

DCHS Welcoming Environment Survey Results

252

235 Responses in English, 12 in Spanish.

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).

Partners Included: Latino Community Association, Interfaith Network, Community Action alliance, IDD advisory board, Head start parents and staff, Community Huddle Email, Deschutes County Internal departments, Homeless leadership coalition, School Youth Action Council, SBHC (Mosaic & St. Charles), COPA, Pacific Source, CYAA, and others if the survey was forwarded.

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

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.

**Little variation of response by age*

Themes: Currently Welcoming Traits

- Supportive staff/environment
- Friendly staff/environment
- Respectful staff/environment
- Clean/ quiet space
- Feels Safe
- Quickly helped

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

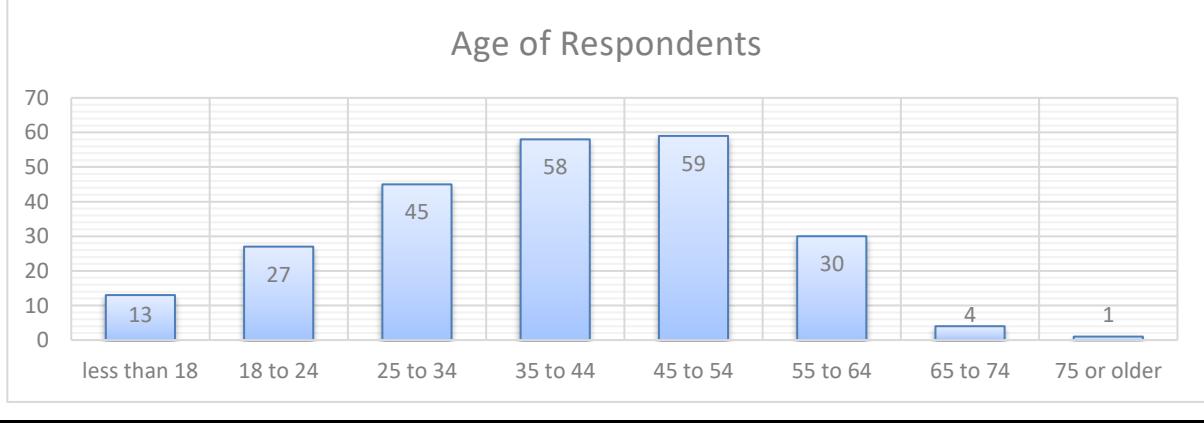
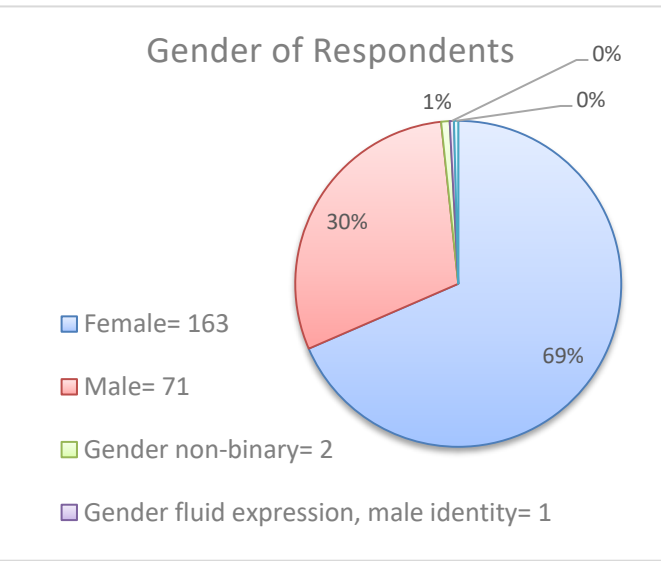
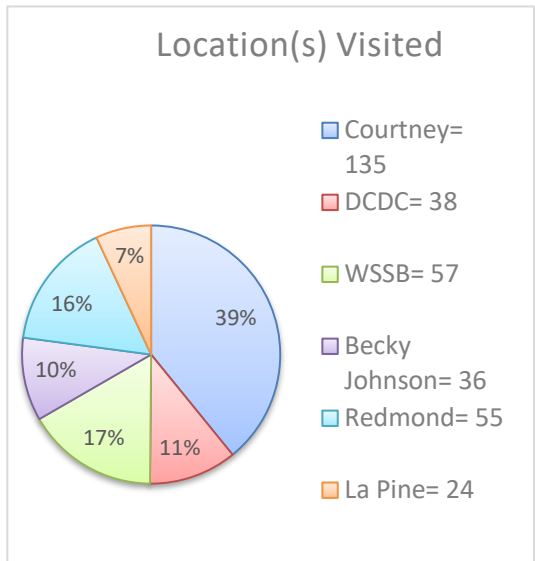
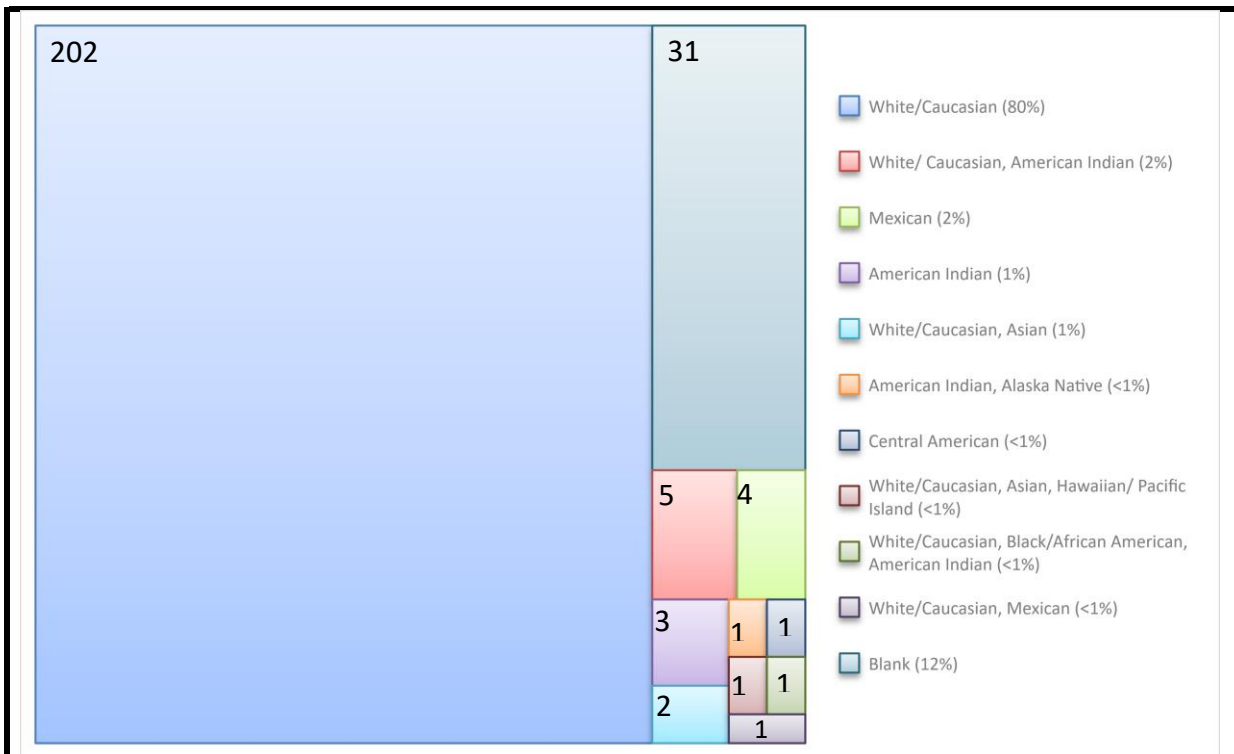
Staff provide services that are appropriate for my culture, background, and beliefs: 27% of those who marked race as other than Caucasian were Dissatisfied or Very Dissatisfied, as opposed to 2% of Caucasians. DCDC scored 76% satisfaction (80%= low benchmark).

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.

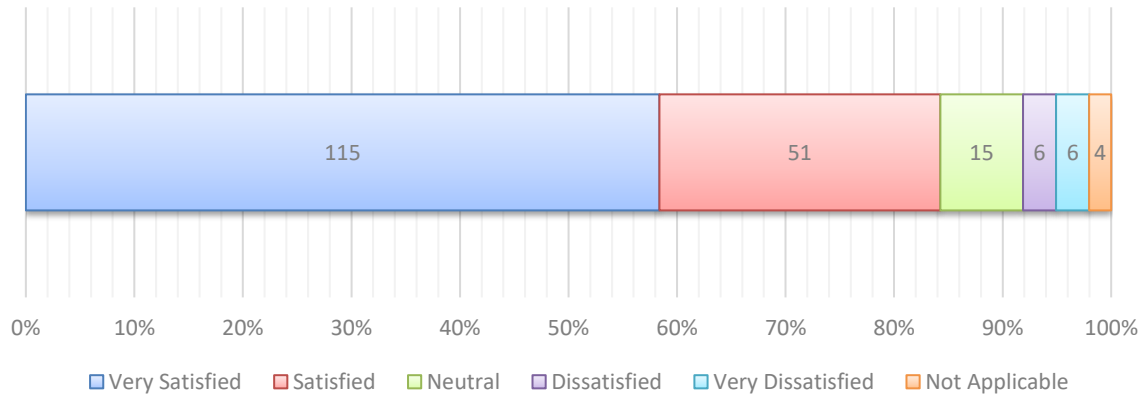


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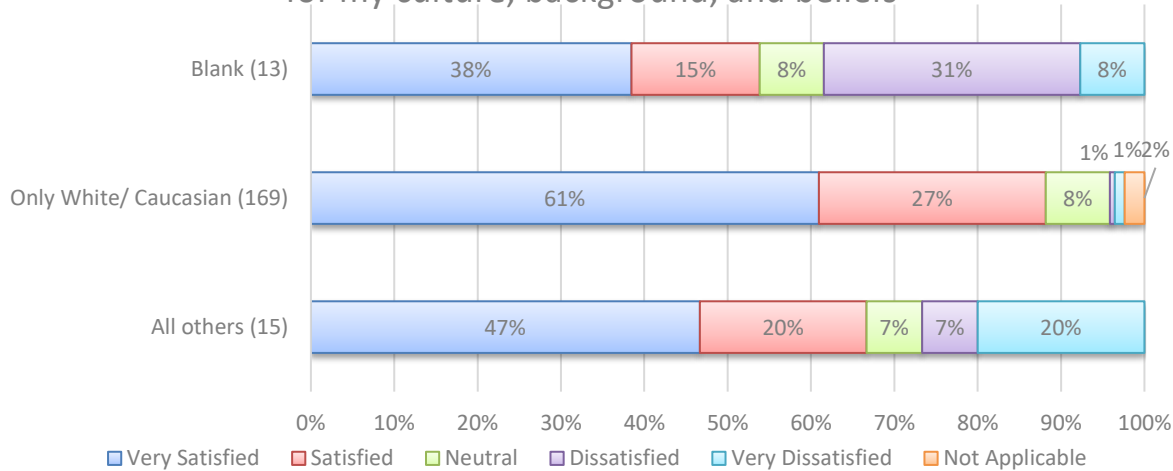


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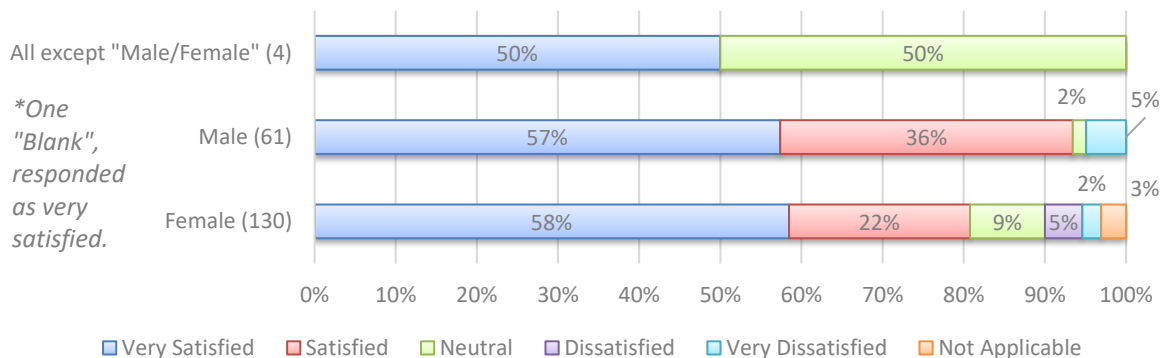
Overall Results: DCHS staff provide services that are appropriate for my culture, background, and beliefs



By Race: DCHS staff provide services that are appropriate for my culture, background, and beliefs

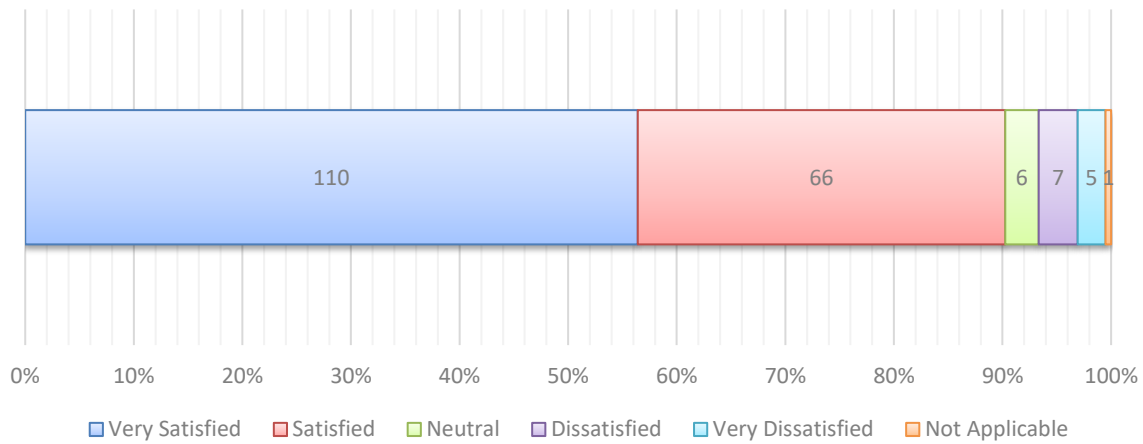


By Gender: DCHS staff provide services that are appropriate for my culture, background, and beliefs

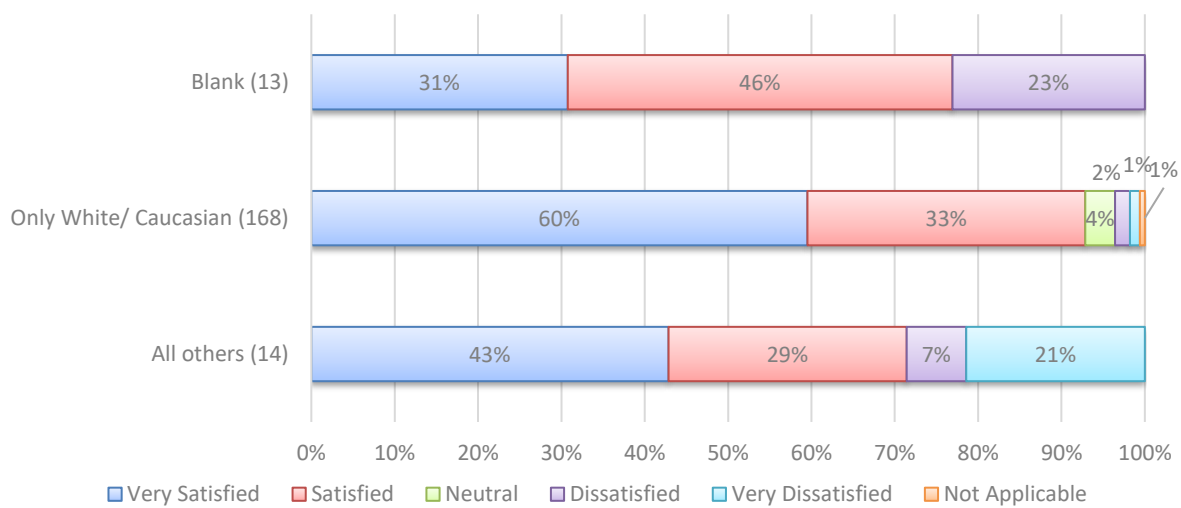


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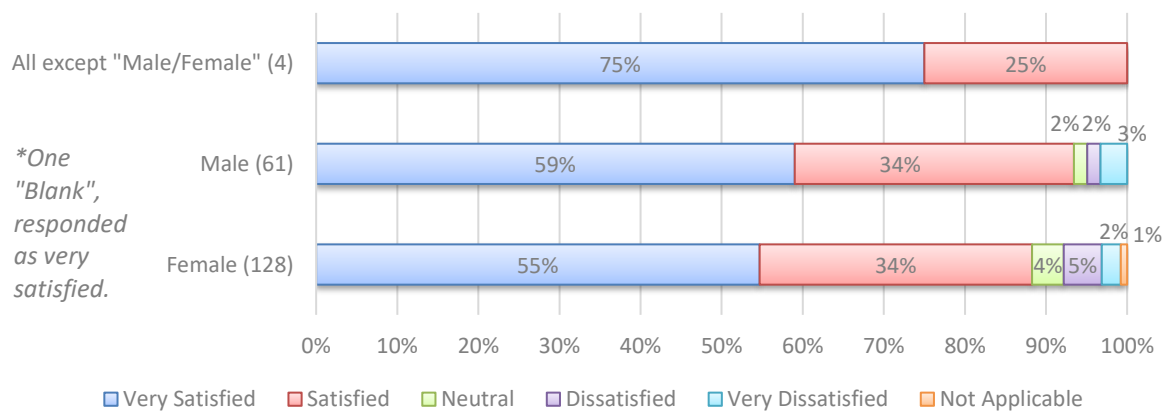
Overall Results: Overall Satisfaction



By Race: Overall Satisfaction

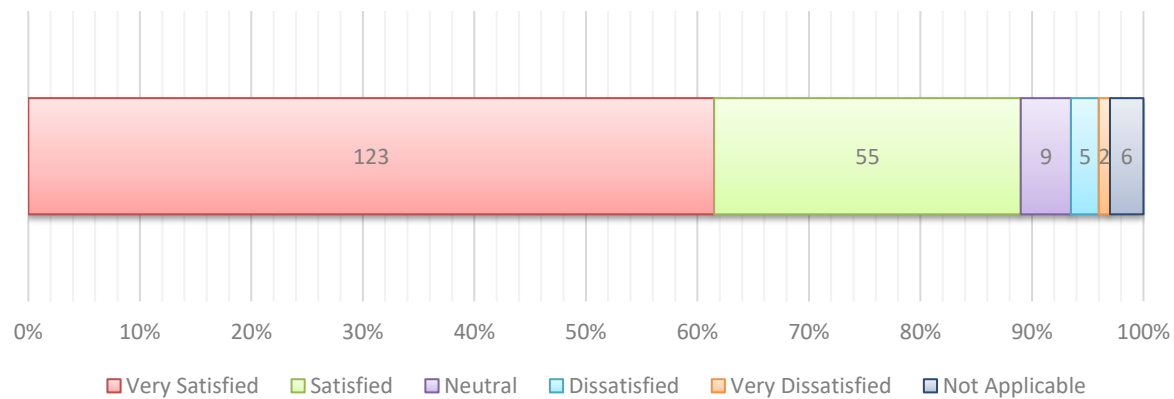


By Gender: Overall Satisfaction

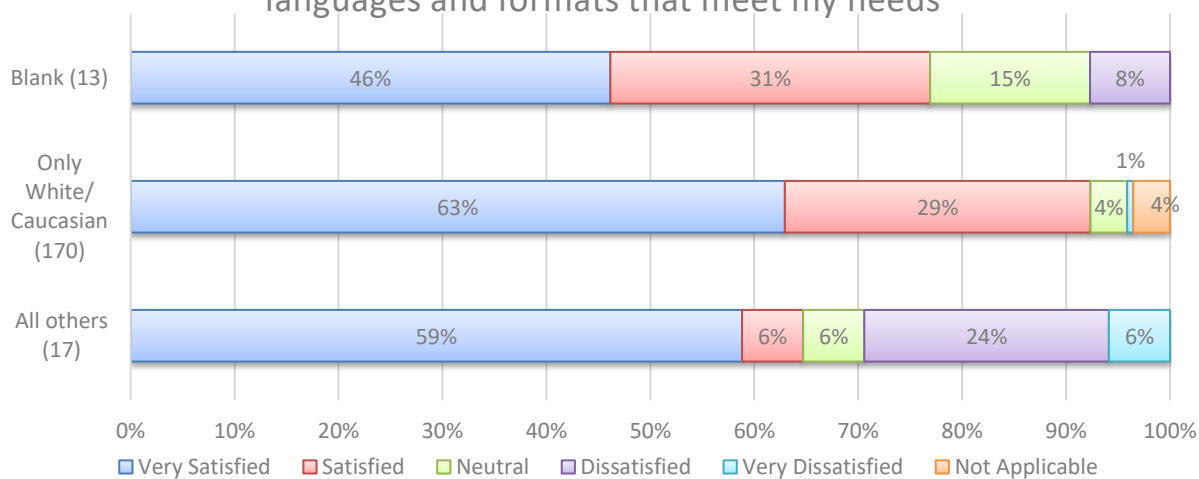


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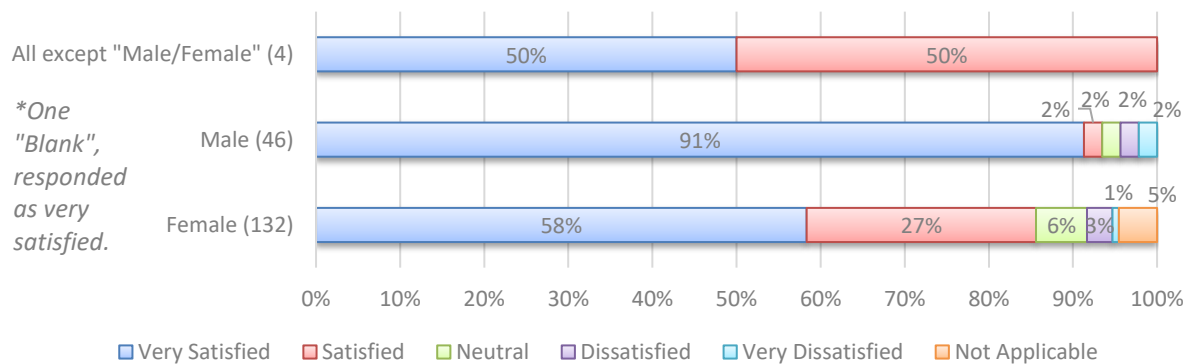
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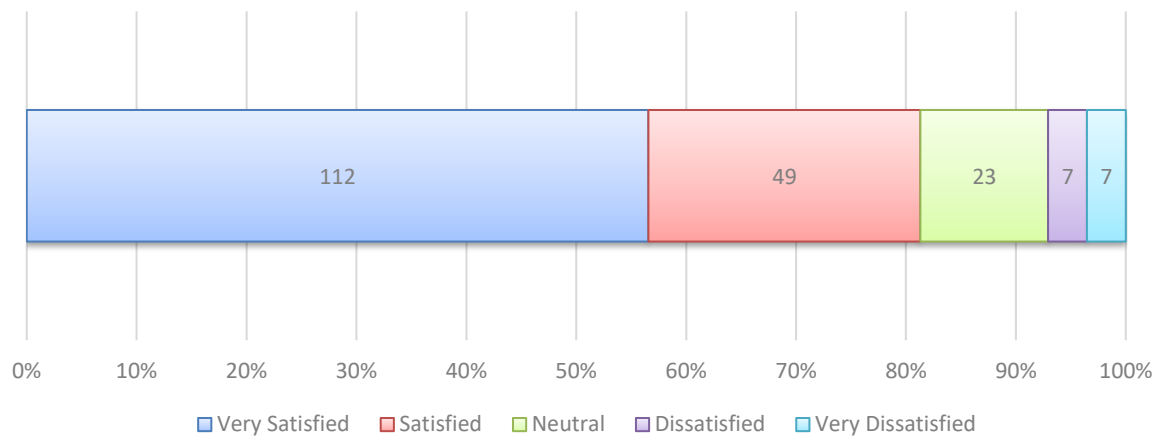


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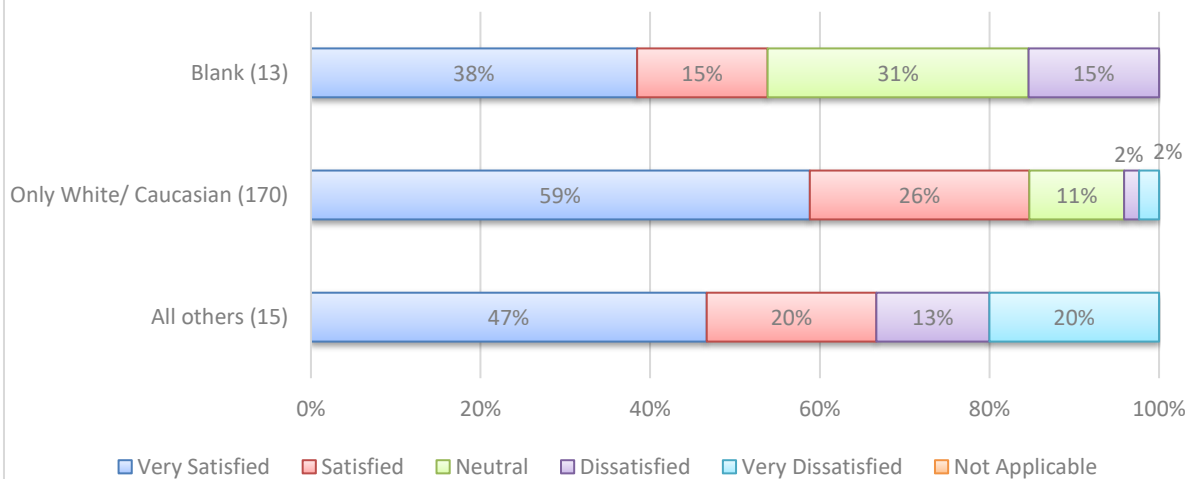


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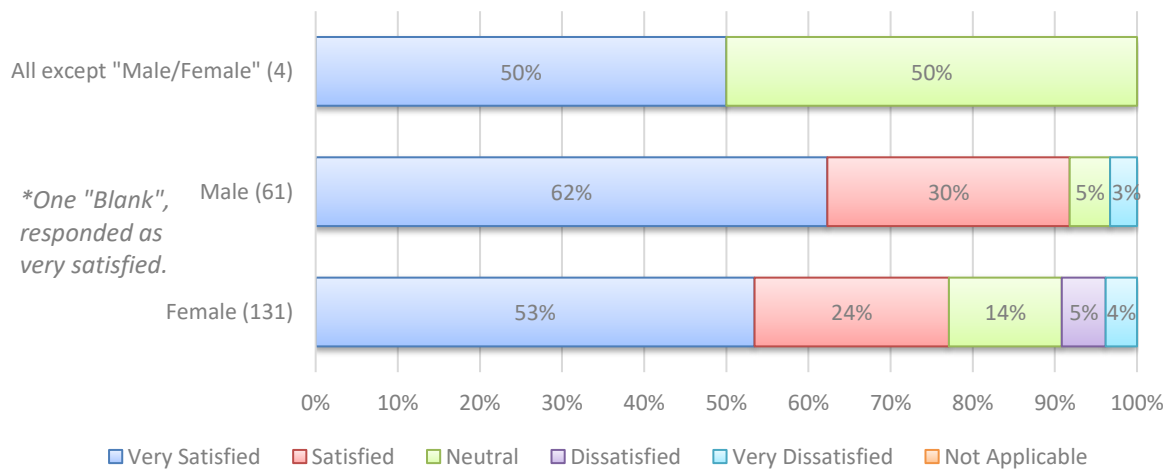
Overall Results: DCHS buildings and offices feel welcoming



By Race: DCHS buildings and offices feel welcoming

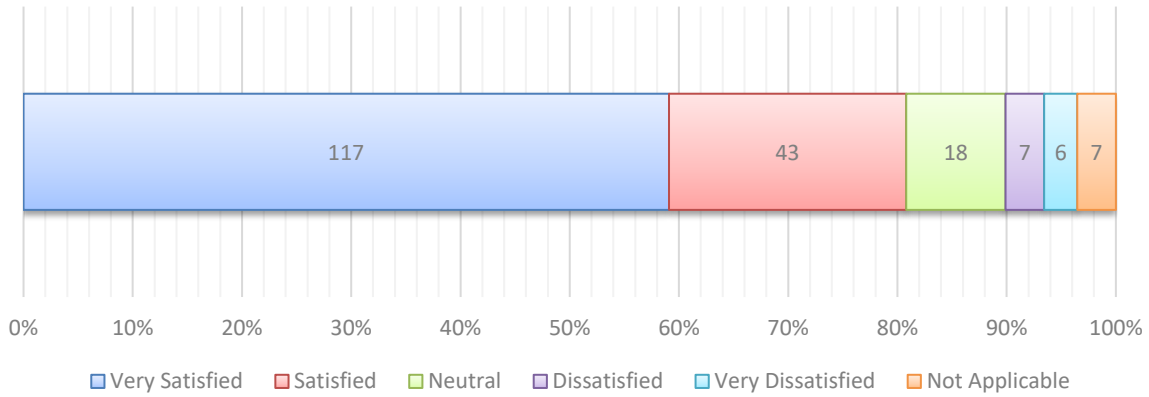


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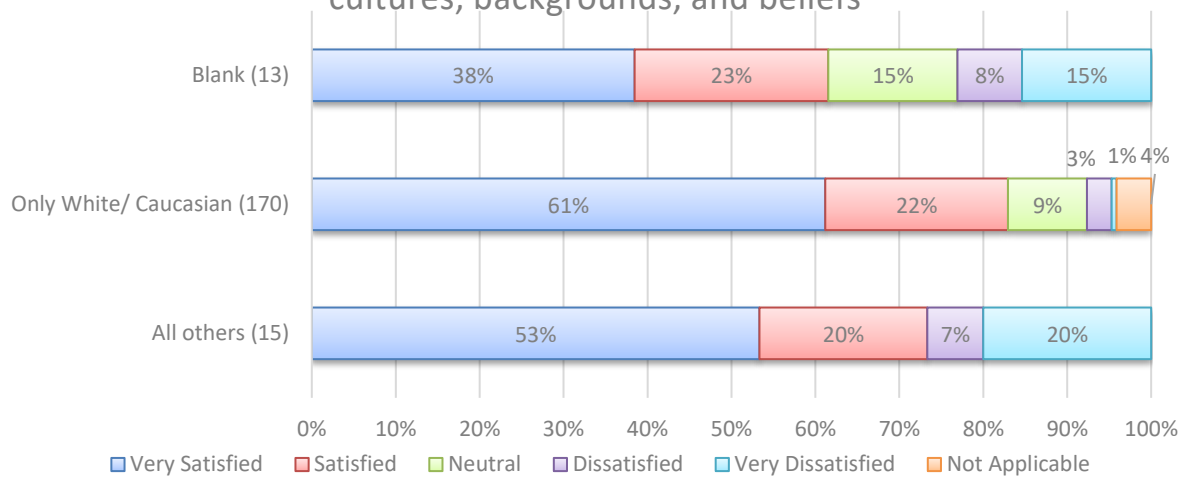


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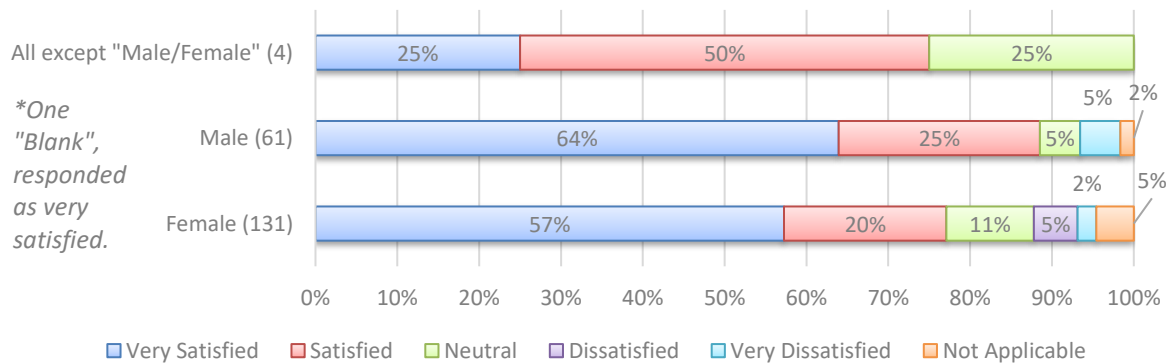
Overall Results: DCHS staff are respectful towards people of all cultures, backgrounds, and beliefs



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

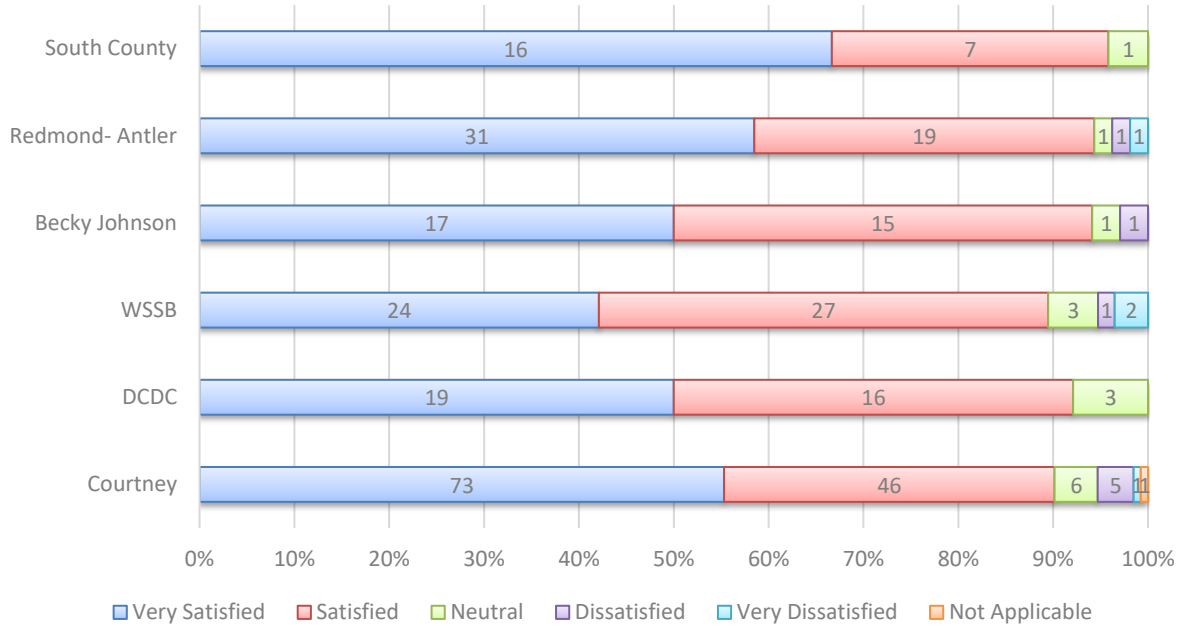


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DCHS Welcoming Environment Survey Results

Overall Satisfaction by Location



Percent Satisfaction by Topic and Location

