# DCHS Welcoming Environment Survey Results

**Distribution:** The survey was open from August to the end of September for clients (via front office), and from September until the end of November for community partners (via social media & email links).

**Themes: How Improve?**
- Better signage (English & Spanish)
- Nicer, larger waiting areas
- Calm music or noise
- More colorful offices
- Some buildings feel "institutional"
- People who speak Spanish and understand Latin culture
- More privacy during check-in/out
- Kid-friendly waiting areas: toys/nursing
- Clients want to be greeted when they enter

**Themes: Currently Welcoming Traits**
- Supportive staff/environment
- Friendly staff/environment
- Respectful staff/environment
- Clean/quiet space
- Feels Safe
- Quickly helped

**Response Rate Considerations:** The majority of respondents were White/Caucasian, with no other race selected (80%). Due to the low response count from other races, some of the data is combined for analysis. The majority of respondents are Female (69%), followed by Male (30%). Due to the low response of those who selected a non Male/Female gender, some of the data is combined for analysis.

**Significant Considerations**

**Information and Services are Provided in languages and formats that meet my needs:**
- 30% of those who marked race as other than Caucasian were Dissatisfied or Very Dissatisfied, as opposed to 5% of Caucasians.

**Significant Considerations Cont.**

**Buildings and Offices feel welcoming:** 33% of those who marked race as other than Caucasian were Dissatisfied or Very Dissatisfied, as opposed to 4% of Caucasians.

**Staff provide services that are appropriate for my culture, background, and beliefs:**
- 27% of those who marked race as other than Caucasian were Dissatisfied or Very Dissatisfied, as opposed to 2% of Caucasians. DCDC scored 76% satisfaction (80%= low benchmark).

**Staff are respectful towards people of all cultures, backgrounds, and beliefs:**
- 27% of those who marked race as other than Caucasian were Dissatisfied or Very Dissatisfied, as opposed to 4% of Caucasians. WSSB scored 75% satisfaction, Becky Johnson scored 79% satisfaction (80%= low benchmark).

**Overall Satisfaction:**
- 21% of those who marked race as other than Caucasian were Dissatisfied or Very Dissatisfied, as opposed to 3% of Caucasians.
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Location(s) Visited
- Courtney = 135
- DCDC = 38
- WSSB = 57
- Becky Johnson = 36
- Redmond = 55
- La Pine = 24

Gender of Respondents
- Female = 163
- Male = 71
- Gender non-binary = 2
- Gender fluid expression, male identity = 1

Age of Respondents
- Less than 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

Updated: 12/1/2017
DCHS Welcoming Environment Survey Results

**Overall Results:** DCHS staff provide services that are appropriate for my culture, background, and beliefs

- Very Satisfied: 47%
- Satisfied: 61%
- Neutral: 38%
- Dissatisfied: 50%
- Very Dissatisfied: 22%
- Not Applicable: 5%

**By Race:**

- Blank (13): 38% Very Satisfied, 15% Satisfied, 8% Neutral, 31% Dissatisfied, 8% Very Dissatisfied, 1% Not Applicable
- Only White/Caucasian (169): 61% Very Satisfied, 27% Satisfied, 8% Neutral, 8% Dissatisfied, 8% Very Dissatisfied, 1% Not Applicable
- All others (15): 47% Very Satisfied, 20% Satisfied, 7% Neutral, 7% Dissatisfied, 20% Very Dissatisfied, 5% Not Applicable

**By Gender:**

- Male (61): 57% Very Satisfied, 36% Satisfied, 9% Neutral, 5% Dissatisfied, 2% Very Dissatisfied, 3% Not Applicable
- Female (130): 58% Very Satisfied, 22% Satisfied, 9% Neutral, 5% Dissatisfied, 2% Very Dissatisfied, 3% Not Applicable

*One "Blank", responded as very satisfied.*

Updated: 12/1/2017
DCHS Welcoming Environment Survey Results

**Overall Results: Overall Satisfaction**

- Very Satisfied: 66
- Satisfied: 110
- Neutral: 6
- Dissatisfied: 7
- Very Dissatisfied: 5
- Not Applicable: 1

**By Race: Overall Satisfaction**

- Blank (13)
  - Very Satisfied: 31%
  - Satisfied: 46%
  - Neutral: 23%
- Only White/ Caucasian (168)
  - Very Satisfied: 60%
  - Satisfied: 33%
  - Neutral: 4%
- All others (14)
  - Very Satisfied: 43%
  - Satisfied: 29%
  - Neutral: 7%

**By Gender: Overall Satisfaction**

- All except "Male/Female" (4)
  - Very Satisfied: 75%
  - Satisfied: 25%
- Male (61)
  - Very Satisfied: 59%
  - Satisfied: 34%
  - Neutral: 2%
  - Dissatisfied: 2%
- Female (128)
  - Very Satisfied: 55%
  - Satisfied: 34%
  - Neutral: 4%
  - Dissatisfied: 5%

*One "Blank", responded as very satisfied.

Updated: 12/1/2017
DCHS Welcoming Environment Survey Results

Overall Results: DCHS information and services are provided in languages and formats that meet my needs

By Race: DCHS information and services are provided in languages and formats that meet my needs

By Gender: DCHS information and services are provided in languages and formats that meet my needs

Updated: 12/1/2017
DCHS Welcoming Environment Survey Results

Overall Results: DCHS buildings and offices feel welcoming

- Very Satisfied: 112
- Satisfied: 49
- Neutral: 23
- Dissatisfied: 7
- Very Dissatisfied: 7

By Race: DCHS buildings and offices feel welcoming

- Blank (13): 38% Very Satisfied, 15% Satisfied, 31% Neutral, 15% Dissatisfied, 2% Very Dissatisfied
- Only White/ Caucasian (170): 59% Very Satisfied, 26% Satisfied, 11% Neutral, 2% Very Dissatisfied
- All others (15): 47% Very Satisfied, 20% Satisfied, 13% Neutral, 20% Not Applicable

By Gender: DCHS buildings and offices feel welcoming

- Male (61): 62% Very Satisfied, 30% Satisfied, 5% Neutral, 3% Very Dissatisfied
- Female (131): 53% Very Satisfied, 24% Satisfied, 14% Neutral, 5% Very Dissatisfied

*One "Blank", responded as very satisfied.

Updated: 12/1/2017
Overall Results: DCHS staff are respectful towards people of all cultures, backgrounds, and beliefs

By Race: DCHS staff are respectful towards people of all cultures, backgrounds, and beliefs

DCHS staff are respectful towards people of all cultures, backgrounds, and beliefs

Updated: 12/1/2017
DCHS Welcoming Environment Survey Results

Overall Satisfaction by Location

- **South County**: Very Satisfied: 16, Satisfied: 7, Neutral: 1
- **Redmond-Antler**: Very Satisfied: 31, Satisfied: 19, Neutral: 1
- **Becky Johnson**: Very Satisfied: 17, Satisfied: 15, Neutral: 1
- **WSSB**: Very Satisfied: 24, Satisfied: 27, Neutral: 3
- **DCDC**: Very Satisfied: 19, Satisfied: 16, Neutral: 3
- **Courtney**: Very Satisfied: 73, Satisfied: 46, Neutral: 6

Percent Satisfaction by Topic and Location

- **DCHS information and services are provided in languages and formats that meet my needs**: Courtney: 93%, DCDC: 97%, WSSB: 94%, Becky Johnson: 92%, Redmond-Antler: 96%
- **DCHS buildings and offices feel welcoming**: Redmond-Antler: 81%, WSSB: 79%, DCDC: 81%
- **DCHS staff provide services that are appropriate for my culture, background, and beliefs**: Redmond-Antler: 87%, WSSB: 76%, DCDC: 84%
- **Staff are respectful towards people of all cultures, backgrounds, and beliefs**: Redmond-Antler: 96%, WSSB: 84%, DCDC: 84%

Updated: 12/1/2017