

Our Clients Speak



2025

Highlights: 2025 Client Survey

All Social and Health Services

Every two years, the DSHS Research and Data Analysis Division surveys a representative sample of social and health services clients across DSHS, HCA, and DCYF. Their voices help us learn about the client experience, highlighting where services are strong and where customer service can be improved. This report presents the results for all respondents.

ABOUT THE SURVEY



Interviews
Oct 2024 to
May 2025



Conducted by
phone (1093)
and online (74)

1167

Respondents

56%

Response Rate

31%

Surveys completed
by proxy

53%

Received services
from 2+ programs

Highest Satisfaction

Program helpfulness	93%
Staff courtesy and respect	91%
Staff listen	91%

Lowest Satisfaction

Phone access to live person	67%
Help make plans and goals	67%
Knowledge of available services	64%



Social and Health Services Clients Said...

Build teams that have members from each of the services because I feel like one hand doesn't know what the other is doing.

When I needed help, it didn't take more than a day to get what I needed.

I'm just glad that I can get care. I remember life before Apple Health, and I hope it will continue.

Services are client driven, so the focus is on the client's needs rather than the needs of the agency.

They are courteous, listen to the problem before they present their answers.

They respect diversity. There was a hiccup in one of the programs I applied for and they realized I was falling through the cracks, and they fixed it in the background. That was awesome.

I know it's not easy sometimes to get ahold of people but maybe working on answering calls quicker. Although they are a great help once they answer, and they help out in any way they can.

They provide help and support when needed which is hard to find on your own.

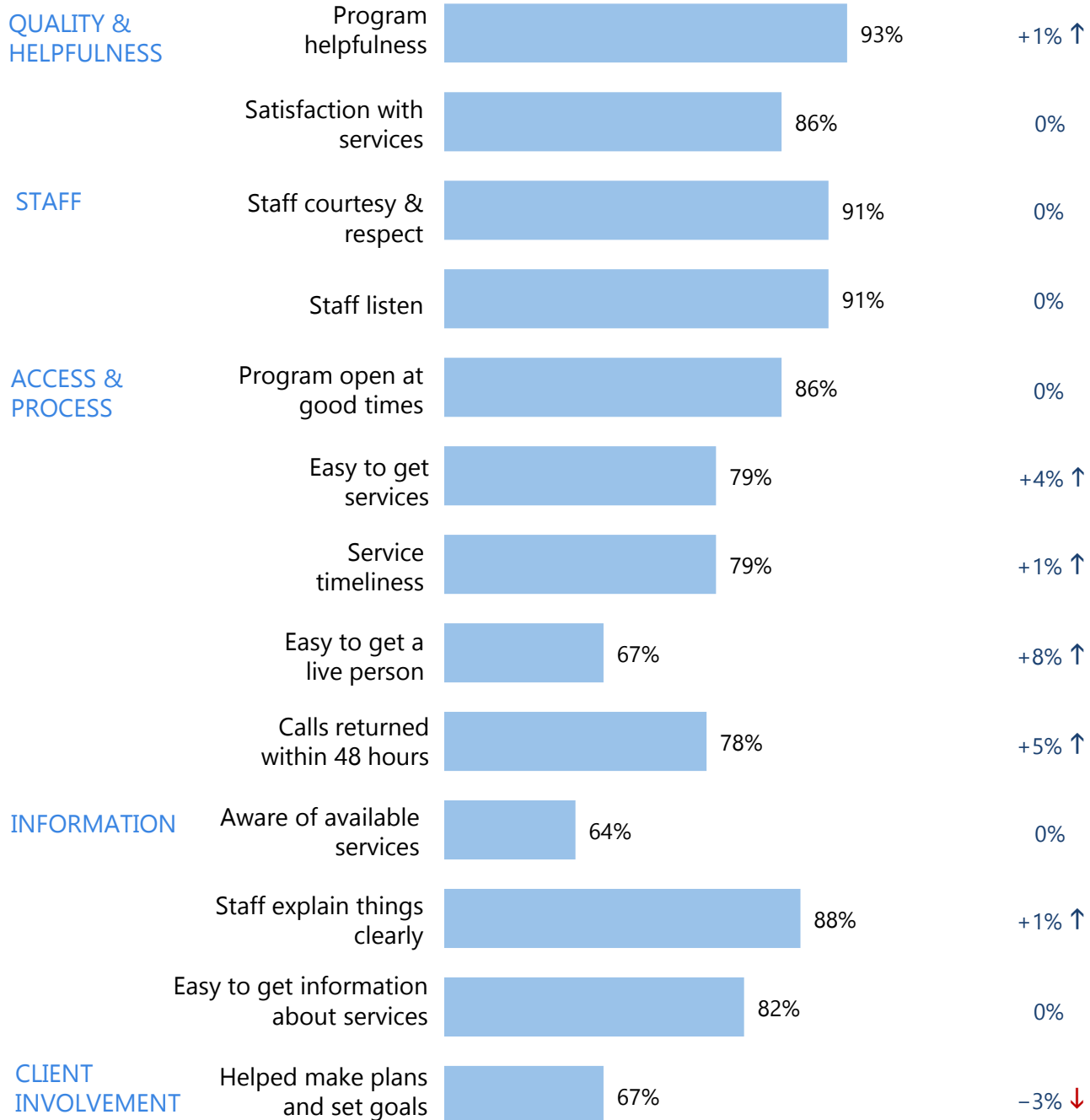
Too much paperwork and I have to fill out the same stuff for 3 different departments and I get confused about who I'm dealing with.

I feel the application process was very straightforward and thorough. I like that I was able to do it online.

CLIENT SATISFACTION

Between 2023 and 2025, social and health services clients in DSHS, HCA, and DCYF became more satisfied on several questions, including ease of getting a live person, calls returned within 48 hours, and ease of getting services. Satisfaction with helping to make plans and set goals is the only question that decreased from 2023.

Change v. '23



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