Every two years, DSHS conducts a client survey. The survey is done by phone and ran between October 2016 and May 2017. The Division of Research and Data Analysis (RDA) analyzes the data and provides each administration reports of the results. I am very pleased to share with you the results of that survey.

This survey shows that our clients are very happy with the staff who provide supports and services to them. In fact, our services are the highest rated program in DSHS for satisfaction in the following areas:

• Program services

• Staff courtesy and respect

• Listening

• Ease of getting program services

• Staff returning calls within 24 hours

• Having a say in what kind of services clients get

• Clients helping to make plans and set goals about services.

A number of other areas were higher than the DSHS average.

One question that showed a statistically significant increase from 2015 was:

Is it easy to get services from DDA?

84% of DDA clients answered “yes” –an increase of 14 percentage points relative to 2015.

It is because of our talented, dedicated and caring DDA staff that DDA gets these kind of results in a survey such as this, where it is the people who receive the services telling us how we are performing. Thank you to those of you commitment to our mission and for the work you do each day.

[Here is the statistical report](http://intra.dda.dshs.wa.gov/ddd/qa/default.htm) for DDA. This report will show the responses clients gave to the survey questions along with historical trends. (Clients were asked about all of their DSHS and Medical Assistance programs.)