

2008

ESA Provider Survey (paid through A19 invoices)

Nancy K. Raiha, MSW, Ph.D. Monica A. Stanley Barbara A. Whitbeck, MSW



Provider Comments
Provider Characteristics



What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS has always been responsive to my inquiries, and has always rendered assistance when I have asked for it.	Just keep up the good work. DSHS is often maligned, but the public only gets the bad coverage, and seldom the good.	Individual; more than one type of service provider; Western Washington.
Gets reports out in a timely manner (most offices).	Return calls more often.	Individual; more than one type of service provider; Western Washington.
	Hire more staff - current staff have too many cases. More money is needed.	Agency; legal services provider; Western Washington.
Getting out Protective Payee Plan Closing Reports.	Let payer keep client when client moves to new area.	Individual; refugee services provider; Western Washington.
Provide contract on time, also payments. Respond to questions or needs.	Provide reasonable amount of funds at start of contract to meet client and CSO needs all year - rather than add lots of funds at end of year.	Agency; child support services provider; 40 employees; Western Washington.
Regional staff (Region 5) works very well with us.	Listen more carefully to our concerns and recognize us as equal stakeholders. Respond to suggestions and emails. Payment within 3 days of service - now 9 days out.	Agency; more than one type of service provider; 8 employees; Western Washington.
DD Case managers are helpful. Most financial workers are hard to reach and take longer to respond.	Communicate better and timely.	Agency; more than one type of service provider; 7 employees; Western Washington.
CM's are always helpful and easy to work with.	Give better access to the partners in the field. I have direct lines for CM's, but no way to reach anyone else (financial, etc.) if that CM is away - OTHER than main number.	Individual; protective payee provider; Western Washington.
Provides direct deposit, provides email contacts for questions.		Individual; guardian ad litem provider; Western Washington.
Once we get in touch, they're helpful but very hard to get in touch!	Return calls in a timely manner. Voicebox is full and cannot leave messages. Appointment letters VERY OFTEN arrive late. Almost no Hispanic translator at interviews.	Agency; more than one type of service provider; 875 employees; Western Washington.
	Return phone calls timely. Don't behave so adversarial.	Individual; more than one type of service provider; Western Washington.
I request a significant number of records from DSHS. There has been a VAST improvement in turnaround time and information in the past 6 months.	Nothing. There have been significant improvements.	Individual; more than one type of service provider; Eastern Washington.
Trainings.	More trainings.	Agency; more than one type of service provider; 125 employees; Eastern Washington.
Good response to calls and supports me when clients have payee issues.	Let me know when clients change to GAX from GAU, and advise when changes to case for closure, reopening, and address and RR changes.	Individual; protective payee provider; statewide.
Administrators are very helpful - supportive, value our services.	Caseworkers don't make referrals, no matter how hard we try to support them.	Agency; workfirst services provider; 150 employees; Eastern Washington.
Respectful to us.	Nothing - we are very pleased with all of you.	Individual; more than one type of service provider; Western Washington.
Phone reps usually knowledgeable.	Shorter phone hold times.	Agency; more than one type of service provider; 2000 employees; Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Pretty good collaboration.	Quit parking in our spaces! They have their own, but continue to use our LIMITED spaces - that we pay for (Mount Vernon CSO).	Agency; other services provider; 15 employees; Western Washington.
Produces lots of paperwork.	Stop annual renewals - drives up my costs. Pay market rates - the AGs are well paid - but contractors are not!	Individual; more than one type of service provider; Western Washington.
Presents a mostly collaborative relationship.	At times there seems to be little consistency due to constant personnel change.	Agency; workfirst services provider; 14 employees; Western Washington.
Coordination of services and information.	More availability and quicker return calls. Treat WorkFirst population respectfully.	Agency; more than one type of service provider; 25 employees; Eastern Washington.
I feel DSHS is supportive of our agency, collaborative, and offers great suggestions and resources to improve client services.	Keep up the good work.	Agency; more than one type of service provider; 4 employees; Western Washington.
For the most part, DSHS staff returns calls within 24 hours. The instructions on the payee referrals are very specific, this is helpful while working with clients.	Send a referral for each client receiving payee services. If a plan changes, contact payee staff right away with new instructions.	Agency; protective payee provider; 16 employees; Western Washington.
Most will network with other agencies.	The new employees need more training before they are left one-on-one with clients.	Agency; more than one type of service provider; 10 employees; Eastern Washington.
DSHS staff are generally good partners. They make good referrals and provide support so that we all give clients the same message for WorkFirst participation.	One unit does not work with us, gives minimal referrals and some are rude when we meet them as part of their unit meeting.	Agency; more than one type of service provider; 50 employees; Western Washington.
Provide good equipment. Provide staff and management support.	N/A.	Agency; more than one type of service provider; 15 employees; Western Washington.
Listen. Provide technical assistance. Renegotiate contracts to reflect changing circumstances. Invite our comments. Joint problem solving.	More referrals of clients. Some components could more readily work with us on billing issues. Increase flexibility. Pay in a timely fashion (some components).	Agency; other services provider; 14 employees; Western Washington.
Answer questions regarding cases.	Understand that as attorneys, we are not the client. We are not actors in the claim (good or bad). Cooperation and understanding is appreciated.	Individual; more than one type of service provider; 1 employee; Western Washington.
They help when they can, but seem to have priorities set by reports they have to make not by what's going to assist subcontractor's in doing the work we have contracted for.	Do not call our staff back at times. It seems like the local CSO and state contracts people and support do not always have the same information.	Agency; WorkFirst Services; 22 employees; Western Washington.
Create partnership providers for best practice service delivery models.	Allow provider into all eJAS coding.	Agency; workfirst services provider; 196 employees; Western Washington.
Our agency and staff are new at providing contracted services to DSHS clients. We have a lot of questions and appreciate DSHS staff's patience.	The Pathways to Engagement program is new, and we are working together to resolve questions concerning program and billing for service requirements.	Agency; more than one type of service provider; 7 employees; Eastern Washington.
Provide appropriate referrals to potential clients. Work with us to make sure DSHS staff are aware of services we have to offer.	In addition to DCSE, provide opportunities for our staff to inform DSHS staff of our services which can benefit their clients.	Individual; other services provider; Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Responds to most calls.	Could call back quicker.	Agency; more than one type of service provider; 5 employees; Western Washington.
Supervisors are great at returning calls and trying to get issues resolved.	Case managers or workers could do much better at returning calls and working out issues between clients and vendors.	Agency; more than one type of service provider; 200 employees; Eastern Washington.
Staff are accessible, are "in the community" more.	Treat our customers with the same respect that they show us. It doesn't happen.	Agency; more than one type of service provider; 45 employees; Eastern Washington.
Communication has improved greatly both ways.	Notify us when someone's TANF closes. Some WFPS never return calls or answer the phone.	Agency; workfirst services provider; 15 employees; Western Washington.
Have CSO in office to answer questions in a timely manner.	Send mailing alerting people about appointments in a more timely manner (i.e.. we often get mail after the appointment time).	Agency; more than one type of service provider; 22 employees; Western Washington.
Karla Mehl! She is always helpful, kind, calls back promptly, tells me who to talk to if she can't help me.	When I've had problems with big payments, it has always been difficult to get help from whoever is handling all contracts/payments.	Individual; legal services provider; Western Washington.
People and personal relationships are excellent.	Finance reporting forms are lengthy and cumbersome.	Agency; other services provider; 6 employees; Western Washington.
The social workers communicate well with me.	They are very limited (CICSW), [indecipherable comment] I am under utilized. I have more openings.	Individual; more than one type of service provider; Eastern Washington.
Willingly explain policies.	Send notices (emails are perfect) of new policies.	Agency; other services provider; 220 employees; Eastern Washington.
Communication through phone calls and eJAS Director of CSO is always willing to meet.	Have access to mental health issues, can be a dangerous situation for both contractor AND customer.	Agency; workfirst services provider; 3 employees; Western Washington.
Being included in case staffings, having support from WorkFirst supervisors.	Having access to notes in eJAS would be helpful in assisting clients. Better working/communication with GAU workers.	Agency; protective payee provider; 2 employees; Eastern Washington.
When assistance is needed, staff is good at responding.	DSHS staff could refer more clients to the correct program with correct coding. Understand their contracts better. Train staff on contracts.	Agency; workfirst services provider; 22 employees; Western Washington.
When I have worked with DSHS personnel who know how to use eJAS (email and put info. into the PP), it is VERY helpful. The personnel who do not know how to use these tools make it very hard to do my job. This does not mean they are not pleasant to speak	Send information by fax when needed, so we can pay rent and/or give personal funds to clients in a timely manner (when PP are incomplete and request are made for information).	Agency; more than one type of service provider; 20 employees; Western Washington.
DSHS does well on refugee population. Good services and solving the problems on time.	Should provide more funding for more services (especially for elderlies and youths).	Agency; more than one type of service provider ; Western Washington.
Return phone calls - sometimes.	Increase number of referral of clients in need of job training. Update eJAS notes immediately. Issue bus tickets, gas vouchers, etc. to clients attending classes in a timely manner.	Agency; other services provider; 22 employees; Western Washington.
Our new program manager is doing an excellent job of responding to our requests for help.	Process invoices more quickly.	Agency; workfirst services provider; 50 employees; Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Provide in-person assistance. Allow meeting clients on premises. Good response to emails.	Answer the phone. Send payee plan before sending check. Provide checks before 1st of month.	Individual; protective payee provider; 2 employees; Western Washington.
Get answers to our questions. Willing to "dig" and get back to us (the GOOD ones do)!	Sometimes they're not really listening to what the real problem is. May give up and call another worker (pretty rare).	Agency; more than one type of service provider; 16 employees; Western Washington.
Submit referral; be accessible for questions regarding referrals; participate in graduations.	Participate in graduations more often.	Individual; workfirst services provider; statewide.
Sometimes our state worker is a true collaborator, shares our work ethic and values our opinions. Linda Thomas (Region V - DCFS) is an asset to the department.	Return phone calls. Trust our judgment regarding children in care when we share the case management.	Agency; more than one type of service provider; 100 employees; Western Washington.
The Region 4 birth parent visits reporting and billing is GREAT!	Respond to phone calls in a timely fashion.	Agency; other services provider; 90 employees; Western Washington.
Fax information quickly. Meet immediate needs very well. Good collaboration. Good understanding of moms with newborns.	Don't always understand drug issues of clients. They often won't count hours required by our program to meet TANF or WorkFirst requirements.	Agency; more than one type of service provider; 300 employees; Western Washington.
We appreciate the relationship with RIA staff. ALL staff are responsive to the contractors. Thank you for choosing us to serve our community.	We have had to make some of the procedure adjustments at new program managers.	Agency; more than one type of service provider; 27 employees; Eastern Washington.
Allows me to review APS records with appropriate court orders.	Streamline process to obtain copies of records - currently takes too long in many cases.	Individual; guardian ad litem provider; Western Washington.
Refers people to our services frequently. Some staff work very well with our staff - those who have been there for years.	Better communications and willingness to work with other providers. Can become insulated and isolated to only services provided by DSHS and not see bigger picture. Better customer service. Introduce new staff to other agencies and people.	Agency; more than one type of service provider; 27 employees; Eastern Washington.
Dash answered questions and was very honest. Most LEP case managers at the CSO's really do care about the clients.	Communicate, seek input, agree on interpretation of contract, flesh out new programs and meet with new providers, address issues found in CE before ref. out!	Agency; more than one type of service provider; 55 employees; Western Washington.
Not a lot of anything.	Refer clients! Ask input! Not take so long setting up contractors with computer/email.	Agency; other services provider; 6 employees; Western Washington.
Referral.	Keep in contact through email, not phone, or both.	Individual; more than one type of service provider; Western Washington.
Professional and courteous.	Timely reimbursement of monthly billings will be appreciated.	Agency; refugee services provider; 600 employees; statewide.
Involve the nurse at client meetings (i.e.. sanction) - very helpful. James Schoonover is great at WF referrals lately.	Call when concerned over client non-participation that the involved nurse could help follow up with.	Agency; workfirst services provider; 15 employees; Eastern Washington.
Return phone calls, provide needed information, research issues.	Address checks in one consistent and correct fashion.	Individual; protective payee provider; Western Washington.
Referrals for our services, caseworkers very communicative.	As the majority of our clientele has a DSHS relationship as well, we hope to see a continued increase in open communications and staffing.	Agency; other services provider; 10 employees; Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Program manager, Jame Adde returns calls promptly, is patient in explaining things, and is available to meet.	Use web-based reporting forms. Use consistent language in describing rules and procedures. Have policies to serve immigrants as well as refugees in the same program.	Agency; refugee services provider; 4 employees; Western Washington.
Responsive and accommodating.	N/A.	Agency; other services provider; 6 employees; Western Washington.
Caseworkers promptly respond to phone messages or emails in most cases.	Without a system like eJAS for TANF clients, it is often difficult to get information on the GA clients. Secure email is somewhat helpful. Ability to submit 1-11A forms electronically would be a great help.	Agency; more than one type of service provider; 7 employees; Eastern Washington.
They attend to the matter or question immediately. They do not leave things until later. This helps the client - less anxiety.	Continue be willing to openly communicate with agencies. Both parties can work on this.	Agency; other services provider ; Eastern Washington.
It depends on individual integrity and personality to rise above the stress, overwork, and inadequate training.	Staff at DSHS often respond poorly due to listening to internal gossip rather than to their own research and experience. There is not genuine regard for parents' needs.	Agency; other services provider; 62 employees; Eastern Washington.
Provides all necessary information.	Don't know.	Individual; workfirst services provider; 2 employees; Western Washington.
Always quick response. Extremely helpful.	Nothing.	Agency; workfirst services provider; 13 employees; Western Washington.
	Better communication (more often) via email.	Individual; other services provider; Western Washington.
Excellent, supportive CSOA. Communication and collaboration has improved greatly since new administrator.	Continued communication and collaboration in working with parents.	Agency;workfirst services provider; 300 employees; Western Washington.
Some offices treat with courtesy and respect, others not so much. DSHS is willing to outstation staff as FTE permits.	Communicate and listen. If there is a perceived problem, talk about it and work to resolve the problem, rather than make judgments.	Agency;guardian ad litem provider; several employees; Western Washington.
Extremely friendly, treat clients well. Open communication, returns calls and emails. They can often see me at unscheduled times. Always try to fit me in.	They've been great! Give me a code to enter the worker area. I often have to find someone to let me in.	Agency; other services provider; 3 employees; Eastern Washington.
Frequent phone calls and emails.	Include other service providers in plan. Look towards comprehensive service delivery to clients - not just the accounting aspects: Dollars out from DSHS/complete expenditure/close books. Problem is with set-up of payee program - not with local CSO.	Agency; protective payee provider; 6 employees; Eastern Washington.
Communicate with staff to provide best services possible.	Nothing.	Agency; other services provider; 9 employees; Western Washington.
Creates more overhead and non-productive paperwork for me. I am a single provider, but 3 different DSHS employees contact me for responses - all non-billable time consumed - but all 3 of them are paid to do that.	Increase the contract payment rate. Lessen administrative burdens. The combination of questions 5 and 6 makes this less than anonymous.	Individual; guardian ad litem provider; Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
They are helpful with questions.	1. Too many audits - one a year would be good. 2. We need access to your computers like we used to.	Agency; protective payee provider; 2 employees; Western Washington.
		Agency; more than one type of service provider; 50 employees; Western Washington.
DSHS and this agency have a cooperative, contractual relationship for many years.	Be more consistent with contract payments - it seems there is constant staff turnover resulting in payment confusion/delays.	Agency; other services provider; 12 employees; Western Washington.
They are great in all aspects.	Faster turn-around time on processing applications and spend downs! (smiley face)	Agency; more than one type of service provider; 60 employees; Western Washington.
Answer to question 1 depends on department.		Agency; more than one type of service provider; 800 employees; Western Washington.
	To not require a release due to having mutual clients for financial reasons - not clinical.	Agency; more than one type of service provider; 350 employees; Western Washington.
	Don't understand question 5.	Agency; legal services provider; 41 employees; statewide.
Staff is accommodating.	More dialogue and communication would be helpful.	Individual; protective payee provider; statewide.
They are good at referring clients that they can't help or find.	Culturally relevant services. Possible look to have a translator for the African American population (cultural language gap).	Agency; more than one type of service provider; 2 employees; Western Washington.
Responsiveness has been improving since recent reorganization.	Medicaid transportation broker can be difficult to work with.	Agency; more than one type of service provider; 171 employees; Western Washington.
Belltown CSO is very good at partnering with other providers to get the job done. In particular, they work well with homeless populations.	Assistance in helping older adults and those with serious cognitive disorders to obtain housing and needed support.	Agency; protective payee provider; 250 employees; Western Washington.
Being flexible and open to innovative ideas for the FSET program.	Being on time, follows contracted deadline.	Agency; more than one type of service provider; 16 employees; Western Washington.
If need some information on client, they will usually tell you so that you can answer the client questions.	Send out Protective Payee Plans (start and end) when client moves to a different area that you can work in (social workers take away your clients).	Individual; protective payee provider; Western Washington.
They are helpful when I have questions.	Recognize that I provide [indecipherable] and tri-cultural professional services at the licensed level.	Individual; more than one type of service provider; Eastern Washington.
Return phone calls, make referrals, encourage me.	Treat clients with respect. Please call me about this: Laurie Kanyer at 59-961-3739 (smiley face).	Individual; other services provider; Eastern Washington.
We have a great professional relationship with DSHS staff.	I think the only issue would be consistent funding - which is really more a political issue and budget issue.	Agency; workfirst services provider; 45 employees; Western Washington.
Work as team.	Some workers get impatient with clients.	Agency; more than one type of service provider; 30 employees; Eastern Washington.
Communication is very good. DSHS staff help willingly when there is confusion.		Agency; protective payee provider; 350 employees; Eastern Washington.
Responds to the majority of our phone calls regarding clients.	Return calls within 24 hours. Complete payee plans entirely. Provide plan changes in writing vs. a verbal.	Agency; protective payee provider; 5 employees; Western Washington.
Customer service friendly.	Shorter phone hold times.	Agency; more than one type of service provider; 1000 employees; Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Listens well and works to achieve beneficial outcome for the individuals we both serve.	Things are working well between our two organizations.	Agency; workfirst services provider; 20 employees; Eastern Washington.
Take the time to explain.	eJAS limitations drive me crazy!	Agency; workfirst services provider; 3 employees; Western Washington.
Communication.	Proactive case management with participants.	Agency; more than one type of service provider; 65 employees; Eastern Washington.
Fast payment of bills.	Higher contract rate for GAL fees.	Individual; more than one type of service provider; Eastern Washington.
Our program officer returns phone calls and is proactive on issues.	Develop a functional and cohesive IT department for more unified and logical reporting.	Individual; more than one type of service provider; Western Washington.
Some respond quickly to clients needs.	A better response time. Viewing us as a professional partner who wants to assist our common customers.	Agency; more than one type of service provider; 23 employees; Western Washington.
Local partners are completely collaborative - contract office is helpful.		Agency; more than one type of service provider; 3 employees; Western Washington.
Promptly contacts us when our services are needed. We are fortunate in this County, to have a VERY cooperative relationship with all personnel.	No problems at all. Always ready to assist and brainstorming to better serve the clients.	Agency; other services provider; 8 employees; Eastern Washington.
Return my phone calls (most all of the time) with the information I need to carry out the payment plan. DSHS is very helpful.	Return phone calls all the time and sometimes there is not addresses or phone numbers for landlords on payment plan, so I can't verify information.	Individual; protective payee provider; Western Washington.
Provide variety of services.		Agency; more than one type of service provider; 10 employees; Western Washington.
Yes.		Agency; child support services provider; 6 employees; Western Washington.
Promptly responds to emails. Always willing to help answer all questions. Helpful to my staff.	I cannot think of anything.	Agency; other services provider; 13 employees; Western Washington.
Contract manager takes time to understand services provided by grantees. VERY helpful.	WorkFirst contract could be more consistent across all counties.	Agency; more than one type of service provider; 15 employees; Eastern Washington.
Communicate.	BCCU could improve by letting us know where clearance forms are in the system and why hold ups.	Agency; food stamp services provider; 8 employees; Western Washington.
Informative, supportive, courteous.		Individual; more than one type of service provider; statewide.
Good to help with additional requirements. Will excuse client from WorkFirst if domestic violence to help find housing.	More education on domestic violence issues.	Agency; more than one type of service provider; 17 employees; Eastern Washington.
Quick turnaround on emergency F.S., quick turnaround on WorkFirst requirements in domestic violence cases.	Inform their clients of emergency move-in assistance (additional requirements and diversion). Immediate childcare services for clients in domestic violence situations.	Agency; more than one type of service provider; 7 employees; Western Washington.
Responsive to addressing problems that get in the way of serving clients - management willing to meet and resolve issues.	More timely responses from line staff. Less turnover/more stability in the ranks. Consistent use of contracted programs so they can keep funded and in existence.	Agency; other services provider; 60 employees; Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Pilot project - problem solving constantly!	Job training - [DSHS] makes it difficult and are not courteous and respectful.	Agency; other services provider ; Western Washington.
Do send victims of domestic violence and sexual abuse to our agency for counseling services.	Not waste our time with CPT meetings where the kids have already been returned and they now need our signatures to cover their behinds to close the file.	Agency; other services provider; 10 employees; Eastern Washington.
Having domestic violence advocate on site is most beneficial.	Returning phone calls timely.	Agency; more than one type of service provider; 21 employees; Western Washington.
Most of the time.		Agency; more than one type of service provider; 4 employees; Eastern Washington.
Email and online services.	Advance notice for telephone and fax number changes, as well as email address changes.	Individual; guardian ad litem provider; Eastern Washington.
Very knowledgeable.		Individual; protective payee provider; Eastern Washington.
Communicate with me via email and promptly.		Agency; guardian ad litem provider; 3 employees; Western Washington.
They are always willing to include me in meetings and provide information (re: cases in common).	I can't think of anything.	Individual; guardian ad litem provider; Eastern Washington.
Answer all my questions. Help me understand when I don't.	Nothing.	Agency; more than one type of service provider; 12 employees; Eastern Washington.
I am very impressed - all make sure I have all the information I need. Answer whatever questions I have - whatever supplies, rooms, etc.	Absolutely nothing - great - I feel like part of the family.	Individual; protective payee provider; Eastern Washington.
Domestic violence referrals.	They are great - good communicators. Kudo's to Donna Tilleman and Raechael Saffell.	Agency; workfirst services provider; 16 employees; Eastern Washington.
Refer clients and monitor their participation. DSHS staff are good at explaining why they made the domestic violence referral.	Be more understanding of our confidentiality clause and advocate/client relationship. Help if they can and not judge their clients by their own standards, but help the client where they are.	Agency; more than one type of service provider; 85 employees; Western Washington.
Supportive, included in decision-making activities for clients, open to discussions/options that work best for domestic violence client, great working environment, open door policy with staff and administration.	WorkOne JAS system to help domestic violence liaison see domestic violence confidential notes. As it stands now, I can not read my notes I've entered. Work gets so busy here, sometimes I forget if I've entered my notes or not.	Agency; more than one type of service provider; 21 employees; Western Washington.
Everything is well.		Agency; workfirst services provider; 29 employees; Western Washington.
	Keep in contact with vendor/contractor.	Agency; more than one type of service provider; 15 employees; Western Washington.
We work as a team; I really appreciate that.	Continue to reduce paperwork where possible.	Individual; workfirst services provider; Eastern Washington.
Some staff go the extra mile!	Consistency with all staff. More bilingual people.	Agency; more than one type of service provider; 8 employees; Eastern Washington.
Committed staff make exceptional effort to assist in common goals.	Improve (staff) professionalism in some cases/CSO's. Provide enhanced feedback and professional training for struggling/disgruntled staff.	Individual; workfirst services provider; 1 employee; Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Helps CHS receive appropriate services and housing.	Inform other service agencies about housing opportunities.	Agency; other services provider; 200 employees; Western Washington.