

# CLIENT SURVEY

2011

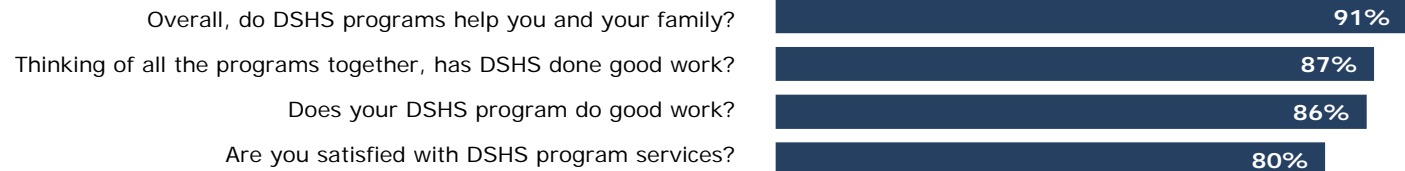
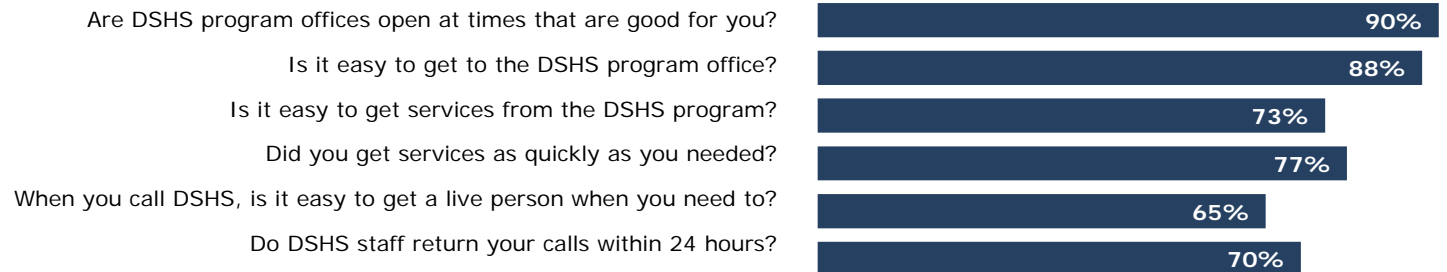
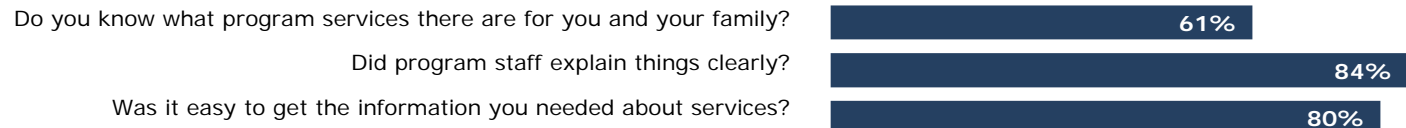
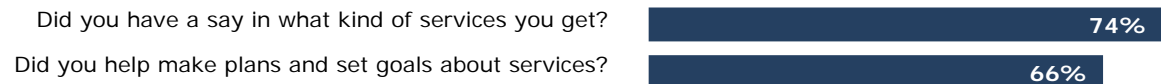
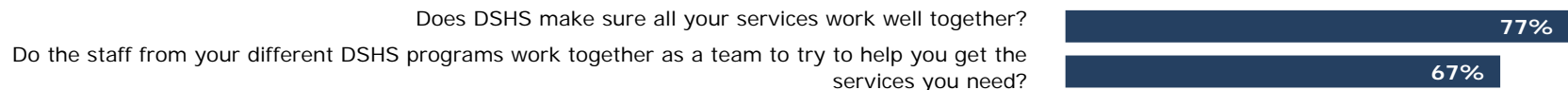
## Reports

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**All Clients Receiving Services from DSHS**

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**QUALITY AND HELPFULNESS****DSHS 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

2011

## CLIENT SURVEY

DSHS • Weighted Data

	Strong NO	no	neutral	yes	Strong YES
<b>QUALITY AND HELPFULNESS</b>					
Overall, do DSHS programs help you and your family?	1%	3%	5%	69%	22%
Thinking of all the programs together, has DSHS done good work?	0%	2%	11%	77%	10%
Does your DSHS program do good work?	1%	3%	11%	76%	9%
Are you satisfied with DSHS program services?	2%	8%	11%	68%	12%
<b>DSHS STAFF</b>					
Do DSHS staff treat you with courtesy and respect?	1%	2%	7%	73%	17%
Do staff listen to what you have to say?	1%	2%	7%	80%	10%
Do staff understand your needs?	0%	3%	9%	77%	10%
<b>ACCESS AND PROCESSES</b>					
Are DSHS program offices open at times that are good for you?	0%	5%	5%	80%	10%
Is it easy to get to the DSHS program office?	3%	7%	3%	74%	13%
Is it easy to get services from the DSHS program?	2%	10%	14%	66%	8%
Did you get services as quickly as you needed?	2%	10%	12%	71%	6%
When you call DSHS, is it easy to get a live person when you need to?	7%	15%	14%	59%	6%
Do DSHS staff return your calls within 24 hours?	3%	14%	13%	63%	7%
<b>INFORMATION</b>					
Do you know what program services there are for you and your family?	0%	26%	13%	58%	3%
Did program staff explain things clearly?	1%	6%	9%	74%	10%
Was it easy to get the information you needed about services?	1%	9%	10%	74%	6%
<b>CLIENT INVOLVEMENT</b>					
Did you have a say in what kind of services you get?	0%	14%	11%	66%	8%
Did you help make plans and set goals about services?	0%	23%	11%	60%	5%
<b>COORDINATION</b>					
Does DSHS make sure all your services work well together?	1%	6%	16%	74%	3%
Do the staff from your different DSHS programs work together as a team to try to help you get the services you need?	2%	17%	15%	63%	4%

## Client Survey Satisfaction Rates - Historical Comparison - Excluding DCS

DSHS • Weighted Data

	2001	2002	2003	2005	2007	2009	2011	Change 01 - 11	Change 09 - 11
<b>QUALITY AND HELPFULNESS</b>									
Overall, do DSHS programs help you and your family?	89%	94%	93%	94%	94%	94%	94%	6% *	1%
Thinking of all the programs together, has DSHS done good work?	79%	88%	89%	86%	90%	87%	88%	9% *	0%
Does your DSHS program do good work?	77%	87%	89%	86%	88%	89%	86%	9% *	-2%
Are you satisfied with DSHS program services?	73%	80%	82%	81%	81%	82%	81%	8% *	-1%
<b>DSHS STAFF</b>									
Do DSHS staff treat you with courtesy and respect?	84%	89%	86%	88%	90%	89%	91%	7% *	2%
Do staff listen to what you have to say?	81%	88%	86%	87%	91%	90%	90%	10% *	0%
Do staff understand your needs?	79%	84%	84%	85%	87%	87%	88%	9% *	1%
<b>ACCESS AND PROCESSES</b>									
Are DSHS program offices open at times that are good for you?	81%	88%	92%	90%	91%	91%	92%	11% *	1%
Is it easy to get to the DSHS program office?	83%	88%	88%	88%	89%	87%	89%	6% *	2%
Is it easy to get services from the DSHS program?	63%	69%	72%	72%	76%	77%	75%	11% *	-3%
Did you get services as quickly as you needed?	67%	77%	78%	80%	81%	77%	78%	10% *	1%
When you call DSHS, is it easy to get a live person when you need to?	N/A	N/A	N/A	N/A	69%	73%	64%	N/A	-9% *
Do DSHS staff return your calls within 24 hours?	64%	70%	71%	72%	70%	73%	68%	4%	-5%
<b>INFORMATION</b>									
Do you know what program services there are for you and your family?	76%	78%	73%	77%	70%	66%	61%	-14% *	-5%
Did program staff explain things clearly?	79%	83%	82%	83%	87%	88%	84%	5%	-4%
Was it easy to get the information you needed about services? **	74%	79%	79%	75%	80%	84%	81%	8% *	-2%
<b>CLIENT INVOLVEMENT</b>									
Did you have a say in what kind of services you get? **	72%	78%	74%	74%	69%	75%	75%	3%	0%
Did you help make plans and set goals about services? **	71%	77%	80%	70%	61%	70%	66%	-5%	-4%
<b>COORDINATION</b>									
Does DSHS make sure all your services work well together?	65%	69%	81%	71%	75%	76%	79%	13% *	3%
Do the staff from your different DSHS 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%	N/A	-4%

\* 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

DSHS • Weighted Data

	2005	2007	2009	2011	Change 05 - 11	Change 09 - 11
<b>QUALITY AND HELPFULNESS</b>						
Overall, do DSHS programs help you and your family?	91%	90%	89%	91%	0%	3% *
Thinking of all the programs together, has DSHS done good work?	86%	90%	84%	87%	1%	3%
Does your DSHS program do good work?	86%	88%	85%	86%	0%	1%
Are you satisfied with DSHS program services?	80%	79%	78%	80%	-1%	2%
<b>DSHS STAFF</b>						
Do DSHS staff treat you with courtesy and respect?	88%	89%	89%	90%	3%	2%
Do staff listen to what you have to say?	87%	89%	88%	90%	3%	2%
Do staff understand your needs?	85%	87%	87%	87%	2%	1%
<b>ACCESS AND PROCESSES</b>						
Are DSHS program offices open at times that are good for you?	89%	87%	89%	90%	1%	1%
Is it easy to get to the DSHS program office?	87%	87%	84%	88%	1%	3%
Is it easy to get services from the DSHS program?	71%	73%	73%	73%	2%	0%
Did you get services as quickly as you needed?	79%	80%	74%	77%	-2%	3%
When you call DSHS, is it easy to get a live person when you need to?	N/A	67%	69%	65%	N/A	-5%
Do DSHS staff return your calls within 24 hours?	71%	70%	72%	70%	-1%	-2%
<b>INFORMATION</b>						
Do you know what program services there are for you and your family?	78%	71%	64%	61%	-16% *	-3%
Did program staff explain things clearly?	82%	85%	85%	84%	1%	-1%
Was it easy to get the information you needed about services? **	75%	79%	82%	80%	5% *	-2%
<b>CLIENT INVOLVEMENT</b>						
Did you have a say in what kind of services you get? **	74%	70%	75%	74%	0%	-1%
Did you help make plans and set goals about services? **	70%	61%	70%	66%	-5%	-4%
<b>COORDINATION</b>						
Does DSHS make sure all your services work well together? **	73%	77%	76%	77%	4%	1%
Do the staff from your different DSHS programs work together as a team to try to help you get the services you need? **	N/A	66%	74%	67%	N/A	-7%

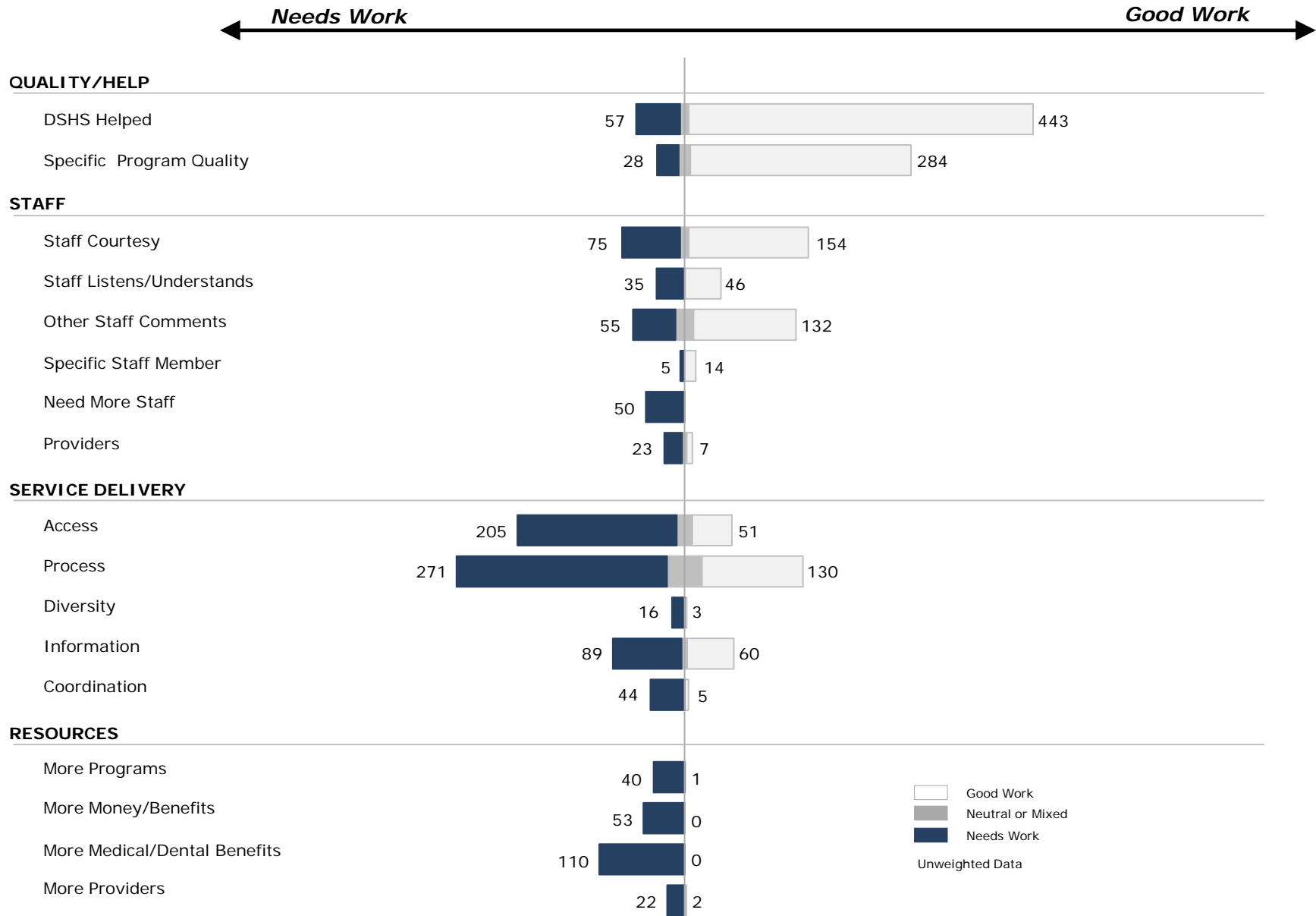
\* Change between years is statistically significant at the .05 level.

\*\*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%



1102 of 1180 Respondents Made Comments

MAJOR THEMES AND SUBTHEMES <sup>1</sup>	Total		Good Work		Needs Work		Mixed or Neutral		
	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	%	# <sup>2</sup>	%	# <sup>2</sup>	%	
<b>Quality/Help</b>	<b>700</b>	<b>63.5%</b>	<b>599</b>	<b>86%</b>	<b>68</b>	<b>10%</b>	<b>33</b>	<b>5%</b>	
DSHS Helped	H	399	36.2%	399	100%				
DSHS Didn't Help	HD	36	3.3%			36	100%		
Things are OK	HO	33	3.0%	33	100%				
Nothing	HN	105	9.5%	69	66%	36	34%	0	0%
Specific Program Quality	HS	327	29.7%	284	87%	28	9%	15	5%
<b>Staff</b>	<b>456</b>	<b>41.4%</b>	<b>237</b>	<b>52%</b>	<b>164</b>	<b>36%</b>	<b>55</b>	<b>12%</b>	
Staff Courtesy	SC	240	21.8%	154	64%	75	31%	11	5%
Staff Listens/Understands	SL	83	7.5%	46	55%	35	42%	2	2%
Other Staff Comments	SO	210	19.1%	132	63%	55	26%	23	11%
Specific Staff	SP	20	1.8%	14	70%	5	25%	1	5%
Need More Staff	SN	50	4.5%			50	100%		
Providers	SX	36	3.3%	7	19%	23	64%	6	17%
<b>Process/Access</b>	<b>624</b>	<b>56.6%</b>	<b>126</b>	<b>20%</b>	<b>393</b>	<b>63%</b>	<b>105</b>	<b>17%</b>	
<i>ACCESS</i>		<i>276</i>	<i>25.0%</i>	<i>51</i>	<i>18%</i>	<i>205</i>	<i>74%</i>	<i>20</i>	<i>7%</i>
Phone/Staff Access	AP	163	14.8%	20	12%	136	83%	7	4%
Location/Hours	AL	59	5.4%	13	22%	44	75%	2	3%
Appointment Process	AA	97	8.8%	34	35%	58	60%	5	5%
<i>PROCESS</i>		<i>446</i>	<i>40.5%</i>	<i>130</i>	<i>29%</i>	<i>271</i>	<i>61%</i>	<i>45</i>	<i>10%</i>
Process - General	PR	78	7.1%	35	45%	41	53%	2	3%
Process - Specific	PS	203	18.4%	60	30%	133	66%	10	5%
Paperwork	PP	26	2.4%	2	8%	24	92%	0	0%
Process - Timeliness	PT	121	11.0%	55	45%	65	54%	1	1%
Eligibility	PE	116	10.5%	22	19%	88	76%	6	5%
<i>DIVERSITY</i>		<i>19</i>	<i>1.7%</i>	<i>3</i>	<i>16%</i>	<i>16</i>	<i>84%</i>	<i>0</i>	<i>0%</i>
Diversity/Preference	DV	19	1.7%	3	16%	16	84%	0	0%
<b>Information</b>	<b>156</b>	<b>14.2%</b>	<b>60</b>	<b>38%</b>	<b>89</b>	<b>57%</b>	<b>7</b>	<b>4%</b>	
Information - General	IN	148	13.4%	59	40%	82	55%	7	5%
Language Services	IL	10	0.9%	1	10%	9	90%	0	0%
<b>Coordination</b>	<b>49</b>	<b>4.4%</b>	<b>5</b>	<b>10%</b>	<b>44</b>	<b>90%</b>	<b>0</b>	<b>0%</b>	
Between Programs	CP	35	3.2%	2	6%	33	94%	0	0%
Between Workers	CW	17	1.5%	3	18%	14	82%	0	0%
<b>Resources</b>	<b>204</b>	<b>18.5%</b>	<b>3</b>	<b>1%</b>	<b>199</b>	<b>98%</b>	<b>2</b>	<b>1%</b>	
More Programs	RP	41	3.7%	1	2%	40	98%	0	0%
More Money/Benefits	RB	53	4.8%	0	0%	53	100%	0	0%
More Medical/Dental Benefits	RM	111	10.1%	0	0%	110	99%	1	1%
More Providers	RC	25	2.3%	2	8%	22	88%	1	4%
<b>Other</b>	<b>156</b>	<b>14.2%</b>	<b>2</b>	<b>1%</b>	<b>2</b>	<b>1%</b>	<b>152</b>	<b>97%</b>	
Other/Miscellaneous	O	124	11.3%	2	2%	2	2%	120	97%
Don't Know	DK	41	3.7%					41	100%

<sup>1</sup>Major 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.

<sup>2</sup>All # 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.

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