

2014

Disability Determination Services (DDS)

Client/Claimant Survey



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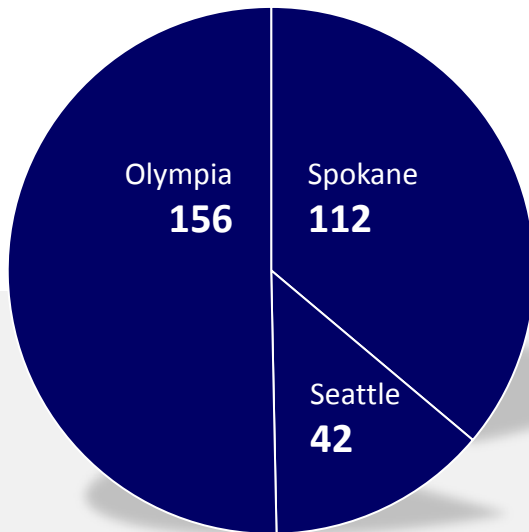


▶ **A total of 310 clients participated in this brief survey.**

When: Distributed from June 1, 2014 to June 30, 2014. Surveys were received through October 2014.

Who and How: A total of 2,920 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?

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

11% NO! or no

yes or YES! **72%**



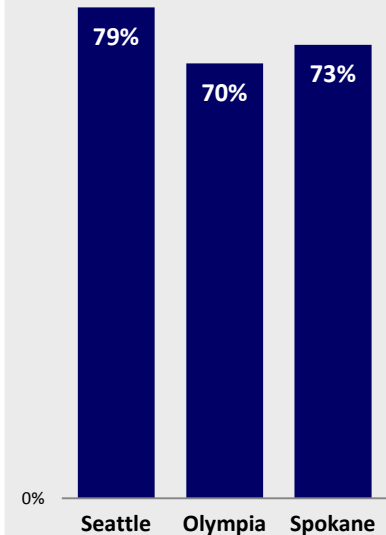
3-year trend

YES! or yes

2012	70%
2013	73%
2014	72%



Percent YES! or yes by Office



Survey participants said . . .

“Despite the rumors, great customer service so far.”

“They have always been helpful and met our needs. Thanks for doing such a good job!”

“They understand the need to see your physicians. I just wish the process didn't take so long.”

“Very slow!”

“This is the first time I have filed, and it has been amazingly easy! I am very impressed!”





Do DDS staff resolve your questions/issues?

About 3 out of 4 DDS clients said DDS staff resolved their questions/issues. 11% disagreed.

11% NO! or no

yes or YES! **74%**



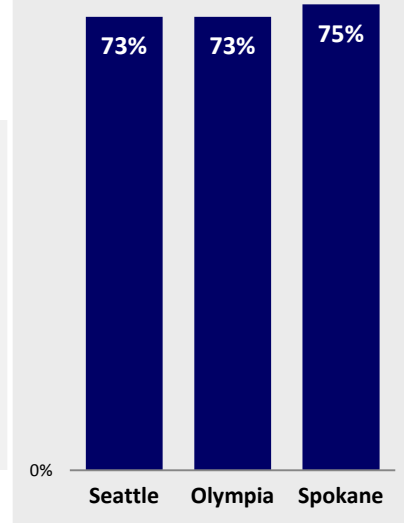
3-year trend

YES! or yes

2012	72%
2013	72%
2014	74%



Percent YES! or yes by Office



Survey participants said . . .

“I have developed memory dysfunctions, but your staff helps me by phone and makes life so much simpler. Less stressful on me. Thank you.”

“The people have been helpful and professional. I wish the process was faster.”

“Sometimes the DDS staff person I talk to is very rude and not helpful when dealing with my problem.”

“You guys are trying, but I am starting to change to worse daily. I need help.”





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

More than 2 out of 3 DDS clients said that DDS referred them to others who could help. 18% disagreed.

18% NO! or no

yes or YES! 68%



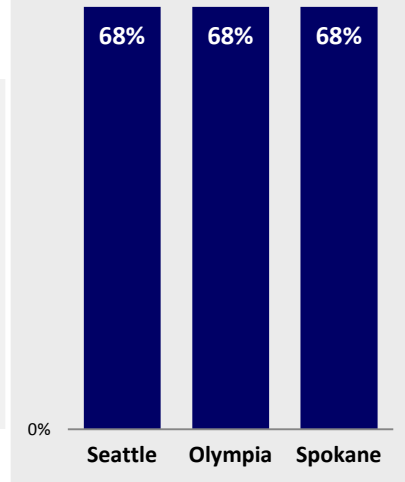
3-year trend

YES! or yes

2012	64%
2013	70%
2014	68%



Percent YES! or yes by Office



Survey participants said . . .

- “I have been told one thing, then they have done something else.”
- “So far, they are good at passing the responsibility (the buck).”
- “Very pleasant and informative staff members.”
- “Seems to be difficult to know what the next step is.”
- “The staff really does their best to help you get the benefits one needs.”



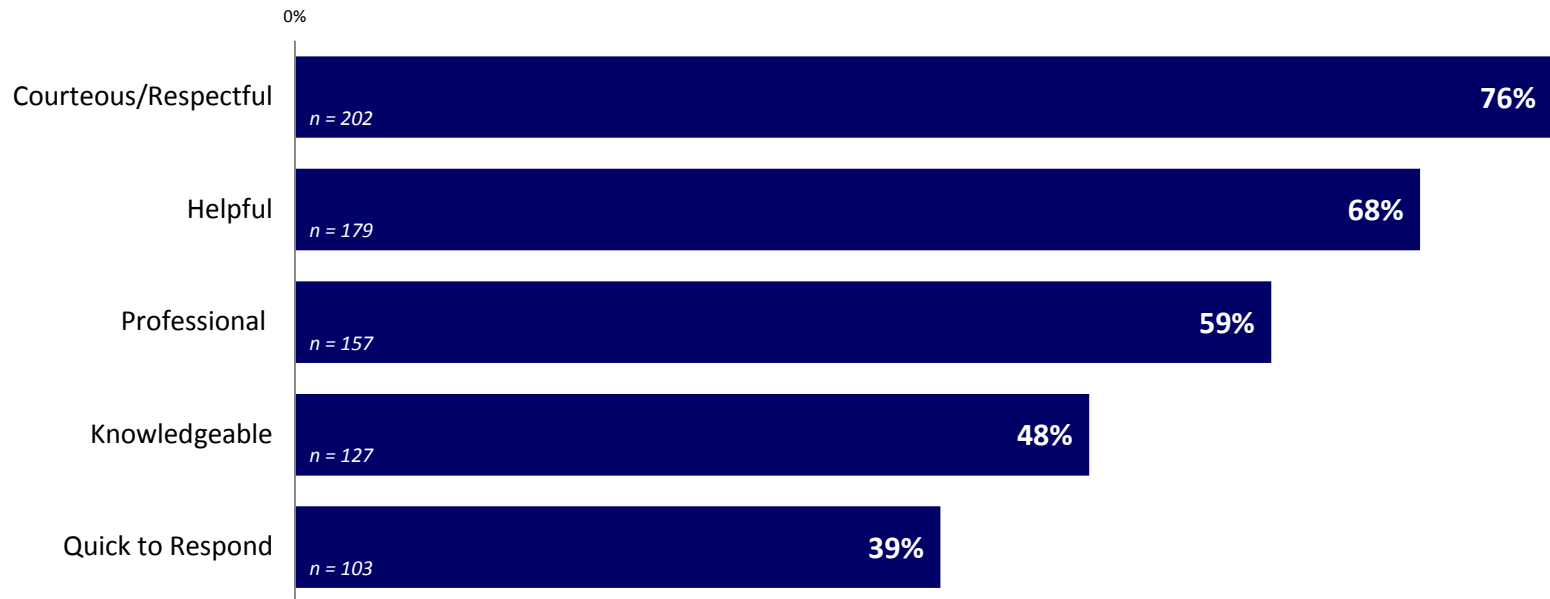


How do you find DDS staff when you deal with them on the phone?

The survey asked the 265 respondents who had phone contact to check all that applied.

- 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 responded that staff was helpful, and about 60% found staff professional.
- Slightly less than half said they found staff to be knowledgeable.
- The quick to respond category was selected the least with 39%.

STATEWIDE RESULTS



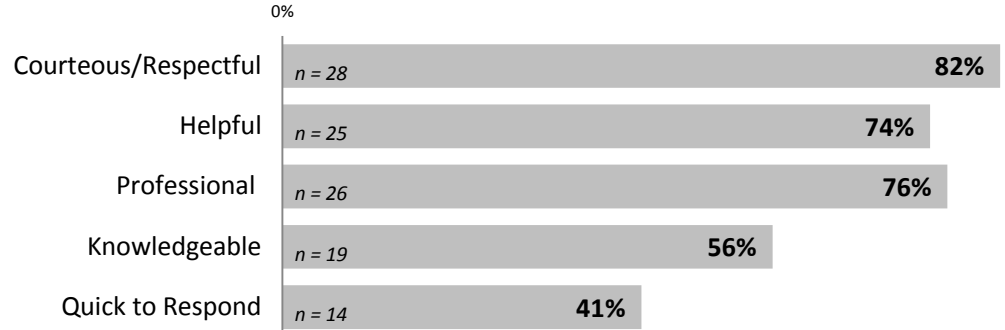


How do you find DDS staff when you deal with them on the phone?

The survey asked respondents who had phone contact to check all that apply.

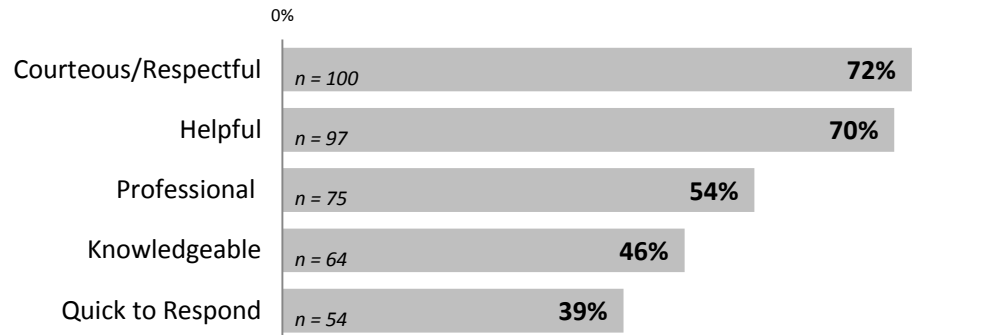
SEATTLE

- In Seattle, 3 out of 4 indicated that DDS staff are courteous/respectful, helpful, and/or professional.
- 56% said staff are knowledgeable.
- Quick to respond was the least marked category, at 41%.



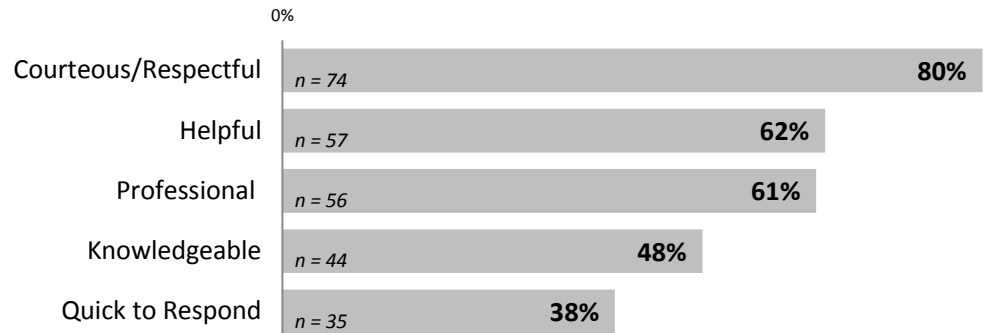
OLYMPIA

- In Olympia, more than 2 of 3 indicated that DDS staff was courteous and respectful, and/or helpful.
- More than half marked that staff was helpful or professional.
- 46% said staff are knowledgeable.
- 39% feel they receive quick responses from staff.



SPOKANE

- In Spokane, 8 out of 10 responded that staff are courteous and respectful.
- More than 3 out of five said staff are helpful or professional.
- Nearly half responded that staff are knowledgeable.
- Quick to respond was the least selected category, at 38%.



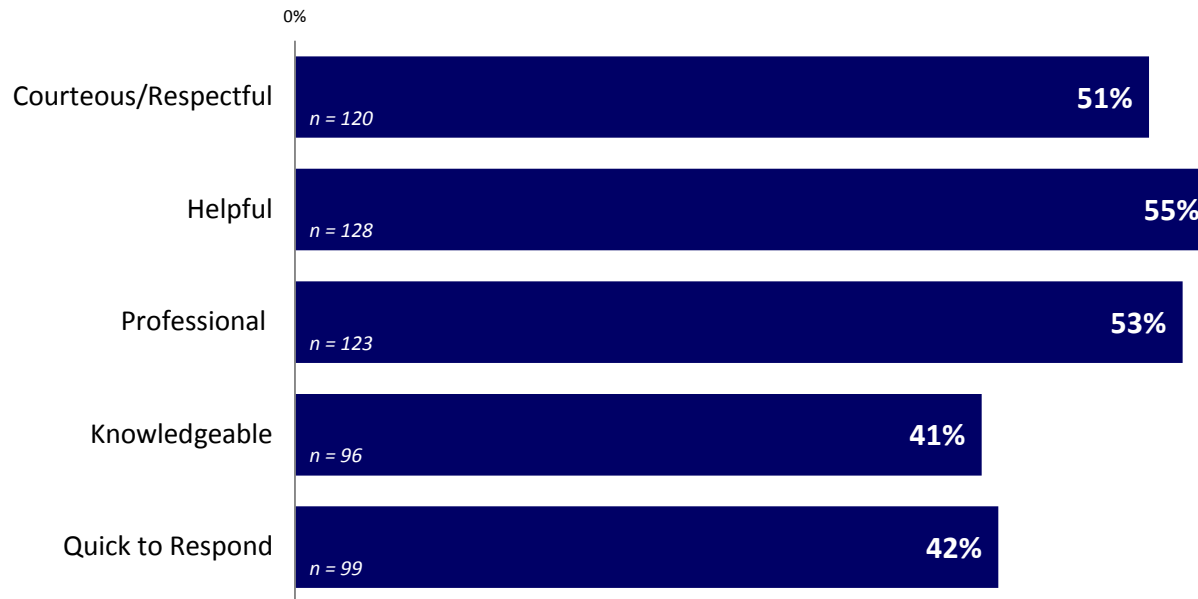


How do you find DDS staff when you deal with them by mail?

The survey asked the 234 respondents who had mail contact to check all that applied.

- More than half said staff are courteous/respectful, helpful, and professional when contacted by mail.
- More than 40% said that staff are knowledgeable and quick to respond by mail.
- The lesser opportunity for personal contact may explain the lower scores for mail contact as compared to phone contact.

STATEWIDE RESULTS



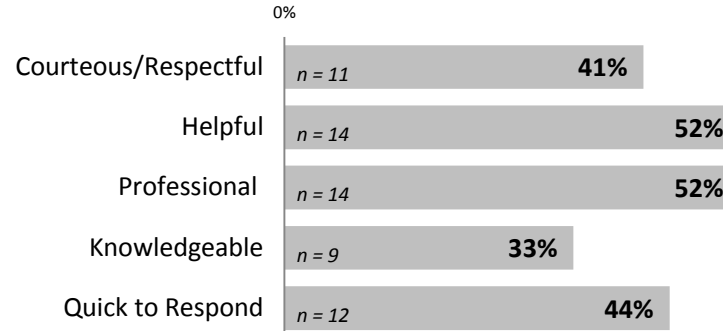


How do you find DDS staff when you deal with them by mail?

The survey asked respondents who had mail contact to check all that apply.

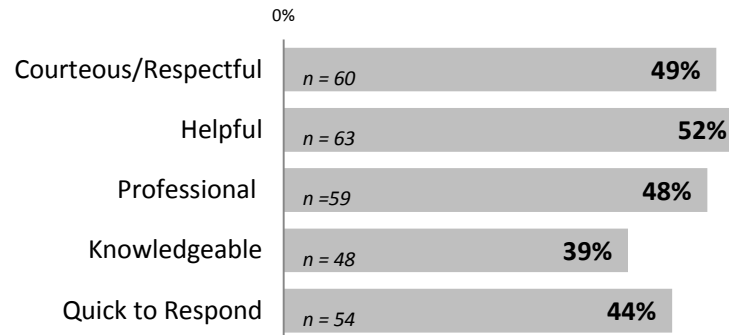
SEATTLE

- More than half indicated staff are professional, and/or helpful.
- More than 2 in 5 found staff to be courteous/respectful and/or quick to respond when dealing with them by mail.
- 1 in 3 indicated that staff are knowledgeable.



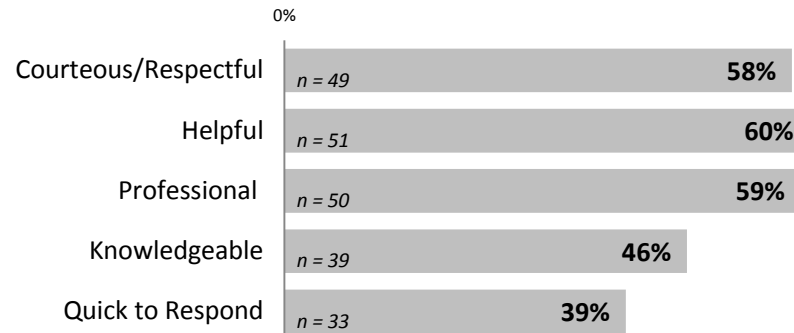
OLYMPIA

- In Olympia, about half indicated that staff are helpful, professional, and/or courteous/respectful.
- 44% found staff to be quick to respond
- 39% found staff to be knowledgeable.



SPOKANE

- In Spokane, about 6 out of 10 found staff to be courteous/respectful, helpful, or professional.
- 46% found staff to be knowledgeable when dealing with them by mail.
- 39% indicated that staff are quick to respond.



► **There were 109 substantive comments.**

The majority of comments about the overall work of DDS were positive.

Twice as many respondents made positive comments about staff as made negative comments. 15 claimants made positive comments about DDS staff in general, while 12 praised specific staff members

The greatest number of complaints concerned timeliness and other procedural issues, although 12 respondents made negative comments about staff.

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	• Including disappointment at being denied.

NOTES:

Definitions have changed from those used in the 2013 survey coding.

“No comment,” “No response,” “None,” “Not much,” “Don’t Know,” and N/A are not coded.

The majority of comment categories above can be coded in as Needs Work, Good Work, or Neutral/Mixed.

