

## Applying for Disability Benefits

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### Journey Overview

The process of applying for disability benefits, including eligibility screening, application submission, and financial assessment.

## Persona Profile



### Sarah Mitchell

**Age:** Unknown | **Occupation:** Unknown | **Location:** Unknown

Sarah is a 28-year-old marketing coordinator who has chronic fatigue syndrome and uses a wheelchair. She recently graduated with a business degree and is entering the job market. Sarah has excellent communication skills and social media expertise but needs flexible work arrangements. She faces challenges with traditional office environments and lengthy commutes.

# User Stories

## Navigating Confusing Eligibility Assessment Website

Pain Point

Impact: 2/5

Simulation

**NARRATIVE**

When I first tried to check my eligibility for disability benefits, I found the website extremely confusing to navigate. The links weren't clearly labeled, and it took me a while to find the right section for the assessment. Despite my high digital literacy, I found myself clicking back and forth trying to piece together the information I needed.

**PRIMARY PAIN POINT**

Confusing navigation on the eligibility assessment website

**USER QUOTES**

I felt like I was going in circles on the website. It shouldn't be this hard to find basic information.

## Successful Online Eligibility Assessment Completion

Success

Impact: 3/5

Simulation

**NARRATIVE**

After navigating the initial confusing setup, I was able to complete my disability eligibility assessment online. The questions were straightforward and the process was efficient once I found my way. Completing this step online saved me from having to travel and wait in lines, which is crucial given my need for accessibility.

**KEY SUCCESS FACTOR**

Successful completion of the eligibility assessment

**USER QUOTES**

Once I got past the navigation issues, the actual assessment was smooth and straightforward.

# Need for Clearer Information on Benefit Application Process

Opportunity

Impact: 4/5

Cross-Jurisdictional

Simulation

## NARRATIVE

I struggled to understand the requirements for the disability benefits application. The instructions were not clear, and it seemed like there were differences in terminology between what I found online and what the provincial office provided. This added a layer of stress as I wasn't sure if I was missing any documents or steps.

## OPPORTUNITY AREA

Unclear instructions for the benefits application

## JURISDICTIONS INVOLVED

federal,ontario

## HANDOFF DETAILS

Inconsistent terminology between federal and provincial instructions

## USER QUOTES

I wish the process was explained more clearly. It's frustrating to feel like I'm piecing together a puzzle.

## Long Wait Times at Financial Assessment Office

Accessibility

Impact: 5/5

Simulation

### NARRATIVE

I had to physically go to the financial assessment office and the wait was unexpectedly long. This posed a significant challenge as sitting for extended periods is difficult with my condition. While the staff were understanding, the wait added unnecessary strain to my health management.

### ACCESSIBILITY CONSIDERATION

Prolonged waiting time at the financial assessment office

### USER QUOTES

The wait was too long for someone with my condition. There needs to be a better system to accommodate those with special needs.

## Navigating the Maze of Disability Eligibility

Pain Point

Impact: 3/5

Simulation

### NARRATIVE

When I began the process of applying for disability benefits, the first step was to check my eligibility online. I spent nearly an hour navigating the website, trying to find the relevant information. The navigation was confusing, and I often found myself clicking in circles.

### PRIMARY PAIN POINT

Confusing navigation on the eligibility website

### USER QUOTES

I wish the website was more intuitive. It felt like I was going in circles trying to find what I needed.

# Seamless Transition from Online to In-Person

Success

Impact: 4/5

Cross-Jurisdictional

Simulation

## NARRATIVE

After completing the online eligibility assessment, I was able to seamlessly transition to the in-person financial assessment. The scheduling was smooth, and I appreciated the clear instructions on what documents to bring.

## KEY SUCCESS FACTOR

Smooth transition from online to in-person service

## JURISDICTIONS INVOLVED

federal,ontario

## HANDOFF DETAILS

Clear instructions and scheduling facilitated the transition between online federal eligibility check and provincial in-person assessment.

## USER QUOTES

It was a relief to have clear instructions and an easy scheduling process. It made the transition to the in-person assessment much less stressful.

## Improving Clarity in Application Information

Opportunity

Impact: 4/5

Simulation

### NARRATIVE

While trying to fill out the disability benefits application, I found the information provided to be unclear. I wasn't sure if I was filling out the correct forms or if there were additional documents required.

### OPPORTUNITY AREA

Unclear information about application forms

### USER QUOTES

It was really frustrating not knowing if I had all the right forms. Clearer instructions would have saved me a lot of time and stress.

# The Long Wait: A Time for Better Coordination

Accessibility

Impact: 5/5

Cross-Jurisdictional

Simulation

## NARRATIVE

When I went for the financial assessment, the wait time was extremely long. It seemed like there was a backlog, and the staff were overwhelmed. This made the process even more exhausting as I had to manage my energy levels carefully due to my chronic fatigue.

## ACCESSIBILITY CONSIDERATION

Long wait times for in-person financial assessment

## JURISDICTIONS INVOLVED

ontario

## HANDOFF DETAILS

The delay seemed to be a result of coordination issues at the provincial level, possibly due to high demand and limited resources.

## USER QUOTES

Waiting in line for so long was tough, especially with my fatigue. Better scheduling or more staff might help reduce these waits.

## Navigating Confusing Eligibility Assessment

Pain Point

Impact: 3/5

Simulation

### NARRATIVE

As I began my journey to apply for disability benefits, the first step was to complete the Disability Eligibility Assessment online. However, I found the website's navigation quite confusing. It took me a while to figure out where to start and what information was needed. Despite my digital skills, I still struggled to make sense of the layout.

### PRIMARY PAIN POINT

The Disability Eligibility Assessment website had confusing navigation

### USER QUOTES

I wish the website was more straightforward; I spent too much time just trying to find where to start.

## A Long Wait at the Financial Assessment Office

Accessibility

Impact: 4/5

Simulation

### NARRATIVE

After attempting to submit my application, I had to attend an in-person financial assessment. Unfortunately, the wait time was extremely long. I spent nearly two hours waiting, which was physically taxing due to my condition. An understanding of my situation could have improved this experience significantly.

### ACCESSIBILITY CONSIDERATION

Long wait times at the Financial Assessment office

### USER QUOTES

Spending so much time waiting was exhausting, especially given my health condition.



## Clarity in Benefit Application Process

Success

Impact: 2/5

Simulation

### NARRATIVE

Despite some initial confusion, I found the process of submitting my disability benefits application to be manageable once I figured out the necessary steps. The ability to fill out part of the application online and then complete it in person was helpful, allowing me to manage my energy levels better.

### KEY SUCCESS FACTOR

Information about Disability Benefits Application was not clear

### USER QUOTES

Once I understood the process, the hybrid application method really worked for me.

# Streamlining Federal and Provincial Disability Services

Jurisdictional

Impact: 5/5

Cross-Jurisdictional

Simulation

## NARRATIVE

Throughout my journey, I encountered several points where it wasn't clear whether the services were federal or provincial. This led to some confusion and delays, especially when I had to provide the same information multiple times to different departments. A more integrated system between federal and provincial services would greatly enhance the user experience.

## JURISDICTIONAL GAP

Inconsistent information and repeated data entry

## JURISDICTIONS INVOLVED

federal,provincial

## HANDOFF DETAILS

There were multiple points where information was not transferred between federal and provincial services, leading to repeated data entry.

## USER QUOTES

I found it frustrating to repeatedly enter the same information because of a lack of coordination between federal and provincial services.

## Navigating the Maze of Disability Eligibility

Pain Point

Impact: 3/5

Simulation

### NARRATIVE

When I first went online to check my eligibility for disability benefits, I was hopeful. However, the website's navigation was quite confusing. I found myself clicking through multiple pages and still not getting the information I needed. It took me almost an hour to complete what I thought would be a simple assessment.

### PRIMARY PAIN POINT

Confusing website navigation for eligibility assessment

### USER QUOTES

I wish the site was more straightforward. I spent too much time clicking around.

## A Silver Lining: Helpful Staff at the Financial Assessment Office

Success

Impact: 3/5

Simulation

### NARRATIVE

Despite the long wait at the Financial Assessment office, the staff were incredibly helpful once I got to speak with them. They took the time to explain the assessment process and answer all my questions, which made me feel more at ease about the next steps.

### KEY SUCCESS FACTOR

Long wait times, but positive staff interaction

### USER QUOTES

The wait was long, but the staff were kind and made sure I understood everything.

## Clarifying the Benefits Application Process

Opportunity

Impact: 4/5

Simulation

### NARRATIVE

The information about the Disability Benefits Application wasn't very clear to me. I think it would be helpful to have a step-by-step guide that explains each part of the application process, possibly with examples or FAQs to address common concerns.

### OPPORTUNITY AREA

Unclear information about the application process

### USER QUOTES

A detailed guide with examples would have saved me a lot of time and stress.

## Bridging the Federal-Provincial Divide for Disability Benefits

Jurisdictional

Impact: 5/5

Cross-Jurisdictional

Simulation

### NARRATIVE

Throughout the process, it was unclear which level of government was responsible for each step, causing some confusion and delays. At times, I had to provide the same information to both federal and provincial offices, which seemed redundant.

### JURISDICTIONAL GAP

Confusion and redundancy due to unclear jurisdictional responsibilities

### JURISDICTIONS INVOLVED

federal,ontario

### HANDOFF DETAILS

Duplicated information entry and lack of clarity on jurisdictional responsibilities

### USER QUOTES

It would be great if the federal and provincial systems were more integrated to avoid re-entering the same information.

## Confusing Online Navigation During Eligibility Assessment

Pain Point

Impact: 3/5

Simulation

### NARRATIVE

I started my disability benefits journey by trying to complete the Disability Eligibility Assessment online. However, I found the navigation on the website to be quite confusing, which made the process longer than it should have been. I kept clicking through different pages trying to find the right information, which was frustrating.

### PRIMARY PAIN POINT

The Disability Eligibility Assessment website had confusing navigation.

### USER QUOTES

I wish the website had clearer instructions and a more intuitive layout.

## Need for Clearer Information on Benefit Application

Opportunity

Impact: 4/5

Simulation

### NARRATIVE

When I moved on to the Disability Benefits Application, I struggled to find clear and consistent information about what was required. It took me a while to understand the forms, and I wasn't sure if I was filling them out correctly, which made me anxious about the whole process.

### OPPORTUNITY AREA

Information about Disability Benefits Application was not clear.

### USER QUOTES

Clearer guidance on the application process would have saved me a lot of time and stress.

## Success in Completing Disability Eligibility Assessment

Success

Impact: 5/5

Simulation

### NARRATIVE

Despite the initial confusion with the website, I successfully completed the Disability Eligibility Assessment. It felt like a big relief to have that step behind me, knowing that I'm eligible for benefits and can move forward with the next steps.

### KEY SUCCESS FACTOR

Successfully completed the Disability Eligibility Assessment.

### USER QUOTES

Completing the eligibility assessment was a big win for me. I'm glad I persevered.

## Long Wait Times at Financial Assessment Office

Accessibility

Impact: 4/5

Simulation

### NARRATIVE

I faced a long wait at the Financial Assessment office, which was exhausting given my chronic fatigue. Having to wait in line for over an hour was taxing, and I wish there had been an option to complete this step online or schedule an appointment.

### ACCESSIBILITY CONSIDERATION

Had to wait in line for a long time at the Financial Assessment office.

### USER QUOTES

Waiting in line for so long was really draining. An online option would be a game-changer.

# Navigating Federal and Provincial Services for Disability Benefits

Jurisdictional

Impact: 5/5

Cross-Jurisdictional

Simulation

## NARRATIVE

Throughout the process of applying for disability benefits, I found it difficult to discern which services were federal and which were provincial. This led to confusion and delays, as I had to re-enter information multiple times and wasn't sure which office to contact for specific questions.

## JURISDICTIONAL GAP

Confusion about jurisdictional responsibilities and repeated data entry.

## JURISDICTIONS INVOLVED

federal,ontario

## HANDOFF DETAILS

Lack of clear communication and coordination between federal and provincial services, leading to repeated data entries and confusion.

## USER QUOTES

It was frustrating to figure out which level of government was responsible for each part of the process.

# Navigating Confusing Eligibility Assessments

Pain Point

Impact: 3/5

Simulation

## NARRATIVE

As I began my journey to apply for disability benefits, I encountered the Disability Eligibility Assessment website. The navigation was confusing, and I spent nearly an hour trying to find the right information. It felt like a maze with no clear starting or ending point, which was frustrating given my need for clarity and efficiency.

## PRIMARY PAIN POINT

The Disability Eligibility Assessment website had confusing navigation

## USER QUOTES

I wish the website had a clearer path to follow. It shouldn't be this hard to find out if I'm eligible for benefits.



## A Smooth Federal-Provincial Transition

Success

Impact: 2/5

Cross-Jurisdictional

Simulation

### NARRATIVE

While the start of my application process was rocky, I was pleasantly surprised to find clear instructions when transitioning from the federal to the provincial website for my Disability Benefits Application. The continuity between the two platforms helped me maintain my progress without needing to re-enter my information.

### KEY SUCCESS FACTOR

Effective coordination led to a smooth transition between services

### JURISDICTIONS INVOLVED

federal,ontario

### HANDOFF DETAILS

The federal and provincial websites were well integrated, allowing information to flow smoothly between them.

### USER QUOTES

It's great how the two sites communicated seamlessly. It made my journey much less stressful, knowing I wouldn't have to start all over.

## Clarifying Financial Assessment Processes

Opportunity

Impact: 4/5

Simulation

### NARRATIVE

I found myself stuck at the Financial Assessment step, which required an in-person visit. The wait was long, and there wasn't much clarity on what was needed from my end. I missed having an online option or at least a comprehensive guide to prepare me better.

### OPPORTUNITY AREA

Long wait times and unclear procedural information at the Financial Assessment office

### USER QUOTES

I spent almost two hours at the office without clear guidance. An online option or a checklist would have saved me a lot of hassle.

## Understanding Accessibility Needs in Service Design

Accessibility

Impact: 5/5

Simulation

### NARRATIVE

Given my condition, accessibility is crucial. The in-person Financial Assessment posed challenges due to its layout. Although the office was technically wheelchair accessible, navigating within was cumbersome, and I felt overlooked in terms of my health management needs.

### ACCESSIBILITY CONSIDERATION

Physical accessibility and health management considerations were inadequate

### USER QUOTES

While I could get into the building, moving around was another story. Services should consider not just access but ease of navigation for people with disabilities.

# Journey Steps

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## 1 **Disability Eligibility Assessment**

Department: Health Canada

Check if you're eligible for disability benefits by completing an initial assessment

## 2 **Disability Benefits Application**

Department: Service Canada

Complete and submit the disability benefits application forms

## 3 **Financial Assessment**

Department: Service Canada

Complete a financial assessment to determine benefit amount

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Generated by Journey Labs - User Story Extractor

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For more information about this report, please contact the Journey Labs Research Team.