



2025 Client Survey

Presentation to Substance Use Recovery Services Advisory Committee

July 7, 2025

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and

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FTAA | Research and Data Analysis Division

2025 Client Survey

Our goal is to elevate the voices of our clients.

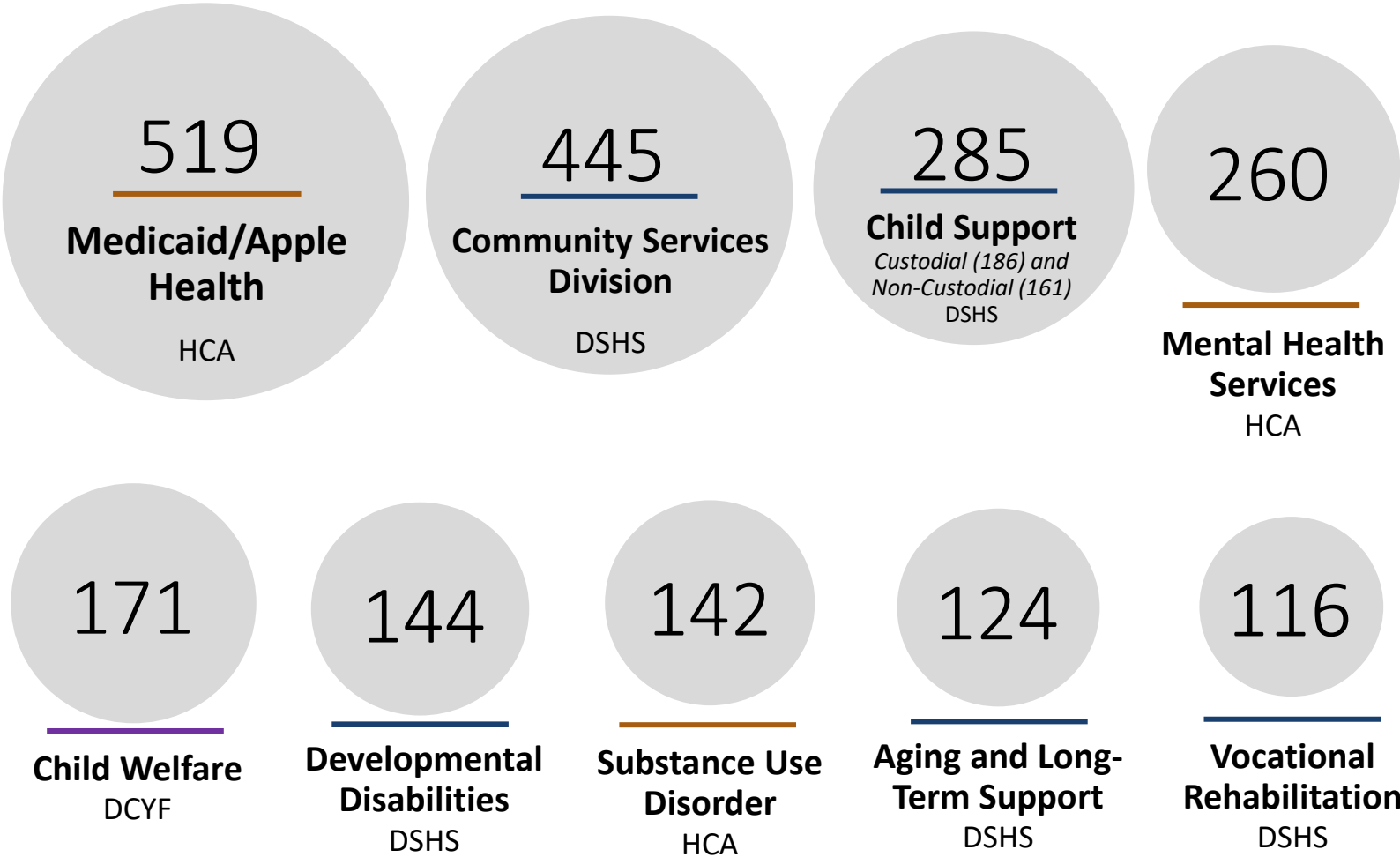
They helped me with a lot when I was struggling. I am where I am today because of the good help I received.

-SUD Client

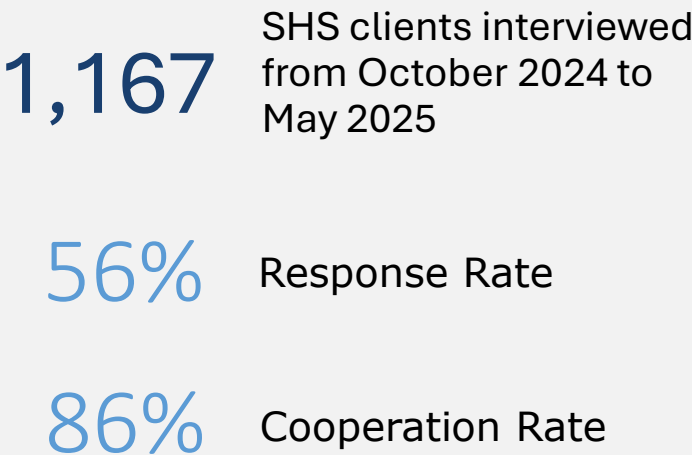


About the Respondents

Number of clients interviewed from each program*



About the Survey

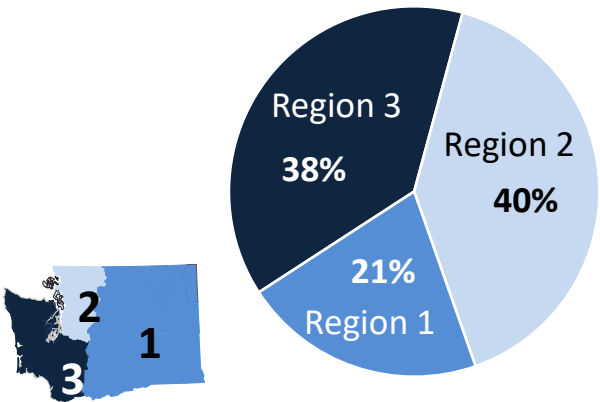


*Clients are asked about ALL services they received in the past two years.

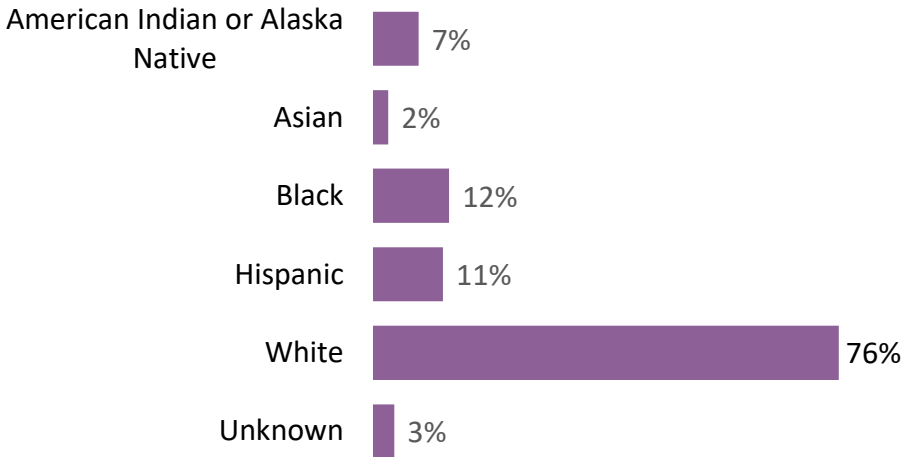
Respondent Characteristics: SUD



Region

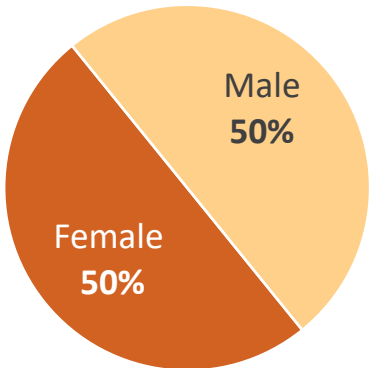


Race/Ethnicity

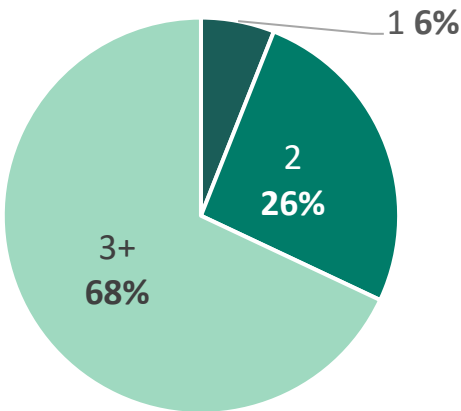


Note: Race/ethnicity groups are not mutually exclusive. There were <10 respondents who identified as MENA or PI.

Gender Identity



Number of Programs Received



Percentage of SUD respondents who also received services from:

CSD	75%
Apple Health	72%
Mental Health	54%
DCYF Child Welfare	15%



2025 Client Survey: SUD Client Satisfaction Rates

(Weighted Data)

Key Findings

SUD clients are highly satisfied with quality and helpfulness of services and with staff.

Clients are less positive about service coordination and timeliness, though satisfaction is still high.

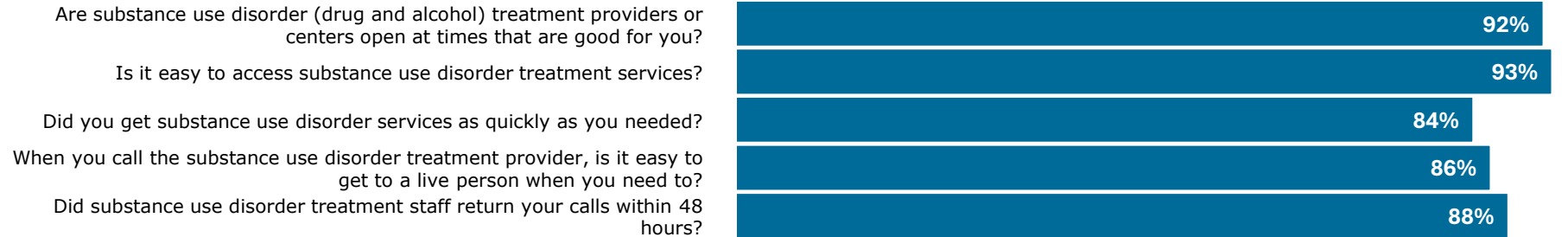
QUALITY AND HELPFULNESS



STAFF



ACCESS AND PROCESSES



INFORMATION



CLIENT INVOLVEMENT AND COORDINATION



NOTE: Data represents the percent who answered "yes" or "strong yes" (weighted).

SOURCE: DSHS Research and Data Analysis Survey Team.



SUD Program Questions:

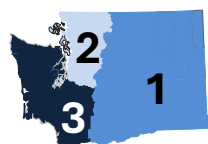
Did staff give you information about treatment of substance/alcohol use disorder with medications?

96%

Did you receive any support through a peer counselor?

63%

SUD Results by Region



2025 CLIENT SURVEY

Unweighted n=142

Client Survey Satisfaction Rates¹

Substance Use Disorder Treatment Services • Weighted Data

	n=	All SUD 142	Region 1 28	Region 2 57	Region 3 56
Quality and Helpfulness					
Overall, have drug and alcohol services helped you?		97%	100%	97%	96%
Are you satisfied with drug and alcohol services?		97%	100%	95%	96%
Staff					
Did staff who helped you treat you with courtesy and respect?		93%	100%	90%	93%
Did staff who helped you listen to what you had to say?		94%	100%	86%	99%
Are substance use disorder (drug and alcohol) treatment providers or centers open at times that are good for you?		92%	89%	96%	91%
Access and Process					
Is it easy to access substance use disorder treatment services?		93%	96%	89%	94%
Did you get substance use disorder services as quickly as you needed?		84%	93%	74%	89%
When you call the substance use disorder treatment provider, is it easy to get to a live person when you need to?		86%	100%	70%	95%
Did substance use disorder treatment staff return your calls within 48 hours?		88%	96%	80%	93%
Information					
Do you know what substance use disorder treatment services there are for you and your family?		86%	86%	88%	84%
Did treatment provider staff (e.g., counselor or clinician) explain things clearly?		95%	93%	96%	94%
Was it easy to get the information you needed about substance use disorder treatment services?		94%	93%	92%	96%
Client Involvement					
Did you help make plans and set goals about services?		92%	80%	94%	97%
Additional Questions					
Did staff give you information about treatment of substance use disorder/alcohol use disorder with medications?		96%	97%	95%	95%
Did you receive any support through a peer counselor?		63%	67%	65%	59%

¹ Percentage shown is the percent who answered "yes" or "strong yes." Data are weighted.

Historical Comparison of Client Survey Satisfaction Rates¹

Substance Use Disorder Treatment Services • Weighted Data

	2015	2017	2019	2021	2023	2025	Change 15 - 25	Change 23 - 25
QUALITY AND HELPFULNESS								
Overall, have drug and alcohol services helped you?	94%	87%	90%	89%	98%	97%	3%	-1%
Are you satisfied with drug and alcohol services?	84%	85%	86%	86%	93%	97%	13% *	3%
STAFF								
Did staff who helped you treat you with courtesy and respect?	91%	89%	92%	91%	96%	93%	2%	-3%
Did staff who helped you listen to what you had to say?	87%	89%	91%	92%	98%	94%	7%	-4%
ACCESS AND PROCESSES								
Are substance use disorder (drug and alcohol) treatment providers or centers open at times that are good for you?	86%	88%	90%	95%	89%	92%	6%	4%
Is it easy to access substance use disorder treatment services?	80%	75%	80%	91%	85%	93%	13% *	8%
Did you get substance use disorder services as quickly as you needed?	80%	80%	85%	91%	81%	84%	3%	2%
When you call the substance use disorder treatment provider, is it easy to get to a live person when you need to?	80%	80%	91%	92%	88%	86%	6%	-2%
Did substance use disorder treatment staff return your calls within 48 ² hours?	76%	81%	81%	89%	95%	88%	13%	-6%
INFORMATION								
Do you know what substance use disorder treatment services there are for you and your family?	87%	83%	92%	87%	90%	86%	0%	-4%
Did treatment provider staff (e.g., counselor or clinician) explain things clearly?	88%	85%	90%	92%	97%	95%	6%	-2%
Was it easy to get the information you needed about substance use disorder treatment services?	89%	79%	88%	94%	92%	94%	5%	2%
CLIENT INVOLVEMENT								
Did you help make plans and set goals about services?	89%	89%	90%	90%	96%	92%	3%	-4%

¹ Percentage shown is the percent who answered "yes" or "strong yes."² Question wording changed in 2023 from "24" to "48" hours.

* Difference is statistically significant at p<.05.

	All Respondent	HCA-SUD
QUALITY AND HELPFULNESS		
Overall, do social and health service programs help you and your family?	93%	97%
Are you satisfied with program services?	86%	97%
STAFF		
Do staff treat you with courtesy and respect?	91%	93%
Do staff listen to what you have to say?	91%	94%
ACCESS AND PROCESSES		
Are the programs open at times that are good for you?	86%	92%
Is it easy to get services from the program?	79%	93%
Did you get services as quickly as you needed?	79%	84%
When you call, is it easy to get a live person when you need to?	67%	86%
Do staff return your calls within 48 hours?	78%	88%
INFORMATION		
Do you know what program services there are for you and your family?	64%	86%
Did program staff explain things clearly?	88%	95%
Was it easy to get the information you needed about services?	82%	94%
CLIENT INVOLVEMENT		
Did you help make plans and set goals about services?	67%	92%

Clients are more satisfied with SUD services than all social and health services combined.

Percentage shown is the percent who answered "yes" or "strong yes." N=1,167 for all respondents and n=142 for SUD.

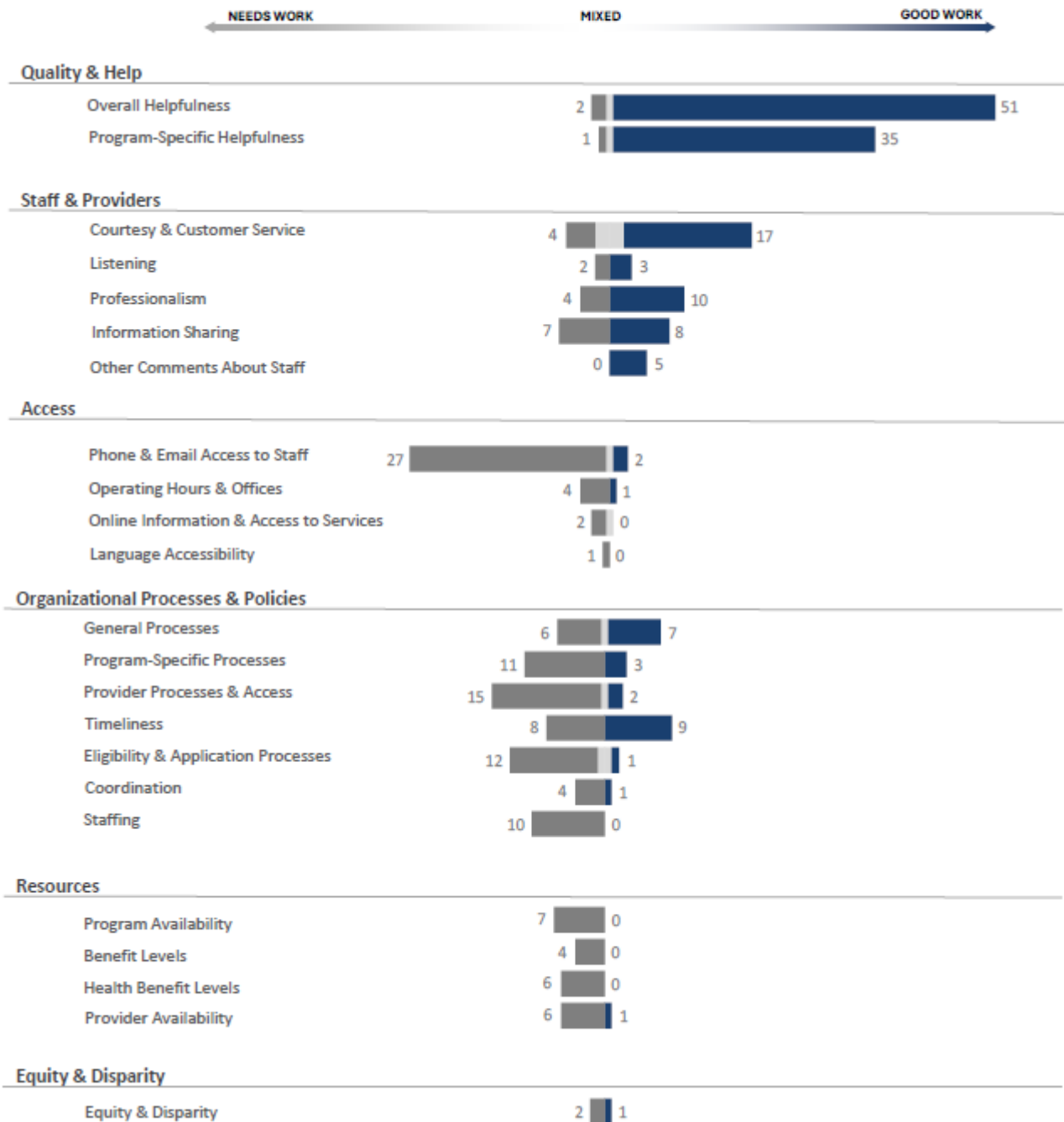
2025 Client Survey: Comments

(Unweighted Data) · 136 of 142 SUD Respondents Made Comments

Q: *What do you like best about dealing with social and health services?*

What is one thing social and health services can do to improve services?

Comments may be about any program from which the client received services.





What SUD Clients Liked Best:

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

The staff understand the situation and are supportive.

Being a single mom, all of it has been really helpful. The TANF, the treatment I've been able to get has really, really helped me. I'm just so grateful for everything.

They really supported me on the mental health and substance abuse side. It was really great, and they should keep doing what they are doing.

Honestly, everything concerning rehab happened within a week. Everything was perfect and I am finished with the program.

I wouldn't be able to survive without them. After I got back on my feet, they have helped me maintain my wellness.

The financial and medical worked very well to help me stay on treatment and be able to function. I am now in housing and off drugs.

I would be in a mess if it were not for social and health services. They are my lifeline, and I have had some amazing social workers. The issues I face are more bureaucratic and not the fault of any individual.



What SUD Clients Would Like Improved:

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

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

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.

Have a **team for nights** to contact for my treatment.

I think they could **communicate better between the divisions.**

Have more people who have gone through what we have instead of ex-cops.

Change the disbursement of Methadone and or **pay for the transportation** to and from the center and the **hours are awful** so those need to be more supportive to the needs of the client.

They need to have **more mental health professionals in remote counties.**

I think there needs to be **more resources for unhoused and people needing SUD** services.

I also wish that after some years of getting clean UA's that you **could get more than a month's supply of your meds.** After you've proven yourself and shown over time that you are working the program like you're supposed to.

Word clouds show what SUD clients said most frequently in each theme.

Many clients receive services from multiple programs across DSHS, HCA, and DCYF, and the comments may be about any of those programs.

Quality & Help



Staff & Providers



Access



Resources



Organizational Processes & Policies





Questions?

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FTAA | Research and Data Analysis Division

Supplemental Slide: Study Design and Timeline

