

2012

Disability Determination Services (DDS)

Client/Claimant Survey

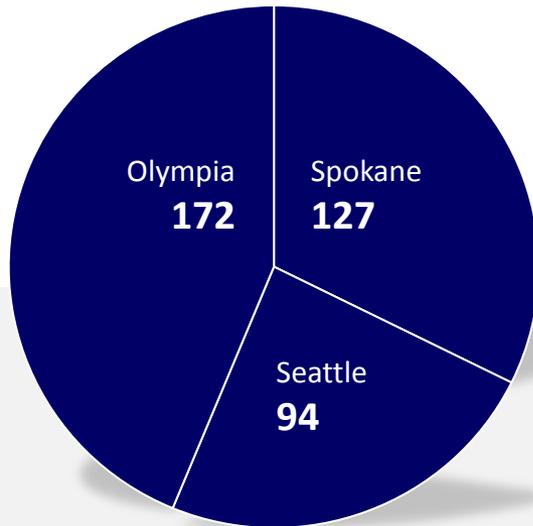


▶ **A total of 393 clients participated in this brief survey.**

When: From April 2, 2012 to April 30, 2012

Who and How: A total of 4,428 surveys were sent out from offices in Seattle, Olympia, and Spokane. Each of the 3 offices mailed a survey instrument to clients having consultative medical examinations scheduled as part of their Disability Determination process. The survey was sponsored by DDS Management and was included in the consultative examination paperwork.

Responses:





Overall, are you satisfied with the service you receive from DDS?

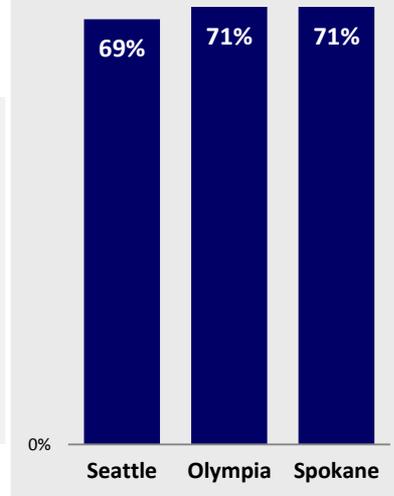
7 out of 10 DDS clients said they were satisfied with the service they received. 10% disagreed.

10% NO! or no

yes or YES! **70%**



Response Rate by Office



Survey participants said . . .

“Staff has helped me in the most difficult time in my life.”

“I do think clients would be more compliant if workers returned phone calls within 24-48 hours when asked to return call. Not receiving a response if matter is urgent, causes panic for those trying to do our part.”

“They were very helpful in many ways. I felt like I was treated with respect, and given many avenues.”

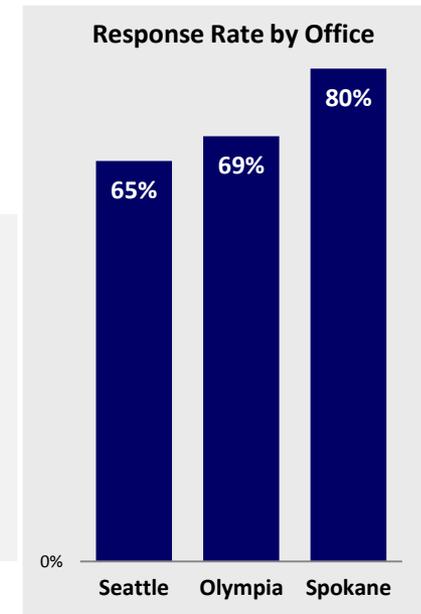
“Process is taking 2x as long as was told it would.”





Do DDS staff resolve your questions/issues?

About 7 out of 10 DDS clients said DDS staff resolved their questions/issues. 8% disagreed.



Survey participants said . . .

- “You don't have help with the paperwork you send. It's too hard for me to fill out!”
- “Never had a problem so far that has not been taken care of.”
- “I was given incorrect information via phone, but the issue was quickly resolved by phone with local rep.”
- “They are very good helping me understand everything.”



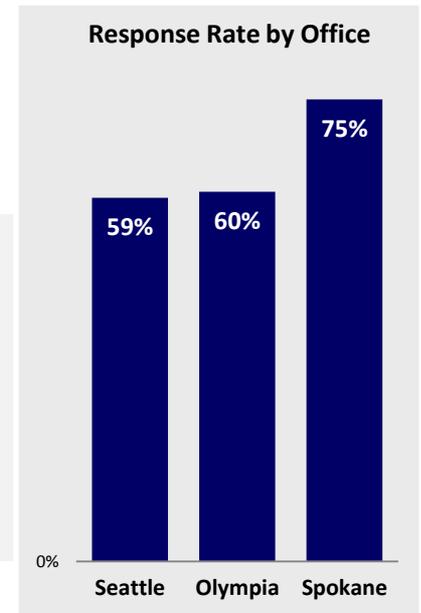


If DDS can't resolve your questions/issues, do they refer you to others who can help?

A little more than 6 out of 10 DDS clients said that DDS referred them to others who could help. 12% disagreed.

12% NO! or no

yes or YES! **64%**



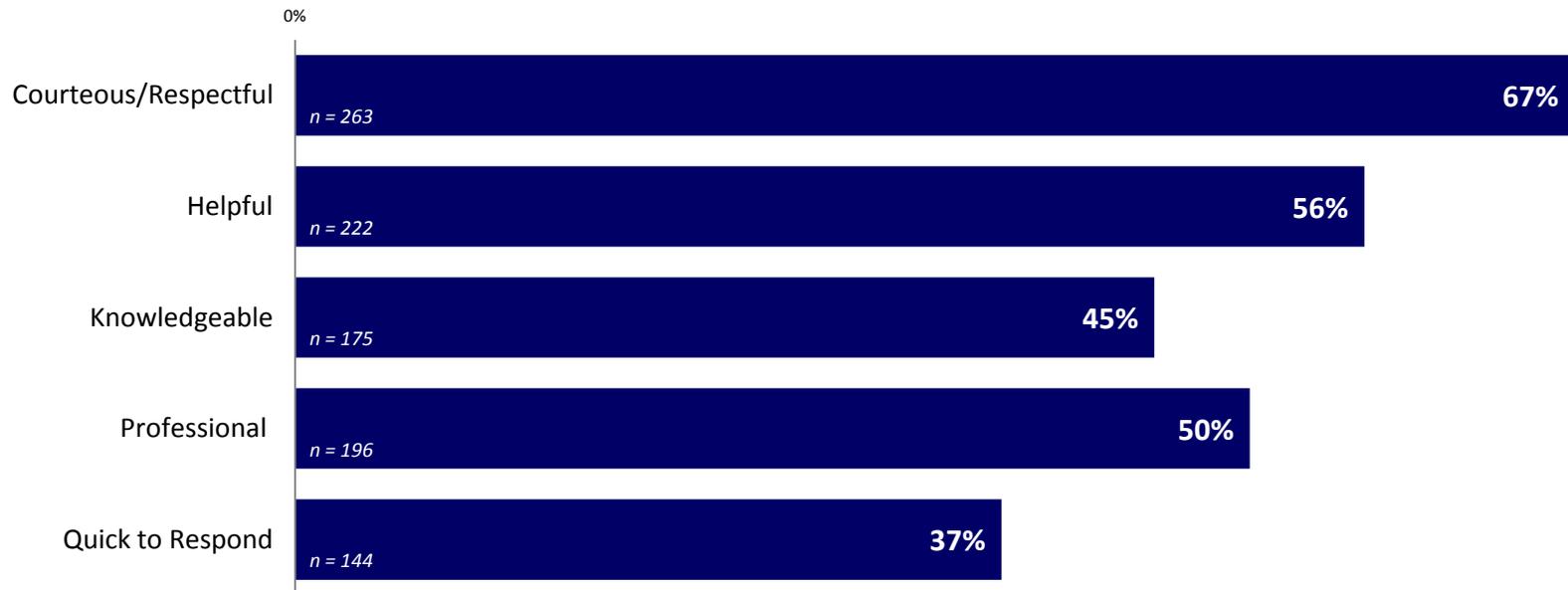


How do you find DDS staff when you deal with them on the phone?

The survey asked respondents to check all that applied.

- The statewide results indicate that nearly 7 out of 10 respondents found DDS staff to be courteous and respectful on the phone.
- Between 50 to 56% responded that that staff was helpful or professional.
- Nearly half said they found staff to be knowledgeable.
- The quick to respond category was selected the least, with 37%.

STATEWIDE RESULTS



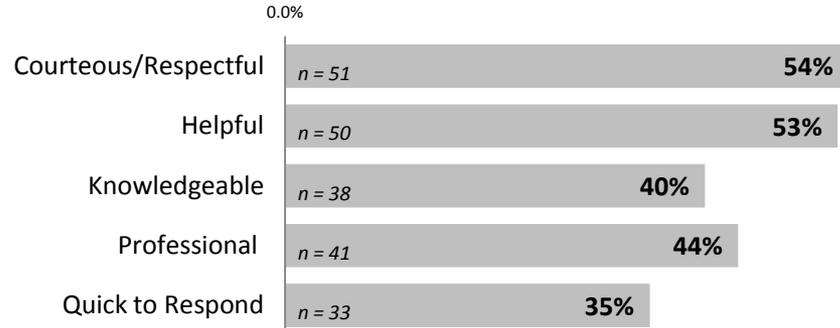


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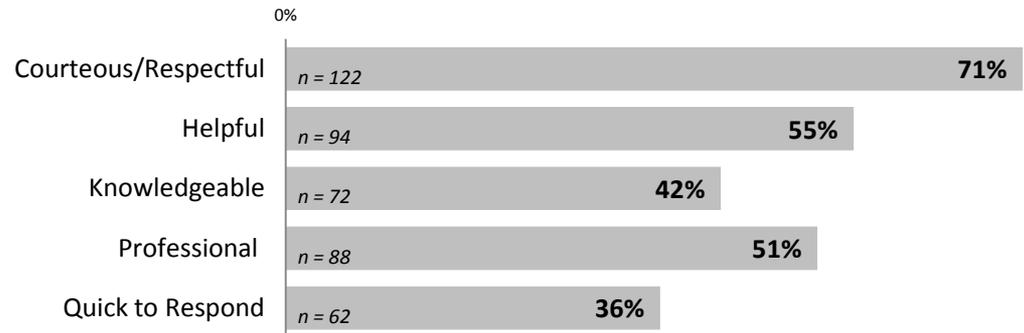
SEATTLE

- In Seattle, about 5 of 10 indicated that DDS staff is courteous/respectful or helpful.
- A little over 4 in 10 said staff is professional.
- 40% said staff is knowledgeable.
- Quick to respond was the least marked category, at 35%.



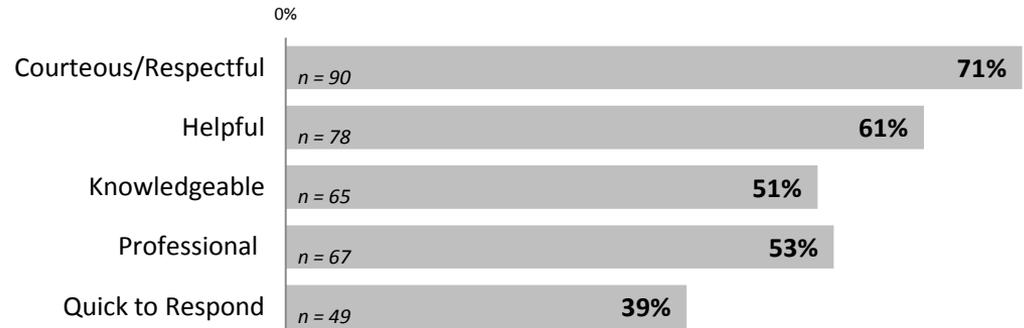
OLYMPIA

- In Olympia, 7 of 10 indicated that DDS staff was courteous and respectful on the phone.
- A little over half marked that staff was helpful or professional.
- About 4 of 10 said staff is knowledgeable.
- 36% feel they receive quick responses from DDS staff.



SPOKANE

- In Spokane, a little more than 7 out of 10 responded that staff is courteous and respectful.
- 61% said staff is helpful.
- Over 5 in 10 responded that staff is either knowledgeable or professional.
- Quick to respond was the least selected category, at 39%.



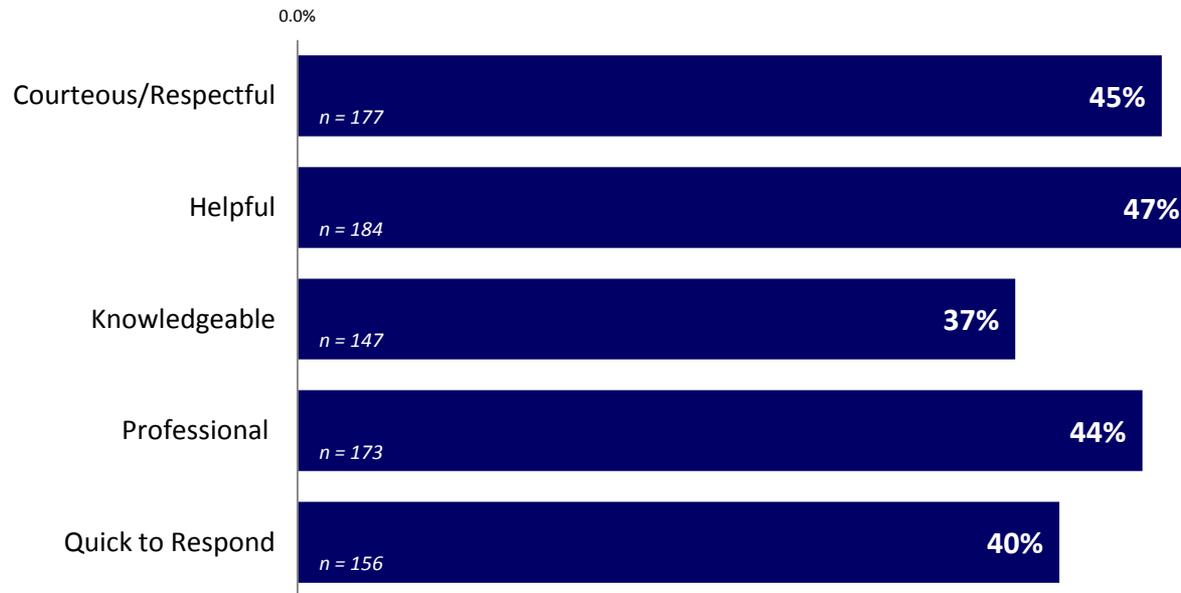


How do you find DDS staff when you deal with them by mail?

The survey asked respondents to check all that applied.

- The statewide results indicate that nearly 5 out of 10 found staff to be helpful.
- A little over 40% responded that staff is courteous/respectful or professional.
- 4 of 10 found that staff was quick to respond.
- Less than 40% said staff was knowledgeable when dealing with them by mail.

STATEWIDE RESULTS



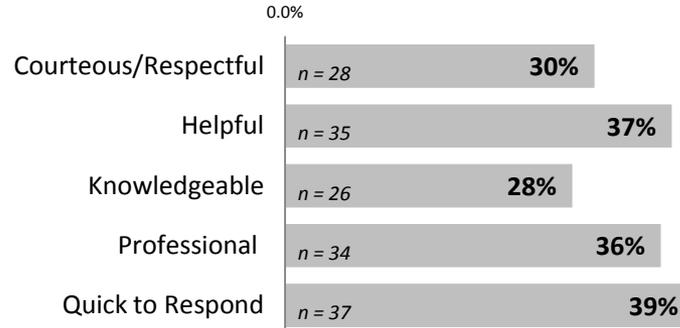


How do you find DDS staff when you deal with them by mail?

The survey asked respondents to check all that applied.

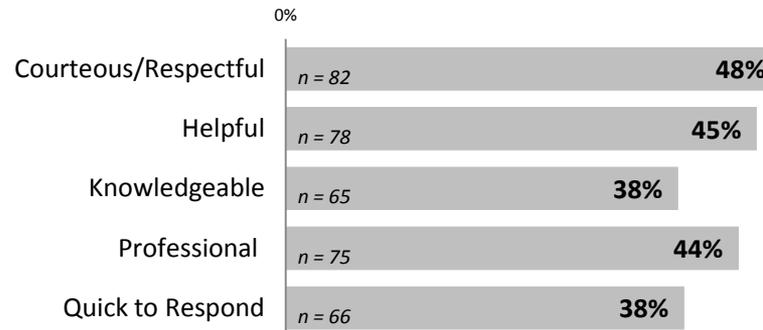
SEATTLE

- In Seattle, nearly 4 out of 10 indicated that staff is quick to respond, helpful, or professional.
- 3 of 10 said staff is courteous/respectful.
- 28% found staff to be knowledgeable when dealing with them by mail.



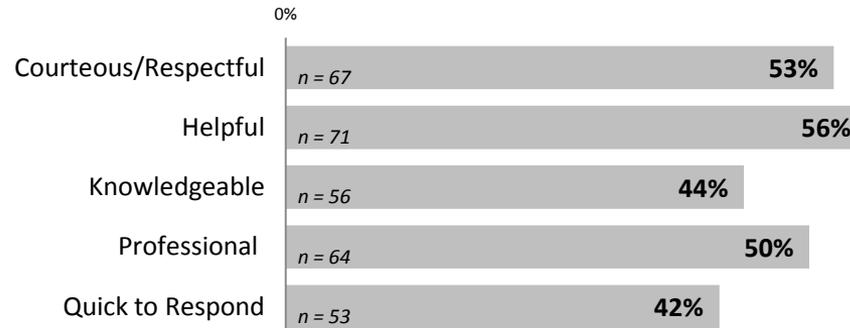
OLYMPIA

- In Olympia, nearly 5 of 10 responded that staff was courteous/respectful.
- Over 40% indicated that staff is helpful or professional.
- 38% said staff was knowledgeable and quick to respond.



SPOKANE

- In Spokane, over 5 out of 10 found that staff is courteous/respectful or helpful.
- 50% said staff is professional.
- A little over 40% responded that staff was knowledgeable and quick to respond by mail.



► **There were 149 comments.**

Over half of the comments were about DDS customer service, and most were positive.

Many that made positive comments about customer service named a specific caseworker.

More than half of the complaints about customer service and resolving issues focused on timeliness in receiving assistance and in returning phone calls.

10% made a general positive comment, such as “thank you” or “great job.”

Responses:

