

2013

Disability Determination Services (DDS)

Client/Claimant Survey



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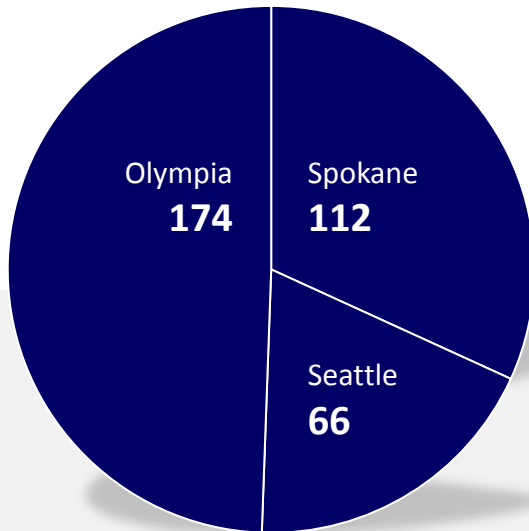


▶ **A total of 352 clients participated in this brief survey.**

When: From May 14, 2013 to June 14, 2013

Who and How: A total of 4,707 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?

More than 7 out of 10 DDS clients said they were satisfied with the service they received. 12% disagreed.

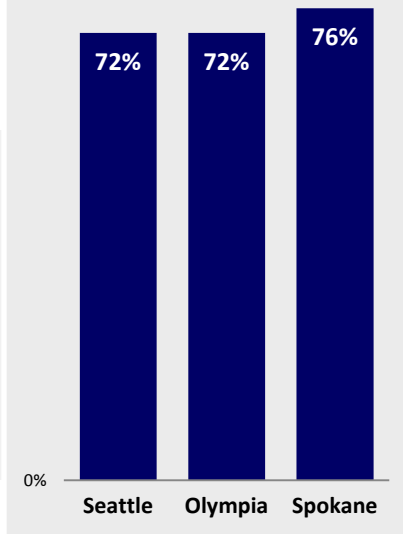
12% NO! or no

yes or YES! **73%**

Up from **70%** in 2012



Percent YES! or Yes by Office



Survey participants said . . .

“I am very thankful for the help, understanding, support, and services given me by DDS.”

“I wish the process didn't take so long. Financially, I'm struggling because of this.”

“Slow, slow, slow.”

“I find them very helpful! Thank you so much!”

“Everyone I have dealt with is really nice.”





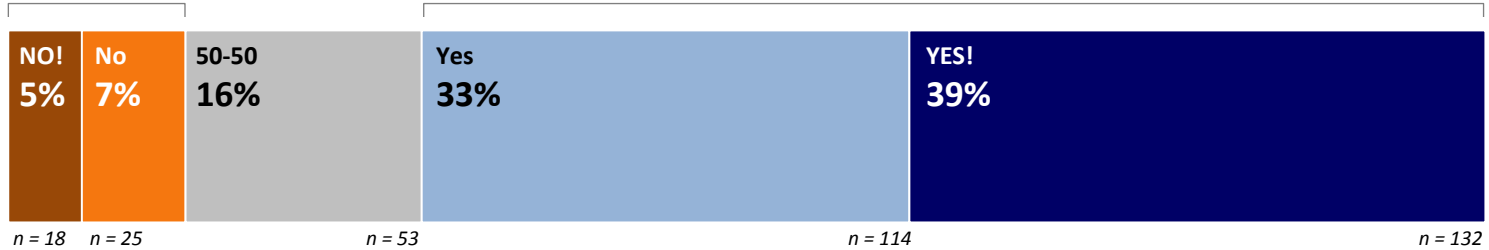
Do DDS staff resolve your questions/issues?

About 7 out of 10 DDS clients said DDS staff resolved their questions/issues. 12% disagreed.

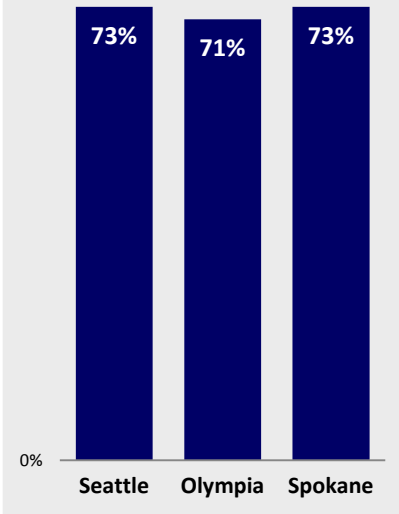
12% NO! or no

yes or YES! **72%**

Same percent as in 2012



Percent YES! or Yes by Office



Survey participants said . . .

“My adjustor has been professional, quick to respond, and I have felt connected to the process. Thank you.”

“I have been treated in a very professional manner, and they are quick to answer any questions that I feel that I need to ask.”

“I had to call several times because when I left voicemail, no returns.”

“Have better answers/information on the time frame of your disability claims decision.”





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

7 out of 10 DDS clients said that DDS referred them to others who could help. 18% disagreed. This is an improvement from 2012.

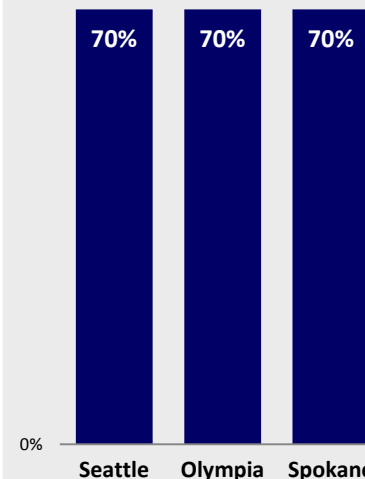
18% NO! or no

yes or YES! **70%**

Up from 64% in 2012



Percent YES! or Yes by Office



Survey participants said . . .

- “They are very good about answering my questions.”
- “Should have some kind of aftercare for when people get denied.”
- “The staff have been very helpful.”
- “If I ask a question or have an issue, I get bounced around.”
- “I have never gotten responses from my inquiries.”



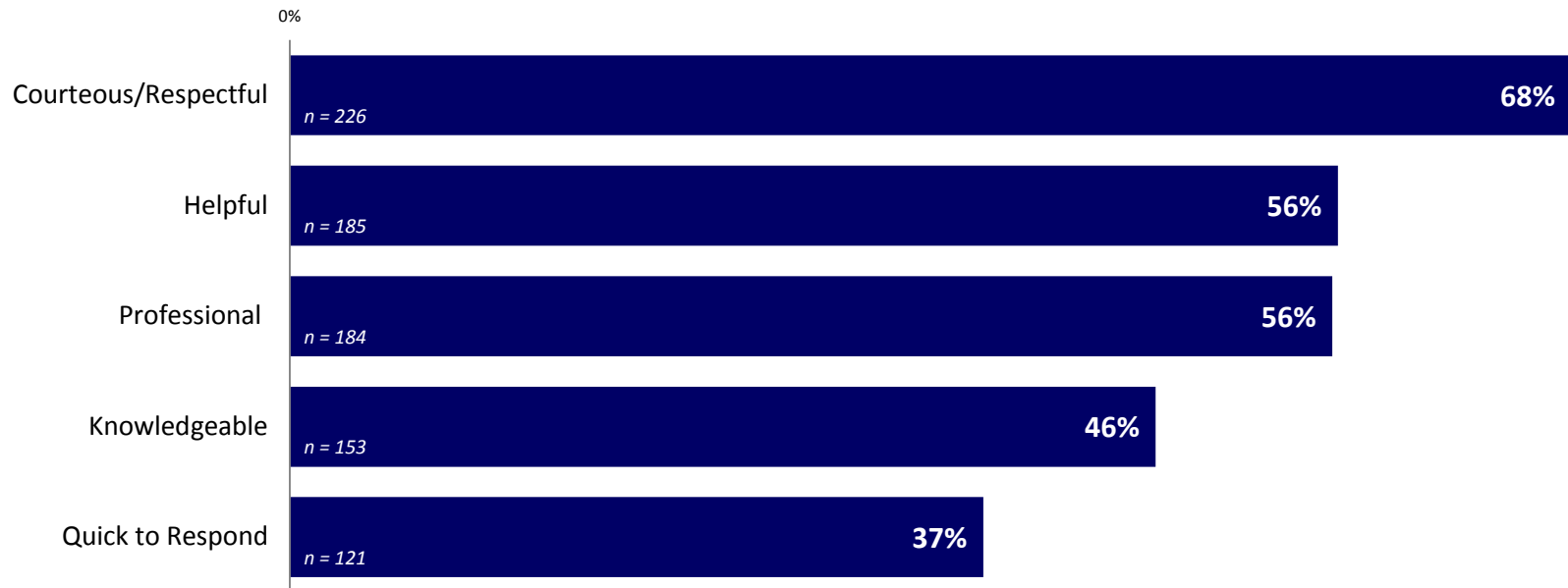


How do you find DDS staff when you deal with them on the phone?

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.
- 56% responded 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



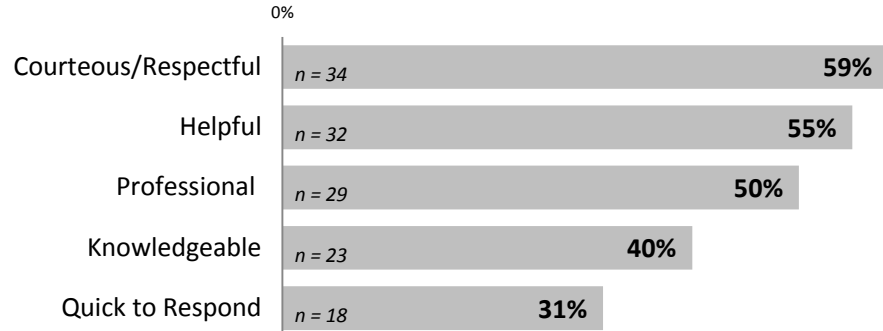


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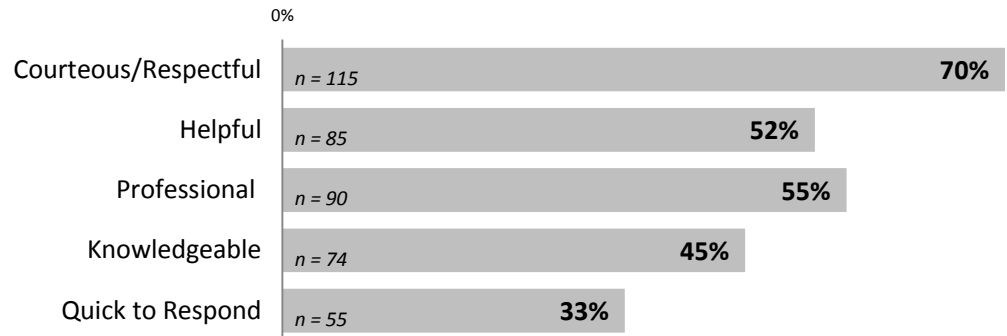
SEATTLE – improving from 2012

- In Seattle, nearly 6 of 10 indicated that DDS staff is courteous/respectful or helpful.
- Half said staff is professional.
- 40% said staff is knowledgeable.
- Quick to respond was the least marked category, at 31%.



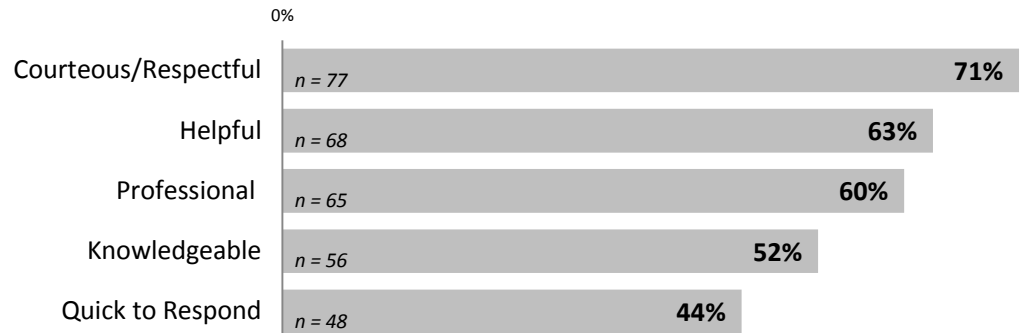
OLYMPIA

- In Olympia, 7 of 10 indicated that DDS staff was courteous and respectful on the phone.
- More than half marked that staff was helpful or professional.
- 45% said staff is knowledgeable.
- 33% 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.
- More than 60% said staff is helpful or professional.
- 52% responded that staff is knowledgeable.
- Quick to respond was the least selected category, at 44%.





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

The survey asked respondents to check all that applied.

- 45% responded that staff is courteous/respectful or professional.
- The statewide results indicate that more than 4 out of 10 found staff to be helpful by mail.
- The knowledgeable category was selected the least, with 33%.
- Nearly 4 of 10 found that staff was quick to respond.

STATEWIDE RESULTS



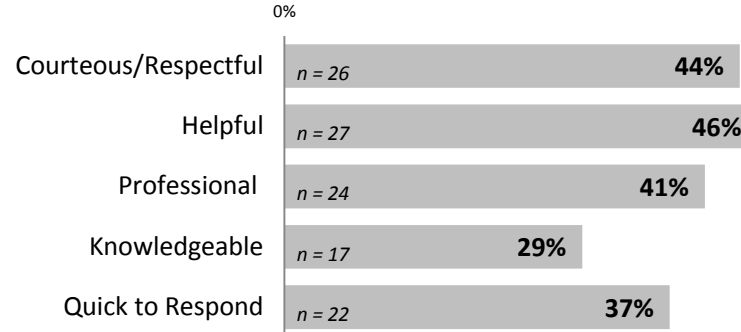


How do you find DDS staff when you deal with them by mail?

The survey asked respondents to check all that applied.

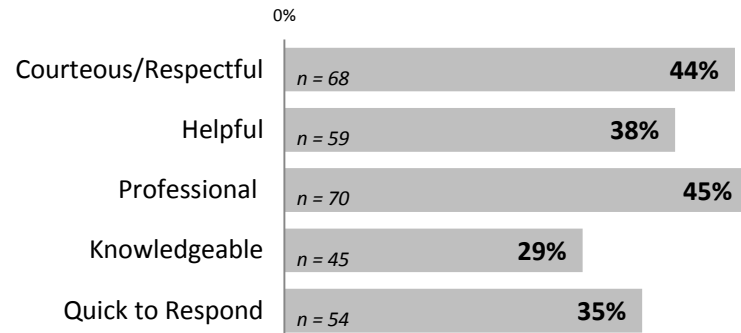
SEATTLE

- More than 4 of 10 indicated staff is professional, helpful or courteous/respectful.
- 29% found staff to be knowledgeable when dealing with them by mail.
- In Seattle, nearly 4 out of 10 indicated that staff is quick to respond.



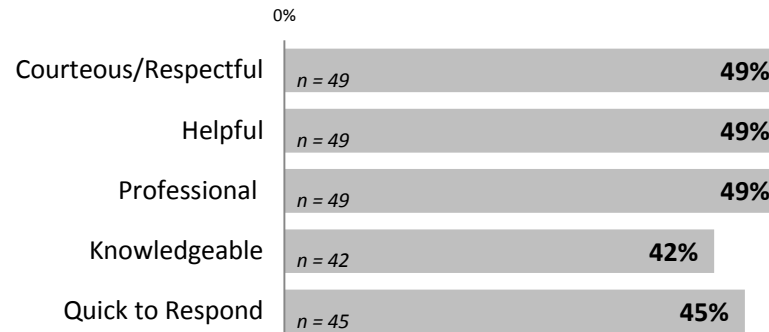
OLYMPIA

- In Olympia, over 40% indicated that staff is professional or courteous/respectful.
- 38% found staff to be helpful when dealing with them by mail.
- Nearly 3 of 10 found staff to be knowledgeable.
- 35% said staff was and quick to respond.



SPOKANE

- In Spokane, nearly 50% found staff to be courteous/respectful, helpful, or professional.
- 42% found staff to be knowledgeable when dealing with them by mail.
- Over 4 of 10 indicated that staff is quick to respond.



► There were 161 comments.

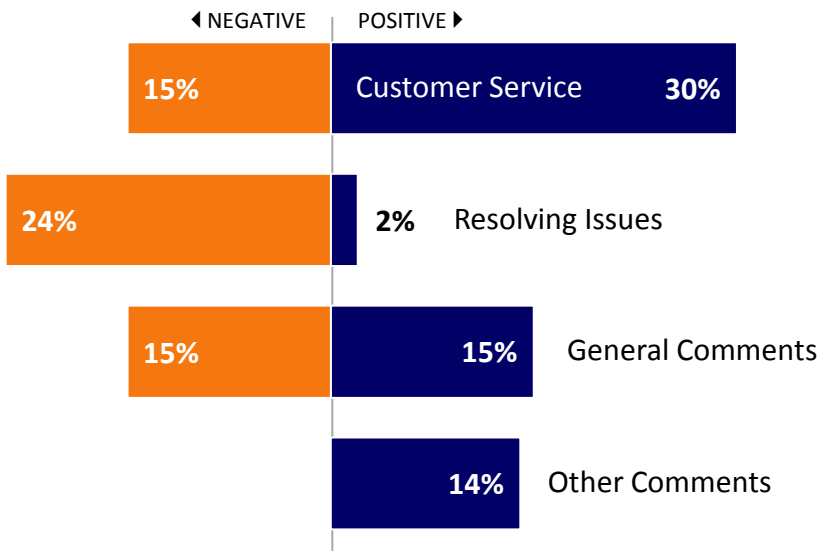
Nearly half of the comments were about DDS customer service, and most of these were positive.

Some that made positive comments about customer service named a specific caseworker that helped them. Many also noted positive interactions with staff.

The greatest number of complaints concerned resolving issues and focused on timeliness in receiving assistance and in returning phone calls.

15% made a general positive comment, such as “thank you” or “great job.”

Responses:



Definitions:

How we coded the narrative questions.

Customer Service

- Compliments/complaints regarding staff attitude; follow-through; customer service; tone of communication; keeping client informed.

Resolve Issues

- Compliments/complaints about length of time to resolve issues; return phone calls/emails; answer questions; reschedule appointments.

Referrals

- Get/don't get helpful referrals to available resources/services. (There were no comments on this subject in 2013.).

General

- Compliments/complaints about their experience with DDS system; process/paperwork takes too long/too much. Simply responds with: "Thank you," "Good/bad job. "

Other

- Comments about support from sources other than DDS; other miscellaneous comments that don't fit elsewhere.

NOTES:

Definitions have changed from those used in the 2012 survey coding.

"No comment," "No response," "None," "Not much," "Don't Know," and N/A are coded as **Nothing**.

The majority of comment categories above can be coded in two different ways: positive or negative.

Comments that fall under "**Other**" can only be coded in one way.

