

GETTING CONNECTED

Highlights from TELUS' Mobility for Good™
program survey results

SUZIE - TELUS' Mobility for Good™ participant





JAY - TELUS' Mobility for Good™ participant

EACH YEAR, over 2,300 Canadian youth leave foster care to begin independent living. When kids involved in child welfare turn 18 or 19, depending on their home province, they no longer receive support from the child welfare system and are completely on their own.

This transition can be a traumatic and financially debilitating time, putting them at risk of homelessness and poverty. Along with these risks comes the possibility of not being able to afford a cellphone without compromising on expenses like groceries or housing costs. Without a cellphone, youth can find themselves in a state of isolation and uncertainty as they are disconnected from supports like social workers, employers or prospective employers, educational institutions, and friends and other members of their support system.

TELUS' Mobility for Good™ program partnered with Children's Aid Foundation of Canada to address the barriers to communication and connectedness that youth from care face, and to support them in their transition to independent living by providing free cell phone packages for a two-year period. The package includes unlimited Canada-wide talk and text and TELUS' "Peace of Mind" data plan with no data overage fees. First launched in Ontario, Mobility for Good™ has now expanded across Canada. In 2019-2020, we surveyed a sample of youth* from Alberta, British Columbia, Manitoba, New Brunswick, and Ontario who participate in the program and asked them to share how it's helping them so we can continue to refine the program and best support young people and their needs as they transition out of child welfare into independent futures.

RESULTS INDICATE THAT THE PROGRAM IS HAVING A SIGNIFICANT POSITIVE IMPACT ON YOUTH

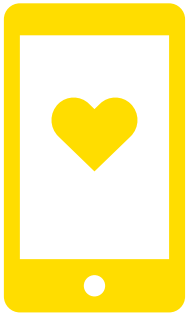
Youth are better able to stay in touch with friends and social workers, and to access important services and resources, including employment and academic opportunities. It's also helping to reduce their financial burden.

“

Thank you TELUS program for making me happy, smile, and feel good inside for coming this far... taking this journey with you has been so wonderful and this incentive really is exciting. Thank you, truly.”

- TELUS' Mobility for Good™ program participant

*The survey was distributed to 3,424 youth. Responses were received from a statistically valid sample of 949.



BEFORE ACCESSING THE PROGRAM

34% DID NOT HAVE A MONTHLY CELLPHONE PLAN
32% DID NOT HAVE A CELLPHONE AT ALL

THE IMPACT: CONNECTEDNESS AND RELIEF FROM FINANCIAL STRESS

Overall, the research shows:

OVER 90% REPORTED THAT THEY WERE SATISFIED AND THE TELUS' MOBILITY FOR GOOD™ PROGRAM IS VALUABLE TO THEM.



\$51 PER MONTH SAVING ON AVERAGE PER PROGRAM PARTICIPANTS

The majority indicated that the **PROGRAM WAS MOST HELPFUL BY ALLOWING THEM TO:**

1. STAY IN TOUCH WITH/FEEL CONNECTED TO FRIENDS AND SUPPORT SYSTEMS
2. STAY IN TOUCH WITH WORKERS OR AGENCY STAFF
3. FEEL RELIEVED OF FINANCIAL STRESS

85% SAID THE PROGRAM HELPED THEM:

1. CONNECT WITH SUPPORT NETWORKS
2. ACCESS SERVICES AND RESOURCES FOR CONVENIENCE
3. ACCESS RESOURCES IN A CRISIS SITUATION
4. RELIEVE FINANCIAL STRESS
5. FOSTER A SENSE OF PERSONAL SECURITY

AND WITHOUT SUPPORT?

Youth said they would experience:

- Financial stress, a tightened budget, and greater debt leading them to continue to struggle
- Lack of access to a cellphone
- An inability to connect with others
- An inability to maintain work, housing, school, etc.

“ The transition out of care is overwhelming both mentally and financially. A guaranteed cell phone plan ensured that I had access to a vast amount of resources for two years, which helped ease my transition out of care. I had so many other responsibilities and felt so alone handling them, so the Telus Mobility for Good program helped take care of me when I needed it most.”

- TELUS' Mobility for Good™ program participant

TELUS' MOBILITY FOR GOOD™ PROGRAM

Overall, the program is being well received by youth participants in Alberta, British Columbia, Manitoba, New Brunswick, and Ontario. They have indicated that it helps to break down barriers to a successful transition out of child welfare.

By addressing issues of connectedness and financial instability, TELUS and Children's Aid Foundation of Canada seek to improve the lives and futures of youth as they transition out of child welfare and continue to build independence.

Since collecting these findings, TELUS has expanded the Mobility for Good™ program across Canada to provide more inclusive access for vulnerable youth who are aging out of care. The program will continue to be refined based on survey feedback to ensure the service is best addressing the unique needs of young people transitioning out of care.

To learn more about Children's Aid Foundation of Canada's partnership with TELUS' Mobility For Good™ program, visit cafdn.org/telusmobilityforgood

ANNA
- TELUS' Mobility for Good™ participant

Children's Aid Foundation of Canada is our country's leading charity dedicated to improving the lives of children and youth involved in the child welfare system. We raise and grant funds and deliver a wide range of high-impact programs and services in partnership with 74 child- and youth-serving agencies across the country that support more than 19,300 vulnerable young people and 4,200 families annually.

Stand Up for Kids is our national public movement uniting caring Canadians in changing the futures of our nation's most vulnerable kids - those who have experienced abuse and neglect. We know that by helping these young people to overcome their trauma and break the cycle for future generations, they gain the strength and resilience to create a lifetime of their own unstoppable successes.

To learn more about how you can transform the lives of vulnerable youth, please contact:

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cafdn.org

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