

2016

Disability Determination Services (DDS)

Client/Claimant Survey



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► About the survey

When: Surveys were distributed in April 2016, and were received through August 2016.

Who and How: The survey was mailed to clients who had 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. A total of 2,193 surveys were sent out from the DDS offices in Olympia, and 210 were returned.



► Key Results

Areas of Strength:

- Three of four (75%) expressed overall satisfaction, the highest rate since 2012. New highs were also reached for ratings of staff knowledge and referrals to others who can help.
- Although not statistically significant, a higher percentage of respondents said that staff contacted by telephone or mail were knowledgeable and quick to respond, compared to 2014.
- Although not statistically significant, all indicators of timeliness showed improvement over 2014 results.

Opportunities for improvement:

- Courtesy ratings of mail contacts continue to hover around the 50% mark, with small improvements in knowledge and timeliness balanced by small declines in courtesy and helpfulness.
- Although two of three comments about staff were positive (66%), this percentage has not improved since 2014.

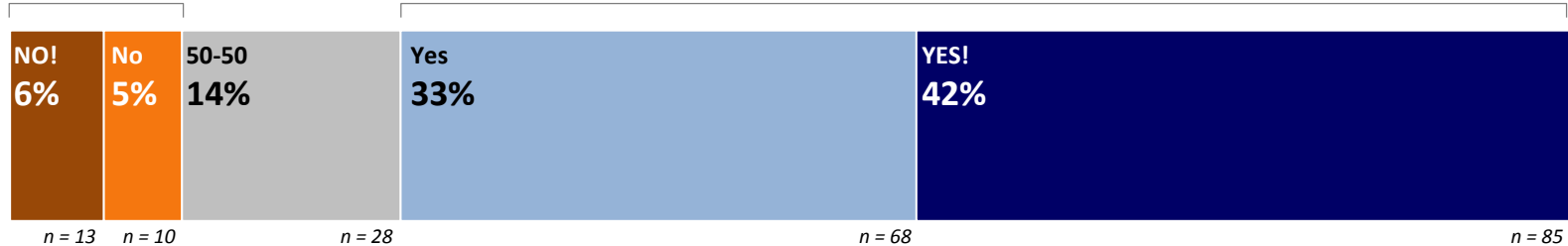


Overall, are you satisfied with the service you receive from DDS?

3 out of 4 DDS clients said they were satisfied with the service they received. 11% said they were dissatisfied.

11% NO! or no

yes or YES! **75%**



Survey participants said . . .

“Regardless of outcome, I am sincerely thankful for your help. Adjusting is always difficult.”

“Please stop denying me service. I'm at my wits end.”

“Thanks for helping me and my family. Please stand for what's right.”

“I want to thank DSHS for helping me in my time of need.”

“You don't work with me at all. You send me appointments and expect me to make them as directed, or I will lose my benefits or cancel my request for benefits. All without letting me know why I have to go. We deserve respect!”

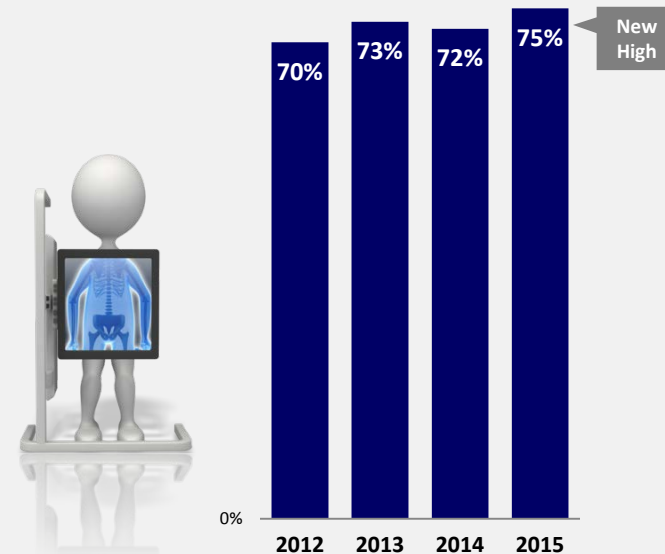
“They are nice and polite and respectful.”

“Keep up the good work.”

“It has been an easy process so far. ”

“I've had pretty much seamless interaction from the start.”

Percent yes or YES! over 4 years





Do DDS staff resolve your questions/issues?

3 out of 4 DDS clients said DDS staff resolved their questions/issues. 10% said there had been no resolution.

10% NO! or no

yes or YES! 75%



Survey participants said . . .

"I've heard nightmare stories about state employees - not true! Some of the most respectful people we ever talk to."

"They are quick to respond by phone, but rude!"

"I've been satisfied up to now on them explaining the process and how they respond back so quickly."

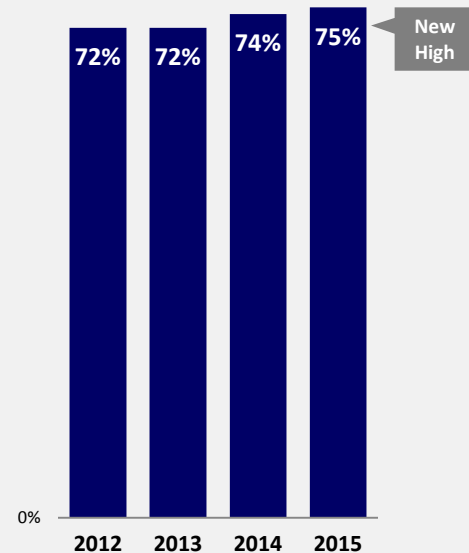
"It's wonderful talking to the same person each time I call. It saves a great deal of time and stress."

"I think they need to listen to the person more better. And not assume what the other person is trying to tell you."

"Kim is very courteous and strives to get my questions answered ALL the time."

"My personal phone consultation with Mr. Gordon was, I felt, a very warm human interaction. I felt not like a number, but a person. Much thanks."

Percent yes or YES! over 4 years





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

Nearly 3 out of 4 DDS clients said that DDS referred them to others who could help. 17% denied being referred.

17% NO! or no

yes or YES! 72%



Survey participants said . . .

“Sometimes the lack of communication from one person to the next is confusing.”

“Brienne was so helpful and the only person we have spoken with about this process the whole time - that was reassuring.”

“My caseworker is amazing and so friendly and helpful.”

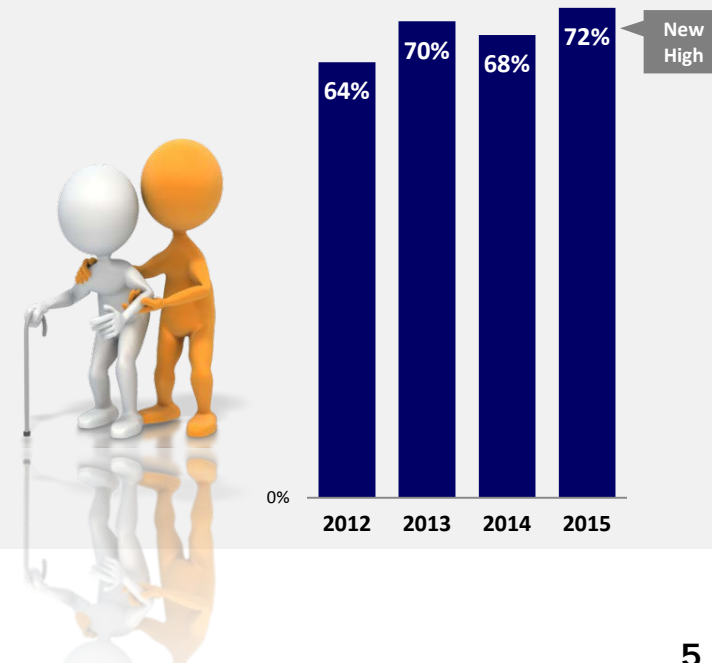
“Rude; unhelpful; no idea how to help; unprofessional; never calls back.”

“Very helpful. Patient understanding. Great people. Thank you.”

“Some adjudicators not knowledgeable, impatient, too quick to judge. Others are great.”

“If they could do me a favor and give me all of the information in Spanish, it takes a lot of work to find someone to translate. Thank you!”

Percent yes or YES! over 4 years



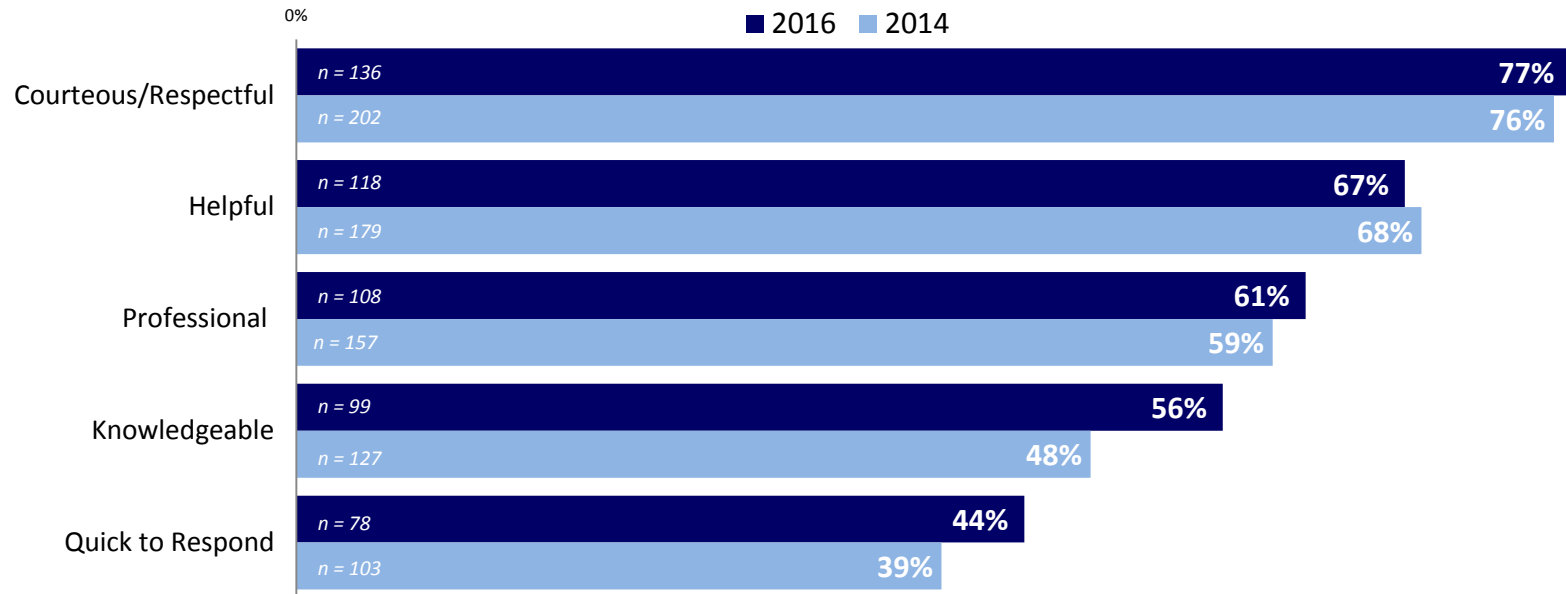


How do you find DDS staff when you deal with them on the phone?

The survey asked the 177 respondents who had phone contact to check all that applied (choices below).

- The statewide results indicate that more than 3 out of 4 respondents found DDS staff to be courteous and respectful on the phone.
- More than 2 out of 3 said that staff were helpful, and nearly 2 out of 3 found staff to be professional.
- More than half of respondents said they found staff to be knowledgeable.
- Less than half said staff were quick to respond by phone.
- Although not statistically significant, the 2 largest changes in 2016 were that higher percentages of respondents said that staff were knowledgeable and quick to respond, compared to 2014.

Telephone Contact



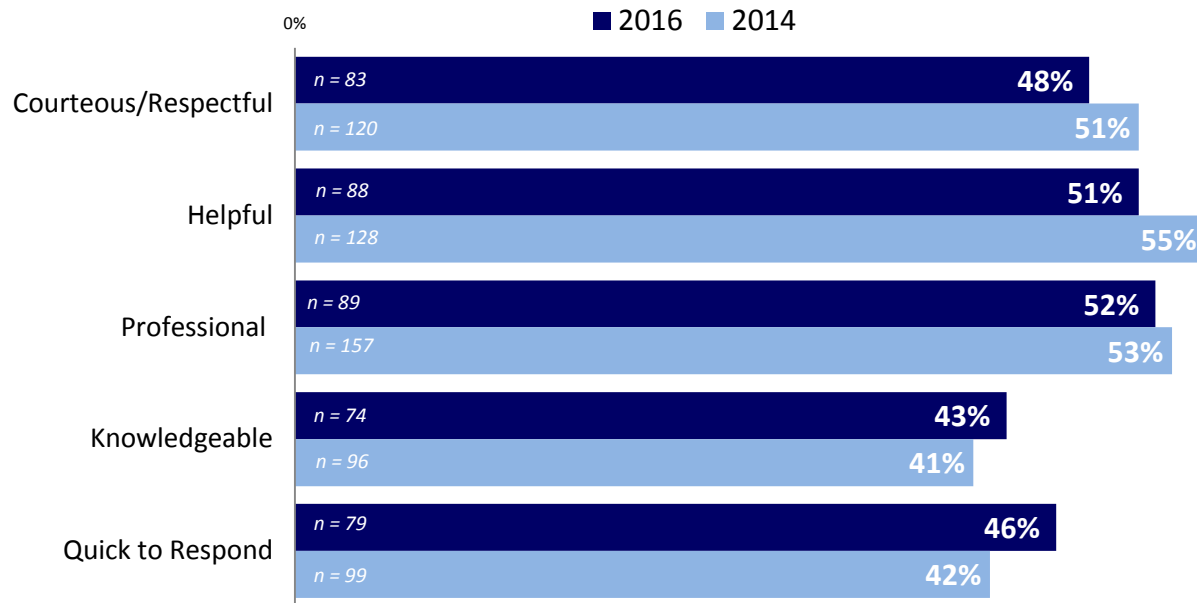


How do you find DDS staff when you deal with them by mail?

The survey asked the 172 respondents who had mail contact to check all that applied (choices below).

- Nearly half of the respondents said that staff are courteous/respectful when contacted by mail.
- More than half said staff are helpful and professional when contacted by mail.
- Less than half said that staff are knowledgeable and quick to respond when contacted by mail.
- Lower scores for mail contact as compared to phone contact may reflect the limited opportunities for personal interaction when doing business by mail.
- Although not statistically significant, the 2 largest changes in 2016 were that a higher percentage said staff were quick to respond in mail transactions; and a lower percentage said that staff were courteous/respectful or helpful, compared to 2014.

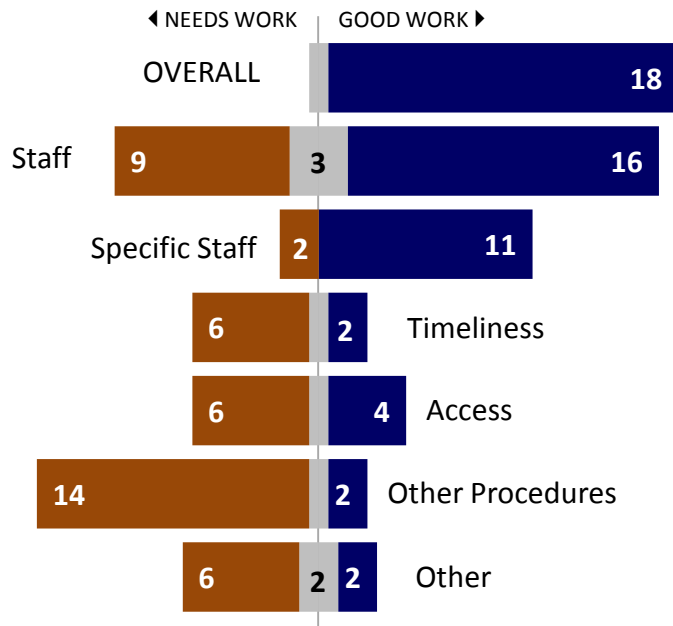
Mail Contact



► **There were 79 comments that could be coded.**

- The majority of comments about the work and staff of DDS were positive.
- More than half of all comments were positive, and nearly all the comments about overall service were positive. 16 claimants were appreciative of DDS staff in general, and 11 praised specific staff members. There were fewer negative comments about timeliness in 2016.
- The greatest number of complaints (14) described a variety of procedural issues other than timeliness or access. As in the 2014 survey, there were also some concerns about staff (9), the most common of which was rudeness (4).

Responses:



Definitions:

How we coded the narrative questions

Overall	• Overall helpfulness of program/resolving issues. Thanks.
Staff	• Courtesy, respect, attitude. Helpfulness of staff.
Specific Staff	• Staff member named.
Timeliness	• Of processing, sending letters, etc.
Access	• Answering phones, etc. Timeliness of getting back when called.
Other Procedures	• Comments about process (all but timeliness and access).
Other	• All comments not matching the categories above, including disappointment at being denied.

NOTES:

“No comment,” “No response,” “None,” “Not much,” “Don’t Know,” and N/A are not coded.
The comment categories above are each coded as Needs Work, Good Work, or Neutral/Mixed.

