

CLIENT SURVEY

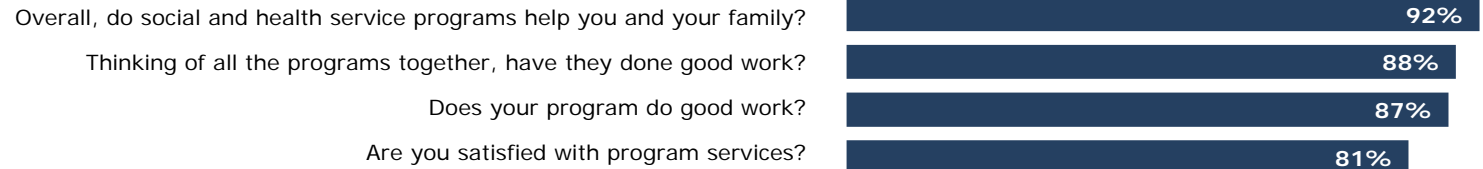
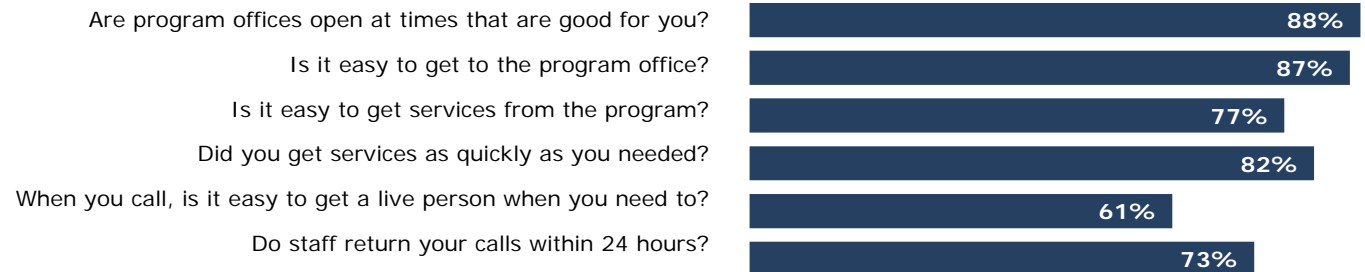
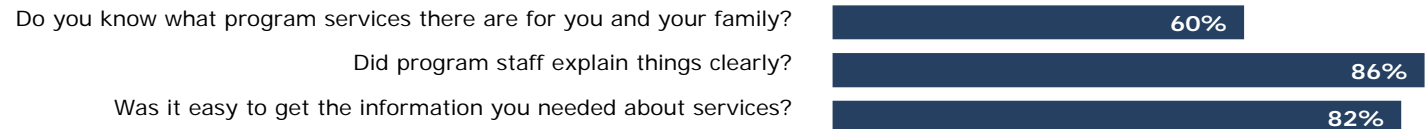
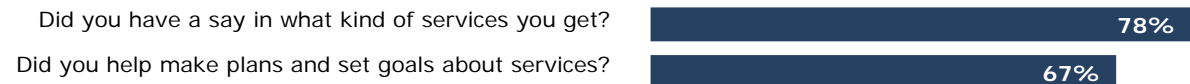
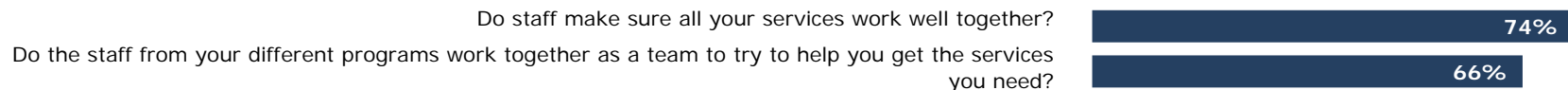
2013

Reports

All Clients Receiving Social and Health Services

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QUALITY AND HELPFULNESS**STAFF****ACCESS AND PROCESSES****INFORMATION****CLIENT INVOLVEMENT****COORDINATION**

*Percentage shown is the percent who answered "yes" or "strong yes." Data are weighted.

Client Survey Satisfaction Rates - Detailed Breakdown

Social and Health Services • Weighted Data

	Strong NO	no	neutral	yes	Strong YES
QUALITY AND HELPFULNESS					
Overall, do social and health service programs help you and your family?	1%	3%	4%	58%	33%
Thinking of all the programs together, have they done good work?	1%	3%	8%	67%	21%
Does your program do good work?	1%	4%	8%	66%	21%
Are you satisfied with program services?	3%	8%	8%	62%	19%
STAFF					
Do staff treat you with courtesy and respect?	1%	4%	6%	61%	28%
Do staff listen to what you have to say?	2%	2%	7%	66%	23%
Do staff understand your needs?	0%	4%	6%	67%	21%
ACCESS AND PROCESSES					
Are program offices open at times that are good for you?	0%	6%	6%	68%	21%
Is it easy to get to the program office?	3%	6%	4%	59%	28%
Is it easy to get services from the program?	3%	10%	10%	61%	17%
Did you get services as quickly as you needed?	2%	9%	8%	65%	17%
When you call, is it easy to get a live person when you need to?	11%	18%	10%	46%	15%
Do staff return your calls within 24 hours?	5%	13%	9%	54%	19%
INFORMATION					
Do you know what program services there are for you and your family?	0%	28%	12%	53%	7%
Did program staff explain things clearly?	1%	7%	6%	68%	18%
Was it easy to get the information you needed about services?	2%	8%	8%	70%	12%
CLIENT INVOLVEMENT					
Did you have a say in what kind of services you get?	2%	13%	7%	63%	16%
Did you help make plans and set goals about services?	1%	23%	9%	56%	11%
COORDINATION					
Do staff make sure all your services work well together?	1%	14%	10%	58%	16%
Do the staff from your different programs work together as a team to try to help you get the services you need?	4%	22%	8%	49%	17%

Client Survey Satisfaction Rates - Historical Comparison - Excluding DCS

Social and Health Services • Weighted Data

	2001	2002	2003	2005	2007	2009	2011	2013	Change 01 - 13	Change 11 - 13
QUALITY AND HELPFULNESS										
Overall, do social and health service programs help you and your family?	89%	94%	93%	94%	94%	94%	94%	95%	6% *	1%
Thinking of all the programs together, have they done good work?	79%	88%	89%	86%	90%	87%	88%	90%	11% *	3%
Does your program do good work?	77%	87%	89%	86%	88%	89%	86%	89%	12% *	3%
Are you satisfied with program services?	73%	80%	82%	81%	81%	82%	81%	84%	11% *	3%
STAFF										
Do staff treat you with courtesy and respect?	84%	89%	86%	88%	90%	89%	91%	91%	7% *	0%
Do staff listen to what you have to say?	81%	88%	86%	87%	91%	90%	90%	91%	10% *	0%
Do staff understand your needs?	79%	84%	84%	85%	87%	87%	88%	89%	10% *	1%
ACCESS AND PROCESSES										
Are program offices open at times that are good for you?	81%	88%	92%	90%	91%	91%	92%	88%	8% *	-4% *
Is it easy to get to the program office?	83%	88%	88%	88%	89%	87%	89%	89%	6% *	-1%
Is it easy to get services from the program?	63%	69%	72%	72%	76%	77%	75%	79%	15% *	4%
Did you get services as quickly as you needed?	67%	77%	78%	80%	81%	77%	78%	84%	16% *	6% *
When you call, is it easy to get a live person when you need to?	N/A	N/A	N/A	N/A	69%	73%	64%	59%	N/A	-5%
Do staff return your calls within 24 hours?	64%	70%	71%	72%	70%	73%	68%	73%	8% *	5%
INFORMATION										
Do you know what program services there are for you and your family?	76%	78%	73%	77%	70%	66%	61%	60%	-15% *	-1%
Did program staff explain things clearly?	79%	83%	82%	83%	87%	88%	84%	86%	7% *	1%
Was it easy to get the information you needed about services? **	74%	79%	79%	75%	80%	84%	81%	84%	10% *	2%
CLIENT INVOLVEMENT										
Did you have a say in what kind of services you get? **	72%	78%	74%	74%	69%	75%	75%	78%	7% *	4%
Did you help make plans and set goals about services? **	71%	77%	80%	70%	61%	70%	66%	68%	-3%	2%
COORDINATION										
Do staff make sure all your services work well together?	65%	69%	81%	71%	75%	76%	79%	73%	8%	-6%
Do the staff from your different programs work together as a team to try to help you get the services you need?	N/A	N/A	N/A	N/A	63%	73%	69%	68%	N/A	-1%

* Change between years is statistically significant at the .05 level.

**Question wording changed in 2009 to make questions easier to understand.

NOTE: Question format changed between the 2005 and 2007 surveys which may affect comparisons to previous years.

Percentage shown is the percent who answered "yes" or "strong yes." Data are weighted.

Legend:

	61-70%
	51-60%
	0-50%

Client Survey Satisfaction Rates - Historical Comparison - Including DCS

Social and Health Services • Weighted Data

	2005	2007	2009	2011	2013	Change 05 - 13	Change 11 - 13
QUALITY AND HELPFULNESS							
Overall, do social and health service programs help you and your family?	91%	90%	89%	91%	92%	0%	0%
Thinking of all the programs together, have they done good work?	86%	90%	84%	87%	88%	3%	2%
Does your program do good work?	86%	88%	85%	86%	87%	2%	2%
Are you satisfied with program services?	80%	79%	78%	80%	81%	1%	2%
STAFF							
Do staff treat you with courtesy and respect?	88%	89%	89%	90%	89%	1%	-1%
Do staff listen to what you have to say?	87%	89%	88%	90%	89%	2%	0%
Do staff understand your needs?	85%	87%	87%	87%	89%	4% *	2%
ACCESS AND PROCESSES							
Are program offices open at times that are good for you?	89%	87%	89%	90%	88%	-1%	-1%
Is it easy to get to the program office?	87%	87%	84%	88%	87%	0%	-1%
Is it easy to get services from the program?	71%	73%	73%	73%	77%	6% *	4%
Did you get services as quickly as you needed?	79%	80%	74%	77%	82%	3%	5% *
When you call, is it easy to get a live person when you need to?	N/A	67%	69%	65%	61%	N/A	-4%
Do staff return your calls within 24 hours?	71%	70%	72%	70%	73%	2%	3%
INFORMATION							
Do you know what program services there are for you and your family?	78%	71%	64%	61%	60%	-18% *	-2%
Did program staff explain things clearly?	82%	85%	85%	84%	86%	3%	2%
Was it easy to get the information you needed about services? **	75%	79%	82%	80%	82%	8% *	3%
CLIENT INVOLVEMENT							
Did you have a say in what kind of services you get? **	74%	70%	75%	74%	78%	4%	4%
Did you help make plans and set goals about services? **	70%	61%	70%	66%	67%	-3%	2%
COORDINATION							
Do staff make sure all your services work well together? **	73%	77%	76%	77%	74%	1%	-4%
Do the staff from your different programs work together as a team to try to help you get the services you need? **	N/A	66%	74%	67%	66%	N/A	-1%

* Change between years is statistically significant at the .05 level.

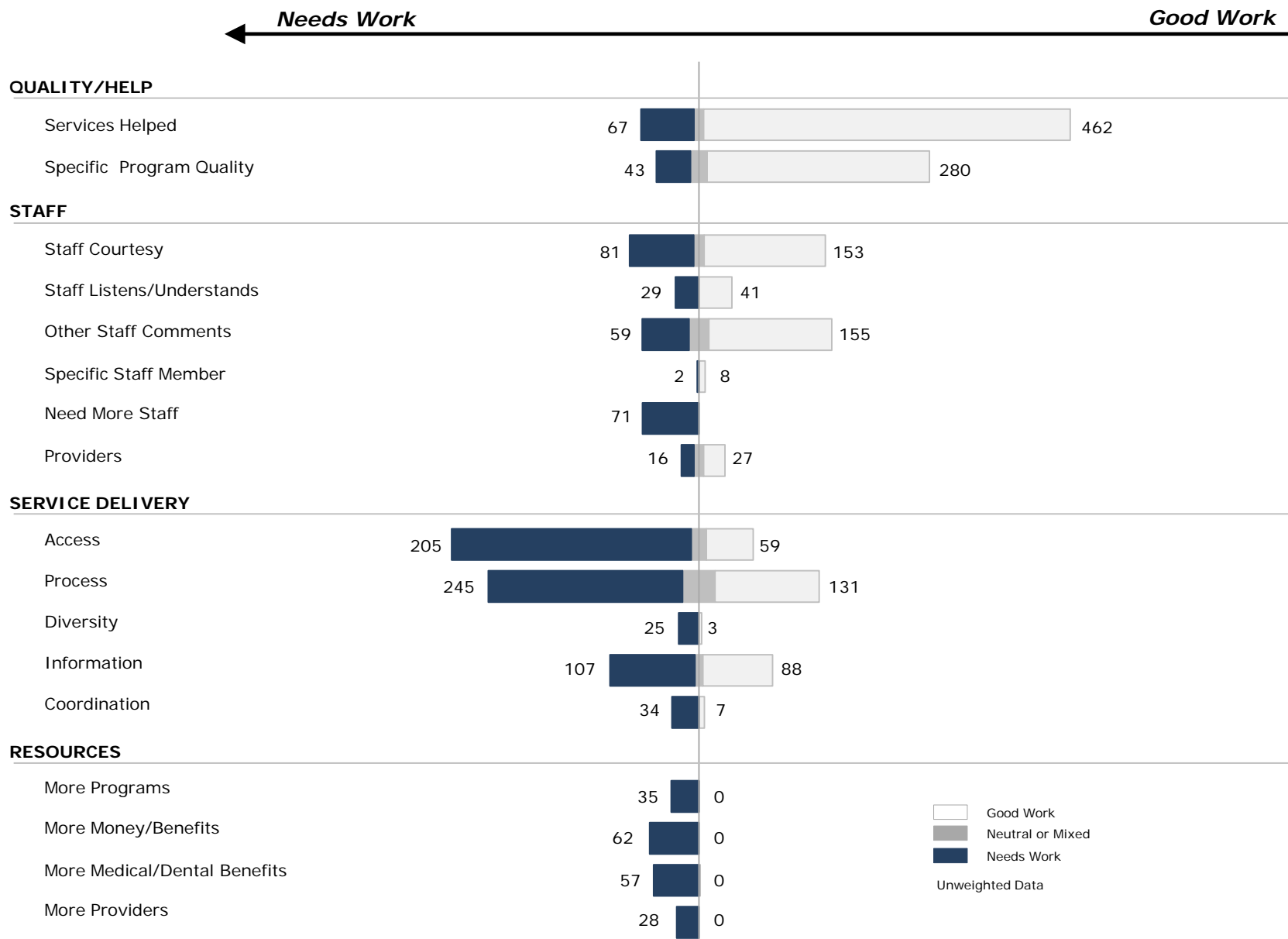
**Question wording changed in 2009 to make questions easier to understand.

NOTE: Question format changed between the 2005 and 2007 surveys which may affect comparisons to previous years.

Percentage shown is the percent who answered "yes" or "strong yes." Data are weighted. DCS Custodial clients were added to the survey in 2005. DCS Non-Custodial clients were added in 2007.

Legend:

61-70%
51-60%
0-50%



1135 of 1180 Respondents Made Comments

MAJOR THEMES AND SUBTHEMES ¹	Total		Good Work		Needs Work		Mixed or Neutral		
	# ²	% of All ³	# ²	%	# ²	%	# ²	%	
Quality/Help	755	66.5%	628	83%	83	11%	44	6%	
Services Helped	H	384	33.8%	384	100%				
Didn't Help	HD	49	4.3%			49	100%		
Things are OK	HO	26	2.3%	26	100%				
Nothing	HN	149	13.1%	111	74%	36	24%	2	1%
Specific Program Quality	HS	344	30.3%	280	81%	43	13%	21	6%
Staff	478	42.1%	245	51%	164	34%	69	14%	
Staff Courtesy	SC	247	21.8%	153	62%	81	33%	13	5%
Staff Listens/Understands	SL	71	6.3%	41	58%	29	41%	1	1%
Other Staff Comments	SO	239	21.1%	155	65%	59	25%	25	10%
Specific Staff	SP	10	0.9%	8	80%	2	20%	0	0%
Need More Staff	SN	71	6.3%			71	100%		
Providers	SX	55	4.8%	27	49%	16	29%	12	22%
Process/Access	671	59.1%	129	19%	433	65%	109	16%	
<i>ACCESS</i>		<i>380</i>	<i>33.5%</i>	<i>59</i>	<i>16%</i>	<i>302</i>	<i>79%</i>	<i>19</i>	<i>5%</i>
Phone/Staff Access	AP	254	22.4%	25	10%	224	88%	5	2%
Location/Hours	AL	61	5.4%	14	23%	46	75%	1	2%
Appointment Process	AA	117	10.3%	34	29%	78	67%	5	4%
<i>PROCESS</i>		<i>417</i>	<i>36.7%</i>	<i>131</i>	<i>31%</i>	<i>245</i>	<i>59%</i>	<i>47</i>	<i>10%</i>
Process - General	PR	79	7.0%	35	44%	38	48%	6	8%
Process - Specific	PS	153	13.5%	57	37%	92	60%	4	3%
Paperwork	PP	23	2.0%	2	9%	20	87%	1	4%
Process - Timeliness	PT	126	11.1%	62	49%	63	50%	1	1%
Eligibility	PE	151	13.3%	23	15%	120	79%	8	5%
<i>DIVERSITY</i>		<i>29</i>	<i>2.6%</i>	<i>3</i>	<i>10%</i>	<i>25</i>	<i>86%</i>	<i>1</i>	<i>3%</i>
Diversity/Preference	DV	29	2.6%	3	10%	25	86%	1	3%
Information	205	18.1%	88	43%	107	52%	10	5%	
Information - General	IN	187	16.5%	82	44%	96	51%	9	5%
Language Services	IL	20	1.8%	7	35%	13	65%	0	0%
Coordination	41	3.6%	7	17%	34	83%	0	0%	
Between Programs	CP	28	2.5%	7	25%	21	75%	0	0%
Between Workers	CW	15	1.3%	0	0%	15	100%	0	0%
Resources	163	14.4%	0	0%	159	98%	4	2%	
More Programs	RP	36	3.2%	0	0%	35	97%	1	3%
More Money/Benefits	RB	62	5.5%	0	0%	62	100%	0	0%
More Medical/Dental Benefits	RM	60	5.3%	0	0%	57	95%	3	5%
More Providers	RC	28	2.5%	0	0%	28	100%	0	0%
Other	242	21.3%	11	5%	7	3%	224	93%	
Other/Miscellaneous	O	123	10.8%	11	9%	7	6%	105	85%
Don't Know	DK	129	11.4%					129	100%

¹Major themes (in blue rows) and secondary themes (in italics) are rollups of the subthemes listed immediately below. They are unduplicated - not the total of the numbers below. For example, a single person who made "Good Work" comments in "Staff Courtesy" and "Specific Staff" is counted only once in the "Staff" row. Likewise, a person who has a "Good Work" comment in the "Staff Courtesy" row and a "Needs Work" comment in the "Specific Staff" row would be counted as a "Mixed" comment in the "Staff" row.

²All # columns show how many persons made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in the row for that theme. A single person may make both "Satisfied" and "Needs Work" comments on the same theme - that person will be counted in the "Neutral or Mixed" column.

³Respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.