

Our Clients Speak



2025

Highlights: 2025 Client Survey

Substance Use Disorder

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 SUD clients.

ABOUT THE SURVEY



Interviews
Oct 2024 to
May 2025



Conducted by
phone (1093)
and online (74)

1167

Clients in Total

142

Clients who receive
SUD Services

86%

Total Cooperation
Rate

Highest Satisfaction

Program helpfulness	97%
Satisfaction with services	97%
Staff explain things clearly	95%

Lowest Satisfaction

Aware of available services	86%
Phone access to live person	86%
Service timeliness	84%



SUD
Clients Said...

The drug and alcohol counseling was helpful, and they wanted you to succeed.

There could be more case workers to help people stay connected to the process.

I have been clean for a year and a half because of the help I've received.

I liked that they worked well with me, and I felt included in the process.

They were personable and easy to talk to. They seemed like they cared.

Allow staff more time to discuss resources and services. Often times seems like it is crisis mode.

The issues I face are more bureaucratic and not the fault of any individual.

Location and convenience for treatment could be improved. They went by my zip code and it was actually shorter to go to Lacey than Kelso so it took me a while to get to go to a closer place.

I think they could communicate better between the divisions.

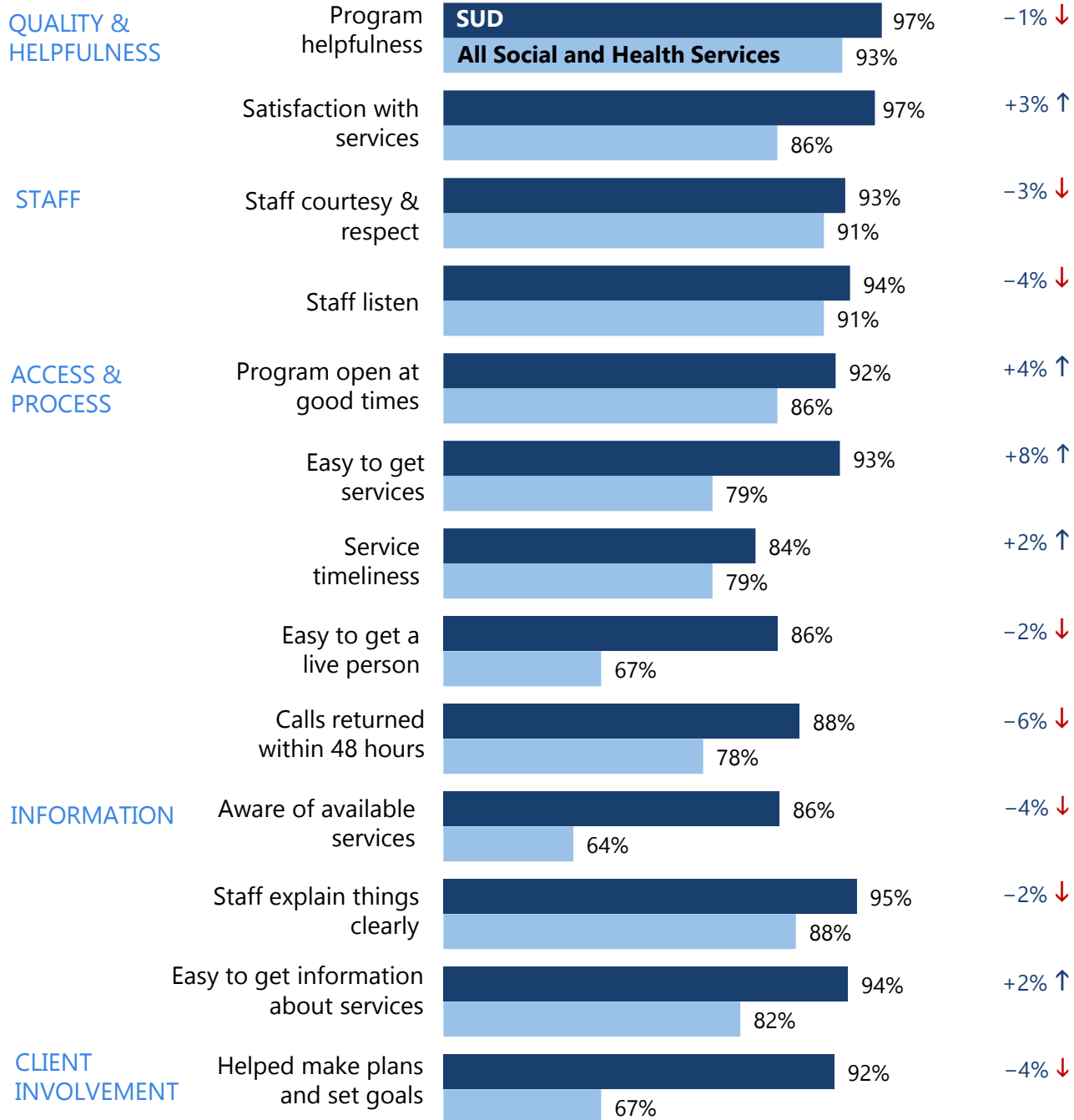
They helped me with a lot when I was struggling. I am where I am today because of the good help I received.

Health care and treatment have been wonderful and life changing.

CLIENT SATISFACTION

Between 2023 and 2025, SUD clients became more satisfied on several questions, including ease of getting services and program being open at good times. SUD clients are consistently more satisfied than all social and health services clients combined, notably when it comes to helping to make plans and goals, awareness of available services, and ease of getting a live person. Satisfaction with service timeliness, the lowest scoring question among SUD clients, also increased from 2023.

Program
Change v. '23



Note: Figure does not include program-specific questions.



Questions? Contact John Rogers (john.rogers@dshs.wa.gov) or Teresa Ciabattari (teresa.ciabattari@dshs.wa.gov)

