at (<http://novascotia.ca/esiasurvey>) or by calling 1-877-731-1333 between 8:30am-5:00pm Monday to Friday.
- **Attending Focus Group (face-to-face group participation):** A number of focus groups have been planned for various locations across the province. Please call 1-877-731-1333 between 8:30am-5:00pm Monday to Friday to register and receive information regarding times, locations and dates.

We want to hear from you and want to thank you in advance for helping us make the Employment Support and Income Assistance Program better.

Nancy MacLellan
Associate Deputy Minister
NS Department of Community Services