

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Have really improved on boarding home surveys - much more educational now, rather than judgmental.	Coordinating better between programs within DDD.	Agency adult residential care provider; 58 employees.
They generally listen and try to help whenever possible.	Currently we deal with DDD and Boarding Home (Aging and Adult Services) - seems to me just one would be plenty - it's a duplication of services.	Agency adult residential care provider; 25 employees.
Always answers any questions.		Individual adult residential care provider.
Disburse compensation for my providers services promptly and accurately.	Offer better continuity of the DDD contact person at our Aberdeen office - the telephone number and administrator seem to change 2, 3, 4 times each year!!!	Individual respite, attendant or medicaid personal care provider.
I noticed that I'm getting my check sooner - you don't waste any time. I thank you for that.		Individual respite, attendant or medicaid personal care provider.
Very helpful. Always try to answer questions.		Individual child foster or group care provider.
I think given the work load the workers have they do very well to respond in a timely manner.	When I tell them or client we never received confirmation of funds - do doubt it. We're a small office and generally track things well. Even if I did receive it, it is in the best interest of the client to resend - Can't recreate it - I'm all for CUSTOMER service.	Individual provider.
Answer question - CPS workers are quite good and on the ball.		Agency therapy, medical, dental or nursing care provider; 1 employee.
They always think of ideas to help with us.	They could always call us and ask us about how our child's disabilities are.	Individual other care provider.
My son's caseworkers have always been supportive and answers my questions.	I hope to have this new caseworker for awhile. My son often gets a new caseworker once every year or two.	Individual respite, attendant or medicaid personal care provider.
Since I have only one person, I find her case manager responsive to any needs.		Individual adult residential care provider.
Works well with my respite care client.	Provide mileage reimbursement for respite care.	Individual respite, attendant or medicaid personal care provider.
Unable to respond.	Treat others as they would like to be treated, i.e. respect, smile, helpful, etc.	Individual respite, attendant or medicaid personal care provider.
Some workers are great! We would really like to see consistency across the regions.	Return phone calls in a timely manner (within 24 hours). Keep us informed about child's case plan. Send relevant paperwork.	Agency child foster or group care provider; unspecified number of employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Depending on the worker, DSHS collaborates with a private agency to provide adequate care of children and families.	Understand the role that private child placing agencies play better. Keep private agency worker updated on case status. Return calls in a timely manner. Let private agency worker know when case is transferred!!	Agency child foster or group care provider; 19 employees.
Caseworkers are responsive and generally helpful with clients. They return calls. They usually try to help serve funding when a need is there for the client.	Most of my work is with DDD and I am pleased the quality of casework.	Individual therapy, medical, dental or nursing care provider.
Maintain adequate and timely paperwork and records.	Advise of additional services, agencies, support groups, classes.	Individual respite, attendant or medicaid personal care provider.
Most everyone tries to cooperate with you.	Keep up the good work!	Individual respite, attendant or medicaid personal care provider.
They know what is available.	If they had a smaller caseload they could see their clients more than once a year.	Individual adult residential care provider.
They understand, listen, and qualify those that really need help. DSHS really are people helping people and their service really is a genuine service.	I'm satisfied completely. Thanks for your good service.	Individual adult residential care provider.
"Nancy", "Cheryl" are very helpful. So is "Rane"-he takes time to look up PA's and proper codes - they all do.	The wait time is too long - perhaps you need more support staff.	Individual provides more than one type of DDD service.
Local and regional level staff work WITH us to provide the best options for our residents as opposed to treating us as slaves, or as crooks looking for a fast buck - which is historically the case.	Quit giving mixed signals. Different sets of regulations conflict, different divisions have different philosophical focus, The provider gets caught in the middle. When someone goes on vacation the world should not stop until they get back . MONEY - a 7 cents per hour staffing increase was an insult to staff.	Agency adult residential care provider; 15 employees.
Has all the help and services needed.	Can't complain about anything.	Individual provides more than one type of DDD service.
I never have any interaction with DSHS personnel.	Make some contact with me the provider. I only have contact with my sister's DDD caseworker.	Individual respite, attendant or medicaid personal care provider.
Answer questions as needed.		Individual respite, attendant or medicaid personal care provider.
Very helpful on the phone.	The service is good now.	Individual respite, attendant or medicaid personal care provider.
They are pretty willing to help me with solutions to ???.	I would appreciate it if they would let us know if there are any changes in services.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Returns calls and address issues promptly. Phone-in system for payment is very convenient and efficient.		Individual therapy, medical, dental or nursing care provider.
Talks to me on the phone and it is good.	Unknown.	Individual respite, attendant or medicaid personal care provider.
Payment system - Excellent	Deal with problems faster.	Agency adult residential care provider; 18 employees.
The few times I needed assistance/questions answered, they were very helpful and prompt in following up.	I haven't had any problems so I have no suggestions.	Individual respite, attendant or medicaid personal care provider.
	Our residents shouldn't require eligibility reviews so often. The cost of their residential care should automatically be applied to their spend-down so that our residents aren't without their needed medications.	Agency adult residential care provider; 29 employees.
Pay me on time.	You should increase the salary.	Individual respite, attendant or medicaid personal care provider.
Joyce Carr is always courteous and efficient in helping me do my job well.	Ensure that caseworkers have definite answers to questions or are able to find them quickly.	Individual respite, attendant or medicaid personal care provider.
Return calls. Keep current on mail.	Give better explanations on what's going on.	Individual respite, attendant or medicaid personal care provider.
Return my calls, supply necessary information I need, very supportive.	Pay more.	Individual respite, attendant or medicaid personal care provider.
Answer my questions in a timely fashion.	?	Individual respite, attendant or medicaid personal care provider.
Get back to me quickly when I need help/information - Friendly - caring people.	Sometimes takes a long time to get back to me. Written information sometimes confusing and overwhelming. Caseworkers change too frequently without notice!	Individual respite, attendant or medicaid personal care provider.
	No discrimination please.	Individual adult residential care provider.
Problems with payments - they help quickly to get them solved. I enjoy the ones I'm working with now.	Treat each other as people who could use understanding at times not just short answers. At times not just short answers. Help with knowledge to give out other programs to get work and such.	Individual respite, attendant or medicaid personal care provider.
I'm happy for what they are doing when I call they can answer my question and they were there for me regarding my residents.	As long as they return my calls I'm happy.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Usually returns my phone calls, but what I request (I.e. respite care, assistance with behavior support) is usually denied because of lack of money, wait list. . . .	Shorten the wait list. Work with the state budget folks to increase funding for DSHS instead of funneling the money to other programs.	Individual respite, attendant or medicaid personal care provider.
Mostly OK, within budget constraints.	See Above.	Individual other care provider.
They have been at (client name)'s to see if all is well and that's good. They have been just fine and very helpful.		Individual respite, attendant or medicaid personal care provider.
Answers any questions I might have.		Individual other care provider.
Mail out medical coupons on time.	Not have to give your life history before you can get some help.	Individual provides more than one type of DDD service.
Barb Ohara is very knowledgeable and helpful - Answers questions and really cares. She deserves all good things.	Wyoming pays \$11+ per hour so people who care for special needs can earn enough to live. Talk to our governor!	Individual respite, attendant or medicaid personal care provider.
Case managers accommodating when crises, sudden issues need to be reviewed. Teri Chicon and John Bates very helpful.	Do 2 in-residence/home visits per year (program reviews). These don't happen very often.	Individual adult residential care provider.
Routine visits to client's home - ISP meetings to deal with concerns.	Eliminate agencies! Then you could afford to pay what we workers deserve for all our services. You give them 2% and they pass on only 1%!	Individual respite, attendant or medicaid personal care provider.
Our DDD case worker is very good knowledgeable, flexible, and sufficient putting us in contact with a community guide was a big help.	Fortunately we're very satisfied.	Individual respite, attendant or medicaid personal care provider.
Mike Turina has been our case worker, very helpful, follows through with all requests.		Individual adult residential care provider.
Returns calls, asks questions, responds quickly to requests.	At this time I am very pleased.	Individual respite, attendant or medicaid personal care provider.
Answers my questions.	Phone numbers licensor when change.	Individual adult residential care provider.
I've had little contact but they have answered all my questions.	?	Individual respite, attendant or medicaid personal care provider.
Well, communication - Questions answered promptly.	Answer phone and return phone messages.	Individual respite, attendant or medicaid personal care provider.
Provides and monitors needed services and equipment. Matches programs to needs.		Individual adult residential care provider.
The case worker Sandy Eklo does a very good job.		Individual adult residential care provider.
Helpful in answering any questions I have.	Can't think of anything - increase pay.	Individual respite, attendant or medicaid personal care provider.
Classes information and community resources.	Services.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Listen, Provide ideas, affirm my work and efforts.	Have all adult services under one umbrella.	Individual respite, attendant or medicaid personal care provider.
Have a wonderful DDS worker for Caroline - Helps immediately with questions concerns or help needed.		Individual respite, attendant or medicaid personal care provider.
Answer my calls quickly and provides the information I need.	Nothing at this time.	Individual adult residential care provider.
Always has answers to my questions and assist in a very timely manner.		Individual respite, attendant or medicaid personal care provider.
Respects my input in client evaluations, pleasant, and helpful in payment complications.	Notify of availability of appropriate training.	Individual respite, attendant or medicaid personal care provider.
Yes	?	Individual other care provider.
NO!	?	Individual respite, attendant or medicaid personal care provider.
They are very helpful explaining benefits and have to use them. Also, looking into programs for help and assistance.	Actually they have been right on with everything we need - fast call backs and help - so I really can't complain.	Individual respite, attendant or medicaid personal care provider.
Help our household and expenses. Received the payment promptly and helped our family expenses.		Individual respite, attendant or medicaid personal care provider.
The caseworker and nurse are very pleasant and courteous when they come to make their assessments.	There is nothing presently causing concern about DSHS operational methods.	Individual adult residential care provider.
Doing well right now.	Provide more referrals, placement. Update providers if there is or there is none.	Individual adult residential care provider.
Gets out checks on time.	Not so many copies of the remittance advice. Get to know and meet people who works with us.	Individual respite, attendant or medicaid personal care provider.
Each occasion I have dealt with a member personally I have had a very cordial experience. I was pleased.	I don't know - I don't think of anything - if there was an answer, I feel sure that they would strive to help me.	Individual provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
<p>DSHS does a lot behind the scenes I know. BUT, I think of the person providing care when I think of DSHS. I've never even met but 2 people from there. My mom asked for a list of providers once and DSHS refused to send her one!</p>	<p>DSHS SHOULD HAVE A BBQ so I can meet DDD staff and learn names of people who help me behind the scenes. The care providers deserve it. Why do they never receive an Xmas bonus or present? I sent my allowance for a BBQ! I know its not enough but everyone deserves to get together. When does my caregiver ever have fun with DSHS. She works very hard and is paid so very little. She loves me and that's why she helps me day after day after day. I am afraid she'll quit if she can't pay her bills or buy groceries. This is what I had to say and my caregiver wrote what I asked her to. Please think about a BBQ!!!</p>	<p>Individual other care provider.</p>
<p>I rarely deal with them. I have direct deposit and can't remember the last time I had to speak to a "real" person. DDD case managers are another story though...</p>		<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>They have never found a replacement person (American English speaking) so that I can have a day off or (2) even once a month would be great.</p>	<p>The above. Also it would be great to have health insurance and vacations with pay after 6 years here.</p>	<p>Individual provider.</p>
	<p>I have no complaints.</p>	<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>Everything to help facilitate my family to be functional and healthy - Always responding to questions and crisis.</p>	<p>Be provided more funding so that they may hire more staff to facilitate their present staff with more support services.</p>	<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>Return my phone calls promptly and have information I need. Knowledgeable staff.</p>		<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>Electronic funds transfer works smoothly and well! Except...</p>	<p>Why does it take 3 forms in 2 different mailings to inform me of the transaction. Seems like one form in one mailing would suffice!!!</p>	<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>Instructions/rules sometimes unclear.</p>	<p>Know the programs before they're implemented so that clear and complete answers can be given.</p>	<p>Individual other care provider.</p>
<p>They generally don't do anything.</p>	<p>Promptly return phone calls. Be available.</p>	<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>The staff that I work with has always gotten me answers for different things within minutes, not days. For 22 years, they have always been there when I needed them.</p>	<p>My biggest problem is the pay. We need a living wage to continue this work.</p>	<p>Individual respite, attendant or medicaid personal care provider.</p>

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer questions - Return calls, prompt payment.	Nothing at this time.	Individual adult residential care provider.
Pay on a timely basis.	Somewhere to go to get answers for question you don't understand about policies changes that occurs so often.	Individual adult residential care provider.
They have provided us with information well needed and have worked around our work schedules.	Take taxes out so that we do not get hit with a tax bite every April.	Individual adult residential care provider.
Great express payment system! Our case worker is responsive and calls me back if I need something. She helps me get services for my daughter - She explains how things work.	?	Individual respite, attendant or medicaid personal care provider.
N/A	Get DDD to pay higher wage - Medical coverage, retirement, Dental, eyeglasses, and exam. I make less than \$15,000 a year, no medical benefits.	Individual respite, attendant or medicaid personal care provider.
I have not had a need to ask for help. I feel that if I had a need I would and or could get it via DSHS.	N/A	Individual respite, attendant or medicaid personal care provider.
Evaluation and filling out forms for my son.	I am well pleased with the service we receive.	Individual other care provider.
Lets me know if the parent complies. Lets me know when they have to renew.	They do a very good job.	Individual provides more than one type of DDD service.
My coordinator Liz Green, is the most helpful person! She makes me feel "as if" I'm the only one she works with...She help me get paid (soon as she can she gives me my invoice # so I can call it in by the 10th-15th).	I would like my payment to come earlier. I would like to be paid closer to the 1st of the month.	Individual respite, attendant or medicaid personal care provider.
Received very little help for DSHS. Services been denied we needed. Never have received help from DSHS.	Need to look at the needs of individual and help develop a good program for DDD clients which they do not want to do.	Individual respite, attendant or medicaid personal care provider.
Always return calls quickly. Help find solutions to problems. Answer correspondence from programs the client is involved in very quickly.		Individual adult residential care provider.
Always return calls right away - (no waiting). My guys get their medical - that is so important to me.	They are doing the best that they can now.	Individual adult residential care provider.
All questions are answered right away. Telephone calls are returned. Payment is made immediately for services.	Inform me when there are changes in case management for particular clients.	Individual therapy, medical, dental or nursing care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Return my calls even if it's a few days later. Tell me when my child will get off waiting list for DDD services. What services will he get. Help making sure get proper services. Not lose papers I give them, especially ones telling what is wrong with child.	Individual respite, attendant or medicaid personal care provider.
Very seldom talk with anyone - personally. They send appropriate paperwork on time - with understandable instructions.	As a parent of a developmentally disabled daughter - it is extremely difficult to get help with part-time respite or information on how to get new equipment - i.e...wheelchair.	Individual respite, attendant or medicaid personal care provider.
	Being able to get ahold of the case manager.	Individual respite, attendant or medicaid personal care provider.
Always listens and tries to find a way to help with whatever is needed.		Individual respite, attendant or medicaid personal care provider.
They would listen to what we have to say and our opinion.	They are doing just fine. Keep up the good work.	Individual child foster or group care provider.
Automated pay process. Actively trying to communicate for better pay.		Individual respite, attendant or medicaid personal care provider.
Need improvement in all areas.	Seldom able to get response - communicate, respond, assist in a quicker manner.	Agency respite, attendant or medicaid personal care provider; 100 employees.
They listen to all of my requests and help to resolve problems very well.	To be sure that my daughter is getting all the opportunities possible. Better work hours, more recreation time.	Individual adult residential care provider.
	Instead of having to ask for pink hour calendars - HAVE THEM SENT ON A 3-4 MONTH INTERVAL.	Individual respite, attendant or medicaid personal care provider.
Calls back when I call her.	We are fully satisfied.	Individual adult residential care provider.
Very prompt and efficient.	No criticism. They do very well.	Individual adult residential care provider.
The new payment system is working VERY well.	New caseworkers could use more orientation on how it's set up evaluations and treatment.	Individual therapy, medical, dental or nursing care provider.
Helps with requests if one applies in person.	Have a number and person to talk to when pay does not arrive or is incorrect!	Individual respite, attendant or medicaid personal care provider.
Services for my client.		Individual respite, attendant or medicaid personal care provider.
N/A	N/A	Individual respite, attendant or medicaid personal care provider.
Provides a caseworker for me to contact when I need information for my son and his needs.	Have respite workers available for me when I need or choose the "get away" on occasion.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Pay us on time 98% of the time - respond quickly in emergencies.	Really reimburse us for the cost of providing care to the people we serve. Our costs of doing business and meeting new regs while our rates dwindle.	Agency adult residential care provider; 50 employees.
No problems.	Return phone messages sooner.	Individual respite, attendant or medicaid personal care provider.
Timely billing and paying.	The DDD caseworkers should have smaller caseloads. It is usually several days before I get called back.	Individual respite, attendant or medicaid personal care provider.
Helps me to find clients as needed when looking for added clients and help with information requested and billing.	Not all case managers return phone calls in a timely manner.	Individual respite, attendant or medicaid personal care provider.
Check is always on time. When I call, someone tries to answer questions.	Give respite, also more money. Thank you.	Individual adult residential care provider.
I don't talk to anyone on a regular basis, but the annual evaluations are helpful and informative.		Individual respite, attendant or medicaid personal care provider.
Problem solve - troubleshoot, refer to resources in community.	Hire more help!	Individual therapy, medical, dental or nursing care provider.
Returns my phone calls promptly. If they do not know the answer to my problem, they help me find where help or answers are!	Pay parents of 24 hour day kids, for more than 90 hours. Even 140 doesn't cover our hours.	Individual respite, attendant or medicaid personal care provider.
Almost everything.	Nothing that I can think of right now.	Individual adult residential care provider.
Courteous supervisors. Great nurses!	Give us a raise.	Individual respite, attendant or medicaid personal care provider.
I have found DSHS to be most helpful whenever I call and prompt in getting back when I request.	It would be nice if DSHS didn't have such heavy caseloads. If DSHS could persuade Pierce to extend shuttle so that I would not have to be sole transportation provider.	Individual respite, attendant or medicaid personal care provider.
Haven't had much cause to call and ask for help. But when I did, they were very helpful.	Can't really say. As I said, I've only had to call a couple of times. Everything is going fine.	Individual respite, attendant or medicaid personal care provider.
Know answers to my concerns.	Nothing I can think of.	Individual respite, attendant or medicaid personal care provider.
Timely corrections with paperwork, on time payments.	Raise pay standards.	Individual respite, attendant or medicaid personal care provider.
Keeping us informed as to what services are available.	We are happy with things, but there are times it is difficult to get ahold of caseworker.	Individual respite, attendant or medicaid personal care provider.
Finance/contact people respond quickly.	Keep us informed on the services our son is entitled to receive and help obtain those services for him.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Not so many appointments that repeat the questions - waste money that you say you are short of. 6 visits in 5 months?	Individual adult residential care provider.
Very good at answering my questions.		Individual respite, attendant or medicaid personal care provider.
N/A	Less paperwork, more about our clients. Not just doing paperwork that makes our job harder.	Individual adult residential care provider.
	Better contact with caseworker. Need to know when caseworker changes. Lighter load for caseworkers.	Individual respite, attendant or medicaid personal care provider.
They try to get me the help I need like therapy.	Help with moving people with no family support. Assess clients by what they do, not what capable of doing. DD is better at this then AASA.	Individual adult residential care provider.
The people listen well, really understand what is needed and deal with the problems quickly.	Lessen their caseloads so there is more quality time to be spent with their cases.	Individual respite, attendant or medicaid personal care provider.
It helps families and individuals to be self sufficient and have a good quality of life.	To have on easy way to get access to reach a caseworker for questions because it's always a voice mail and takes sometime to return a call.	Individual respite, attendant or medicaid personal care provider.
The nurse visits are helpful. The service notices are also helpful. Calls have always been returned promptly.	I would like to be more informed on what's happening. The last service notice I received said care was approved for two months. Then usually I will get one a little while later saying for about a year. This is some what confusing.	Individual respite, attendant or medicaid personal care provider.
DSHS has always done well in all areas.	I care for DD clients so keeping the funding there for all DD clients not just mine is the most important.	Individual provides more than one type of DDD service.
Helped me get supplemental income to meet my living expenses. My contact with your offices and employees has been positive. Thanks.		Individual adult residential care provider.
Responsive and instructional	Focus on the people served - rather than providing lip service and less time spent practicing C.Y.A.	Agency other care provider; 20 employees.
	Supply provider with updated lists of dentists who provide care for C/P adults.	Individual respite, attendant or medicaid personal care provider.
Reimbursements are handled promptly.	I have tried to visit SSPS on the web to start direct deposit but the site isn't up.	Individual therapy, medical, dental or nursing care provider.
Keep things easy.	Pay better and offer better medical insurance.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Respond quickly to problems.	Accept computerized forms on the internet as method of transferring information.	Agency adult residential care provider; 70 employees.
Payment system is streamlined and efficient. I appreciate that very much.		Individual respite, attendant or medicaid personal care provider.
Guide me through procedures and answer my questions well.	Nothing I know of. They cover all that is necessary so far.	Individual adult residential care provider.
Meetings and assist with problem solving.	Return phone calls and acknowledge calls in a timely manner. Sometimes I NEVER get a return call from social workers.	Individual provider.
Pleasant and willing to answer questions.	Nothing at this time.	Individual respite, attendant or medicaid personal care provider.
Yes, they have answered any question I've had, courteously.	I can't think of anything.	Individual respite, attendant or medicaid personal care provider.
They always respond when I got questions or have a problem.	I am satisfied the way they are.	Individual other care provider.
Friendly - interested and supportive.	1. Respond in a more timely manner to questions. 2. Clarify expectations I.e. documentation c/c through an orientation before working.	Individual therapy, medical, dental or nursing care provider.
Team meetings for foster children.	Listen to foster parents.	Individual child foster or group care provider.
Get information and everything together collect resource for us really helps.	Doing just fine.	Individual respite, attendant or medicaid personal care provider.
Billing is smooth and seamless. Phone response time excellent. Region 4 staff exemplary.	Be consistent in practices across the state.	Agency adult residential care provider; 80 employees.
Answer questions, return calls.		Individual respite, attendant or medicaid personal care provider.
Our visiting nurse is very helpful, courteous and we like her a lot as well as client and his family.	They have always been accommodating.	Individual adult residential care provider.
Send payments regularly for respite care.	Give us info ASAP about any changes in qualifications, budget, etc...so person with disability and the provider know what to expect in the future.	Individual respite, attendant or medicaid personal care provider.
They're very helpful when I need to renew my license.	I really can't think of a thing although my contact with them is minimal.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They are friendly and seem willing to help. However AASA is making AFH's so difficult to operate it is draining people out and will continue to do so. You can't make a rule to cover every eventuality! They should think about how to screen applicants in te	Return phone calls more promptly.	Individual respite, attendant or medicaid personal care provider.
Responds to requests in a timely manner.		Individual provider.
Timely, courteous on the phone answer all our questions, eager to help us.	They could do a better job if they didn't have such huge caseloads.	Agency adult residential care provider; 38 employees.
Sends my check in a timely manner. My DSHS contact responds right away to my emails.		Individual respite, attendant or medicaid personal care provider.
They are there when I need help in finding resources and when I need to talk and need answers.	When DSHS says they will do something they need to do it on the said date - not change that date 3 or more times - spanning a year or more.	Individual respite, attendant or medicaid personal care provider.
Prompt with payment - direct deposit.	Be more prompt with follow-up phone calls. I'll leave a message in the a.m. and it could be greater than 24 hours later for return call.	Individual respite, attendant or medicaid personal care provider.
Electronic billing SSPS.		Individual adult residential care provider.
Keep tabs on foster care. Do our job.	?	Individual respite, attendant or medicaid personal care provider.
Get back to me soon. Suggest activities for client.	Give us some health care insurance and other normal benefits.	Individual provides more than one type of DDD service.
Kristen Winchell is a very good caseworker!	?	Individual respite, attendant or medicaid personal care provider.
Nurses and most caseworkers do a great job.	A web site with phone numbers would help. Being treated like a fellow state employee not like a welfare recipient would be nice. Emergency back-up - maybe without losing pay.	Individual respite, attendant or medicaid personal care provider.
Automatic call in hours.	Get money to you in a more timely manner.	Individual respite, attendant or medicaid personal care provider.
Is prompt in responding to questions, concerns, and problems I may be experiencing.	?	Individual other care provider.
Usually respond to questions quickly.	Does well.	Individual adult residential care provider.
Courtesy in scheduling visits personable and friendly staff respectful suggestions.	?	Individual adult residential care provider.
Speak good Spanish so we could understand each other better.	Help me understand the program.	Individual child foster or group care provider.
Returns phone calls promptly. Puts out lots of effort on my son's behalf. More than willing to accept ideas and try whatever might work the best.	Mary Jo Coarsey's caseload is so high I am amazed at all she does. But perhaps her caseload is too high!!	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Phone in for DSHS hours. Easy to use.	So far no problems. Initially it took a long time to get processed.	Individual respite, attendant or medicaid personal care provider.
I want DSHS to help me with my pays increases until now. I don't have any pay increases.	Pay increase will help. Livings expenses do go up! But my pays do not. I need pay increase.	Individual provides more than one type of DDD service.
?	?	Individual adult residential care provider.
Everything possible.	Everything possible.	Individual respite, attendant or medicaid personal care provider.
	Nothing.	Individual provides more than one type of DDD service.
Anytime I have a question, when I stop by office (no Appt) are most courteous, seem eager to please.	I only work 1 day a week - (20 hr) so far no problem has come up concerning me. Am 1 of 3 caregivers. If one of us gets ill, maybe either me or other caregiver could gain more hours.	Individual adult residential care provider.
	Keep in contact.	Individual adult residential care provider.
	Take the federal taxes out. More communication on what service are available.	Individual adult residential care provider.
	Keep in contact	Individual adult residential care provider.
Solving payment problems.	Service is great.	Individual respite, attendant or medicaid personal care provider.
Many things.	Doing as good as government will allow. Help parents and children get on basic health, even singles need medical.	Individual adult residential care provider.
Only contact through mail.		Individual respite, attendant or medicaid personal care provider.
Helped us to get started on the program. Also friendly and courteous.	Can't think of any at the moment.	Individual respite, attendant or medicaid personal care provider.
I haven't had to ask help of them very often, but when I do, I am satisfied with the results.	Keep their case managers informed and current on the availability and how to access services. It may help if they had fewer cases.	Individual respite, attendant or medicaid personal care provider.
Help with respite funds and travel pay.	Fix computers to not have to have input every month.	Individual other care provider.
	Answer the voice mail. Check out their reviews correctly. Give us the right amount of time, hours.	Individual other care provider.
Good collaboration between case management and direct care staff on client issues. Team approach. Good people working in a tough system.	Quicker turnaround on billing and special requests. We have billing issues but close to one year. Slow turnaround on special requests. We are often requested to resubmit paperwork we have already submitted.	Agency adult residential care provider; 75 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not much! Cutting prescription support, cutting the state contribution to SSI and it goes on and on...	Spend their oversight dollars on clients who may be endangered. I get quarterly visits and my client is my daughter.	Individual respite, attendant or medicaid personal care provider.
Not much contact after initial set-up.	Review case and explain available services that could help.	Individual respite, attendant or medicaid personal care provider.
DSHS has provided information and guidance to resources, has answered questions. DSHS has provided funding for clients to and families to deal with their disabilities.		Individual respite, attendant or medicaid personal care provider.
I have never dealt with staff.	Check in with providers to see if they are working well with families.	Individual respite, attendant or medicaid personal care provider.
Give good information.	Answer the phone, or call back sooner.	Individual respite, attendant or medicaid personal care provider.
Yes, as much as possible.	Whenever they work with someone that speaks only Spanish, they need to type the letter in Spanish or have a interpreter.	Agency therapy, medical, dental or nursing care provider; 1 employee.
Returns (answers) phone calls within 24 hours.	Follow up with request i.e. referrals, etc.	Individual respite, attendant or medicaid personal care provider.
DDD reps are always helpful and informative. CSO reps are sometimes lacking in information and responsiveness.	I'm not certain.	Agency adult residential care provider; 30 employees.
I go thru DDD office. I have not met or heard from DSHS.	Help find a dentist who has hospital privileges!!!	Individual respite, attendant or medicaid personal care provider.
They answer all my questions.	They could help more.	Individual adult residential care provider.
Return phone calls. Are knowledgeable (very)	So far, so good.	Individual respite, attendant or medicaid personal care provider.
They listen and respond to all concerns.	Have less turnover in case managers.	Individual respite, attendant or medicaid personal care provider.
Answers questions in a manner I can understand. Polite and very efficient in processing paperwork.	Honestly I can't think of anything more - I am a parent provider and more than satisfied with your staff - you have truly excellent people!	Individual respite, attendant or medicaid personal care provider.
Home visits work well.	Pay me more. Withhold income taxes. Why should personal care providers being mothers - make less?	Individual other care provider.
Answers my questions courteously and promptly.		Individual adult residential care provider.
When I call them - they return my call. The person is friendly and helpful.	Make the letter clearer.	Individual respite, attendant or medicaid personal care provider.
Discussions concerning child's welfare and direction in solving problems.		Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They always answer my questions and the few times that my check didn't arrive on time, they went to work right away to find out why.	Nothing as far as I can see except to continue what they are doing.	Individual respite, attendant or medicaid personal care provider.
Keep me informed about classes and workshops.		Individual respite, attendant or medicaid personal care provider.
They keep me informed of activity and things to do	They are fine.	Individual adult residential care provider.
Return phone calls promptly and always offer helpful advice.	Drop Estate Recovery so that my grandparents can sign up for Copes program without feeling they're going to be leaving their kids high and dry.	Individual adult residential care provider.
They answer my questions and help me solve problems.		Individual respite, attendant or medicaid personal care provider.
Prompt phone call returns. Timely completion to CA's.	Require less paperwork.	Individual adult residential care provider.
I've always gotten the assistance I need...admittedly. I've not needed assistance much...but my caseworker does an EXCELLENT job for me.		Individual respite, attendant or medicaid personal care provider.
DSHS did very well with helping me.	NO!	Individual respite, attendant or medicaid personal care provider.
The persons who handled the hours and wages were quick in response and courtesy.	The case manager, however, NEVER returned my several phone messages I left for him.	Individual respite, attendant or medicaid personal care provider.
It all depends on your individual case worker. They set the tone for your attitude. But they seem overburdened and caseworkers are changed to frequently.	Train all caseworkers well. The paperwork is confusing to explain it in simpler terms would be wonderful.	Individual respite, attendant or medicaid personal care provider.
	Get us a raise. Take our income tax on pay stub. Give mileage to me.	Individual respite, attendant or medicaid personal care provider.
They explain things, and give out an important "how to do" booklets.	Take a little more time to explain things.	Individual respite, attendant or medicaid personal care provider.
	Be a little more sympathetic to the daycare owners needs.	Individual provides more than one type of DDD service.
Always there when needed.	Just keep up the good work.	Individual other care provider.
	I think that we deserve a raise.	Individual respite, attendant or medicaid personal care provider.
Everything is fine just the way it is now.	Nothing.	Individual provides more than one type of DDD service.
Checks payments due.		Agency provider; 50 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I've always been able to talk to someone when I needed help.	Could use mileage reimbursement, or some way to deduct from my income tax, I drive 130 miles to take care of these children.	Individual respite, attendant or medicaid personal care provider.
Schedule visits and offer suggestions.		Individual respite, attendant or medicaid personal care provider.
Facilitate application and follow-up of DSHS benefits.	Legal help that a disabled person might need - legal help that caretaker might need with regard to care taking - Specialized care taking - training for development of the disabled person.	Individual other care provider.
They are always available when I call and have any questions. Great about returning my phone calls.		Individual respite, attendant or medicaid personal care provider.
Always get invoices on time and payment on time - Keeps up records, always keeps my contract up to date.		Individual respite, attendant or medicaid personal care provider.
They answer any questions I may have.	Not anything I can think of at the moment.	Individual respite, attendant or medicaid personal care provider.
Very responsive, good system for reimbursement, very prompt. Have been very pleased.		Individual respite, attendant or medicaid personal care provider.
Answers questions.	Regular monthly phone calls from DDD caseworker to client would be helpful.	Individual respite, attendant or medicaid personal care provider.
Timely in response to phone calls.	Paying after the service is a burden on our programs budget. Our programs are all paid in advance by other participants, it is difficult with our volume to track the kids who get paid for after the service has been provided.	Agency community activities or parent education provider; 200 employees.
Information letters are a great resource.		Individual respite, attendant or medicaid personal care provider.
Seem to respect the disabled adults that were interviewed, they felt listened to. Avoided directly high lighting deficiencies in front of them, yet got the information DSHS needed.	Coordinate service systems. Paperwork that differentiates between acquired disabilities and developmental disabilities. Also, assess true care need - not use standards that are different because more than one person is disabled in the same household.	Individual respite, attendant or medicaid personal care provider.
	No improvement needed.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Responds well to questions. Miki Gunina provides information and is helpful.	Services are not available to adults living with family. Families are penalized by maintaining child in home. They receive less to care for than in the home of others - even though it is just better placement.	Individual respite, attendant or medicaid personal care provider.
	Pay raise, take taxes out on pay, benefits.	Individual child foster or group care provider.
Respectful, helpful, informative, always return calls promptly, helped us to find employment for our son when we moved to Jefferson Co. In '98. Our son has received DSHS services since '79, many of his caseworkers have gone out of their way to research		Individual respite, attendant or medicaid personal care provider.
Help us with medical supplies.		Individual respite, attendant or medicaid personal care provider.
Yes, now that I have a new case manager.	Explain in detail and in language that is simple without sounding demeaning to me.	Individual respite, attendant or medicaid personal care provider.
I like the reporting of hours by phone and direct deposit.	Have more classes in the evening and in summer time. More advanced warning of classes and JUST MORE CLASSES.	Individual respite, attendant or medicaid personal care provider.
Sends regular checks - on time.	Additional funds.	Individual respite, attendant or medicaid personal care provider.
They have been very helpful in everything. But need to try to speed up in a few places.	Cut down the time to approve, thinks "less red tape!!"	Individual respite, attendant or medicaid personal care provider.
When they finally acknowledge your presence they are sometimes polite and helpful.	However, sometimes they are very vague and not complete. They could acknowledge a person from the start and not act like they do not see you standing there.	Individual respite, attendant or medicaid personal care provider.
They try to help me. My son is DD and was at Rainier School for many years. Then they moved these people out in the community.	There are no facilities available for my son. He is now 55 years old and living with me - his mother. I need a place for him - what happens when I die???	Individual adult residential care provider.
Return calls, timely manner, very courteous when they speak fluent English.	However, sometimes none, but service operators are hard to understand over phone with accents, hard to make understand.	Individual respite, attendant or medicaid personal care provider.
Great communication, always courteous.		Individual provides more than one type of DDD service.
Help with papers and help with doctors.	N/A	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
In the past, payment (partials) were confusing. Now, we're receiving them in a timely manner and full amounts.		Agency provider; 130 employees.
Send nurse/care workers out every six months. Have electronic deposit for convenience. Thank you.	Take taxes out, benefits, medical, dental.	Individual respite, attendant or medicaid personal care provider.
There always there when you need them to answer all the questions you have.	Nothing - they're GREAT!	Individual adult residential care provider.
1) Help with arranging my 10% cont'ed. 2) Nurse visits arranged and questions about client answered promptly.		Individual respite, attendant or medicaid personal care provider.
Tries to provide resources for areas where there are no resources available in working area.	Return calls in a more timely manner, but due to caseloads it's hard to do.	Individual other care provider.
Answers question promptly. Has provided any help we have requested.	Can't think of a thing at the moment.	Individual adult residential care provider.
Meets with us and listens to our concerns in regard to home and work challenges.	Check with are agenda for DSHS improvement.	Individual respite, attendant or medicaid personal care provider.
Regional staff are supportive and flexible in helping deal with client crises and special needs.	More funding for direct care staff.	Agency adult residential care provider; 28 employees.
After care giving for 10 years for two people I finally get some pay.	The pay rate needs to increase. Be more available, I see someone once a year.	Individual adult residential care provider.
Makes the process simple and straight forward.		Individual respite, attendant or medicaid personal care provider.
Prompt in answering/returning calls.		Individual other care provider.
	Not transfer you around so much. Saying "I don't know, call this number". . .I've spent hours on the phone for one question.	Individual respite, attendant or medicaid personal care provider.
Everything	They do fine to work with me and they call me to let me know things that I should know.	Individual respite, attendant or medicaid personal care provider.
Good communication. Emotional support from our case manager. Hats off and "thanks" to Karen Merdassi!	Our federal tax status needs to be clearly defined. PLEASE!!!	Individual provides more than one type of DDD service.
The People are the best. The clients are great, I am very satisfied as it is.	Nothing it's fine just the way it is, I like it.	Individual respite, attendant or medicaid personal care provider.
Only contacted twice - each time questions answered quickly and respectfully.	No complaints as of now.	Individual respite, attendant or medicaid personal care provider.
When I have problems my social worker answers to my needs and immediately the matter is solved.	I wish to receive any kind or form of communications once a month informing us of current news and how we can adjust to this event.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Send my check on a timely manner, goes through on 1st don't get direct deposit until the 6th or 7th.	Individual adult residential care provider.
	Returning calls more quickly.	Individual respite, attendant or medicaid personal care provider.
Pass messages.	More interaction with case managers in the field. Pay a livable wage.	Individual respite, attendant or medicaid personal care provider.
You always say "no" with a smile.	Offer services - all you ever do is deny everything because there's no money but you build light rail services!!!	Individual adult residential care provider.
Prompt to return calls, especially if I get a person to answer the phone.	1) The most recent SSI letter discussing the change to SSP was miserably written. I am educated and still I had to call in. 2) Very poor as establishing levels of need.	Individual respite, attendant or medicaid personal care provider.
Responds to specific needs with referrals.	More info on respite care providers etc. . .	Individual other care provider.
Our worker helped explain about funds available for medical equipment and helped us order them.	Keep us informed about dates of allotted funds (SSPS), when they would be due to run out (for medical equipment, etc.).	Individual respite, attendant or medicaid personal care provider.
Prompt response to phone calls, good email responses. Paige Kelso is exceptionally helpful and prompt.	More Training for more caseworkers.	Individual adult residential care provider.
Get back to me quickly after I leave a message.	Start an exchange of used equipment or notify guardians about Bridge Ministries - Could save money and get items for client evaluations etc. when there is no funding.	Individual therapy, medical, dental or nursing care provider.
Does excellent	Does OK.	Individual respite, attendant or medicaid personal care provider.
Case workers are very open and honest and try to help the best they can.		Individual provides more than one type of DDD service.
Answers questions, provides resources.	Present level of support is adequate for my needs at this time.	Individual adult residential care provider.
Answers any questions	Allow more hours for summer months when kids are out of school.	Individual other care provider.
Diane Wells always returns phone calls promptly.	Doing fine the way they are.	Individual adult residential care provider.
Provides needed information promptly either by phone or email.		Individual provider.
Getting better all the time.	Return phone calls faster.	Individual respite, attendant or medicaid personal care provider.
Yes - they are very helpful and take the time to find answer to the problems.	Nothing, I have had no problems with them.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Always available.	Have more case managers, too many agencies taking care of DD - no one really knows about other agencies.	Individual respite, attendant or medicaid personal care provider.
To work with me and help me.	I don't know.	Individual adult residential care provider.
If I have questions I can get a response fairly soon from my case manager DSHS.	I wish I could get a week off time a year (I'm 24 hour care, day in, day out). But it's hard to find someone I could trust to watch my sister (client).	Individual provides more than one type of DDD service.
They always show me how to take care of disabled better. I have an idea, I have no insurance of health so far, can you help me have health insurance?	I think DSHS should help the providers have health insurance so that the providers can feel comfortable when taking care of the disabled people.	Individual other care provider.
Questions are answer promptly and calls made to DSHS was always returned.		Individual respite, attendant or medicaid personal care provider.
Easy to contact, very nice.	Follow through on promises. . .i.e.. increase wages.	Individual respite, attendant or medicaid personal care provider.
	They could be better informed and more help in finding "quality" AFH's and respite care.	Individual adult residential care provider.
Get payment out in timely fashion.	Provide medical insurance to providers at reasonable cost.	Individual respite, attendant or medicaid personal care provider.
You always seem to be accessible and helpful.		Individual respite, attendant or medicaid personal care provider.
Billing process by phone is great, efficient.	Have a less complicated system for meetings, planning, oversight. Have clearer answers to my questions. Not expect retarded people to be "cured" by home providers.	Individual respite, attendant or medicaid personal care provider.
Being able to call to register services rendered and automatic deposits.	A direct line to the desk of the caseworker, (not having to lists of selections and press numbers). Faster turn around on calls to voice mail.	Individual respite, attendant or medicaid personal care provider.
When I call they always listen to me and help if possible.	Help.	Individual child foster or group care provider.
Helpful and courtesy on the phone.	Make direct deposit payments faster then mail.	Individual other care provider.
They are always there with answers and if they don't have the one I need - they try to find out why.	Not too much.	Individual adult residential care provider.
Case Manager and service authorization people are wonderful (Calvin Pascual and Kara Ireland).	Have more case managers so I (we) are not one of 150 clients. Could be one of 60 and case managers would still have plenty to do.	Individual respite, attendant or medicaid personal care provider.
They work with us very well.	Give us an e-mail list of all the people who work with us.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Case manager always treats me with respect is most helpful and concerned.	Provide lists of respite providers, both private and homes. Provide respite for day and overnights.	Individual respite, attendant or medicaid personal care provider.
Pay is always prompt, which is very nice. Answer questions. They care about the clients and their welfare and try to match with care givers.	Take out income tax.	Individual adult residential care provider.
Keep appointments made on time.	Give more information or resources for the physically challenged.	Individual respite, attendant or medicaid personal care provider.
DSHS works well with keeping us on calling back on any problem I have or questions I have.	I do not know what you could do at this time. But I thank you for everything you have done so far.	Individual adult residential care provider.
Our case manager Ms. Lani Scheman has always been a tremendous help to us, she makes sure that we get all the facts and information on current DSHS programs. She is extremely responsible and reliable.	Keeping us informed of changes that would affect the quality of care for the disabled.	Individual respite, attendant or medicaid personal care provider.
They are very good to my grandchild, he enjoys when he sees them come over. So far everything is fine. They are helpful with any problems we have.		Individual adult residential care provider.
Pass along information.	Don't allow case managers to make a medical diagnosis. Have scriptwriters review letters of information for ease of understanding and simplified clarification.	Individual respite, attendant or medicaid personal care provider.
	No complaints - we see them at least once a year and everything is fine.	Individual adult residential care provider.
YES!	Not sure.	Individual adult residential care provider.
Anytime I have needed help from the case manager we have been satisfied.	No comment, unless DSHS has the input to make class hours more convenient for us at the aging and long term care, the classes we are required to do. The hours should be made to be the same as learning center hours for the clients we care for.	Individual adult residential care provider.
I have no complaints. My experience with DSHS so far (6 months) has gone smoother than I expected.		Individual respite, attendant or medicaid personal care provider.
Listens - informative.	Nothing at this time.	Individual respite, attendant or medicaid personal care provider.
Haven't needed any help.		Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Help me when I need it or ask for it, and try to help me when I don't ask - listen when I need to vent.	Return calls quickly and have all the answers!	Individual provider.
	The staff person I work with frequently confuses requests and payments.	Individual respite, attendant or medicaid personal care provider.
Answers all questions honestly.	Keep that union from sending their nonsense notices - I won't join a union.	Individual adult residential care provider.
To answer specific questions, to find clients, and try to assist in paperwork challenges.	To provide benefits, I have been a contracted provider for 20 years. . . I have no retirement, vacation, and have to use Basic Health Insurance which is not good for me.	Individual provides more than one type of DDD service.
Invoice Express	Return phone calls more promptly.	Individual respite, attendant or medicaid personal care provider.
Respond to questions.	Return phone calls.	Individual adult residential care provider.
Being understanding about my services, especially when I missed appointments with my clients.	To do the work between agencies for i.e.. with DDD, SSI.	Individual respite, attendant or medicaid personal care provider.
Good response to calls.		Individual respite, attendant or medicaid personal care provider.
Most everyone I've seen really seems to care for the clients and usually treats them appropriately.	Be more open about services - If you don't ask the right questions you don't get the answers needed - information shouldn't be hard to get. Help parents find respite.	Individual adult residential care provider.
Meet with my client and myself for helping me with questions I might have about care of client.		Individual respite, attendant or medicaid personal care provider.
Provide medical coverage and prescription coverage, provide a job, get the aide needed for disabled person.	Less paperwork when reapplying for services, less time to consider new or redone application.	Individual adult residential care provider.
Listen - Tell me what is available to us as caretakers and especially what is available to our disabled daughter.		Individual respite, attendant or medicaid personal care provider.
Answer my questions. Provides automated invoice line.	Need my invoice and check earlier. Need the check by the 4th or 5th of month. I never have rent money on time and must pay late fees every time.	Individual respite, attendant or medicaid personal care provider.
I once thought I had either not received my check or did and misplaced it. Staff worker was understanding and quick to respond with information on the matter.	King.	Individual other care provider.
Our DDD Case Manager in the adult system have been very responsive and helpful.	Not sure.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Can't think of anything specific.	Nothing.	Individual adult residential care provider.
I think she is very nice.	It is good enough if I see anything I'll let you know later.	Individual adult residential care provider.
Did an onsite training which was very helpful. Norma in coordination of benefits is always great about helping me sort out problems.	Pay balances not covered by primary up to DSHS maximum rather than not paying if primary pays over your allowable. The reason people have DSHS is because balance after insurance is a financial burden.	Individual therapy, medical, dental or nursing care provider.
Help with technical services and with dealing with different situations.	Need more caseworkers that work directly with people. The caseworkers are over worked and cannot get to everyone on their caseload.	Agency respite, attendant or medicaid personal care provider; 80 employees.
	It is difficult to get a response a lot of the time when a telephone request is made.	Individual provider.
Mostly.	Let me know what benefits we are eligible for.	Individual respite, attendant or medicaid personal care provider.
	Weed out investigator who is power-driven, haughty, and rude, who writes reports based on inadequate data and looks for data that will skew findings to her liking.	Agency provides more than one type of DDD service; unspecified number of employees.
Our DDD caseworker, John Albert, always answers calls, gets problems solved. Our licenser, Kindering Center, is equally responsive.	My foster care, (long term-one child) is supervised by caseworker, licenser, nurse, payment agency. They all make home visits! I wish the supervision could be consolidated so I give the duplicate information to everyone less often.	Individual child foster or group care provider.
My son has the best caseworker!		Individual adult residential care provider.
Prompt responses and clear EOB's.		Agency therapy, medical, dental or nursing care provider; 125 employees.
pays me.	Keep us authorized so we don't have to wait an extra 10 days for paycheck. Authorization should be automatic until I am no longer employed.	Individual therapy, medical, dental or nursing care provider.
Listen and try to help me solve my problems to the best of their ability.		Individual other care provider.
The phone in process for reporting time each month is very convenient and excellent. Also, the rep. Working with us is very helpful and I believe has our son's interest at heart.	I realize DSHS is understaffed due to funding, however, so many times I get a recording and sometimes wait days to talk with anyone. Staff at times have their hands tied because of so many rule changes.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Like to know how I'm doing with what I'm doing? Paid me on time. No delay. Treat me like a human being. Call just to know what's happening.	Keep up as is. I have no problem with DSHS. Great job they do.	Individual other care provider.
Good training classes offered with info on Cerebral Palsy, Down Syndrome, Autism, etc.	More time on phone or in meetings between DDD caseworkers, care providers, and client's and their families discussing problems and solutions.	Individual respite, attendant or medicaid personal care provider.
They are great. They try to help in everything they can.	They are great.	Individual other care provider.
Love the phone in reimbursement.	Some formal training about being a provider would be nice. Record keeping, expectations, restrictions, etc.	Individual other care provider.
Almost all the time they don't do their job.	Put people who are bilingual and people who are not rude. People who do their work.	Individual other care provider.
I like the efficient phone information in - check deposit system.	Speed up the new wheelchair production. Can you give us info on those ceiling tracks with a bungee chord "seat"?	Individual respite, attendant or medicaid personal care provider.
Absolutely, I have had minimal requests other than processing medical claims, usually helpful and professional.	Please understand that not everybody who asks a question about the process know what you are talking about. Your system is familiar ONLY to you.	Individual respite, attendant or medicaid personal care provider.
Everything!		Individual respite, attendant or medicaid personal care provider.
Caseworkers always helpful and friendly.	No complaints.	Individual equipment provider.
Returns calls in timely manner. Researches my requests for info. Should point out I have developed a nice positive relationship with local people.	Not have so many waiting lists.	Individual respite, attendant or medicaid personal care provider.
Help problem solve.	Have more services.	Individual respite, attendant or medicaid personal care provider.
Keeps in touch.		Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
<p>Providing me with BHP so I don't have to pay thousands I can't afford, but everything is still expensive, especially co-pays, meds., X? Depending on my needs. Don't have enough to go all the way around. Can't get over to welfare office or food bank to get things taken care of.</p>	<p>We all need to be more sensitive to people's needs especially when they're desperate. Quality care initiative DOES include the PC/R providers - DDD or elsewhere - especially aides - professional. We have to pass strict exams and be really careful and do our best at all times - We need to be included in State budget. I'm \$'s in debt and owe taxes. Can't live on \$680 net/month., \$200 below the Poverty line, I'm always just on or below. Shouldn't be taking from welfare line. We deserve better. Would like to continue my training, and we need adequate staffing. Money to keep the rest of the aides in place and people follow health codes, etc. We also need guaranteed life insurance for aides, LPN's - especially around combative, hoyers, other heavies and equipment. L & !! Carpel tunnel! Supplies, also available for whatever - I need my car insured, and benefits, and my debt paid. Can we start a credit union for Health Care workers, etc. and daycare, PCP/providers? I always have to borrow from my dad - he can't anymore that's not what family is for. I need to be able to provide for myself and future family. What's taking so long for the obvious? Duh! Tell Gary Locke we're not disposable like Kleenex or diapers! We are important to our economy and healthcare structure. Why can't you see this on your own? Why are morals going down the drain? I use MY freedom to do what's right. No wonder we're under attack. God first, politics second.</p>	<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>Very efficient in payment schedule.</p>	<p>Put YTD on pay stubs. Hard to get ahold of caseworker.</p>	<p>Individual respite, attendant or medicaid personal care provider.</p>
<p>After I am able to reach someone (not sure who my son's caseworker is - Eliz. Sherman was).</p>	<p>Respond more quickly. I know their workload is heavy.</p>	<p>Individual other care provider.</p>
<p>Family Support Program was easy to use. Good meeting with caseworker.</p>	<p>Clearer and MORE explanations, guidance thru argot and systems.</p>	<p>Individual other care provider.</p>
<p>Provides timely payments and staff assistance.</p>		<p>Individual respite, attendant or medicaid personal care provider.</p>

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Pay on time. I report to them to then, but have never received any help from them.	Know where to refer me to get my client help. Stop giving him (me) so much paperwork!	Individual provider.
My case worker has always been available when I have called for assistance.	I don't know - am happy with things the way they are.	Individual adult residential care provider.
She (Jeana Hayes) sits down and talks with my daughter and me about anything concerning my daughters development.	I don't know, daughter and I are really pleased with the information and the listening attitude of the supervisor.	Individual provider.
Personal contact with your staff is always courteous.	Telephone contact is generally rude and snappy. When they come to the house they always talk about seeing to our needs but follow-through is lax to non-existent. I get most upset with DSHS with the letters sent out. . .I know your letters are suppose to be informative but often they are condescending and lack feelings.	Individual provider.
NOTHING!	EVERYTHING!	Individual respite, attendant or medicaid personal care provider.
Regarding to Region 4 - Our case manager always responds to email or phone calls promptly. Always pleasant and helpful.	Communication between Olympia and Regional offices is poor. One doesn't know what other is doing.	Agency adult residential care provider; 7 employees.
They are polite in answering my questions. They go out of their way to help me solve problems. They make me feel valued.	I have no complaints.	Agency respite, attendant or medicaid personal care provider; 8 employees.
Responds promptly.	Reduce the amount of paperwork sent to me.	Individual provider.
Always answers my questions or if they can't - tell me where to go or who else to see.	Realize the enormous job we have in taking care of these special people. Be helpful and kind!	Individual respite, attendant or medicaid personal care provider.
	Make direct deposit in a timely fashion NOT 5-10 days after filing.	Individual respite, attendant or medicaid personal care provider.
The local office is very professional and efficient - the Regional office is GREAT.	Pay more.	Agency adult residential care provider; 70 employees.
Office of DDD - Great help with finding resources. DSHS office workers in general - rude.	Treat people more compassionate and do not take things so personal.	Individual other care provider.
I can call any time and always get a fast response to all my questions.		Individual other care provider.
	Convince the State to pay doctors promptly and stop jerking them around.	Individual adult residential care provider.
Always prompt with information and assistance.		Individual adult residential care provider.
The manager Murial, is great - but I had to request a change in Social Worker - worthless.	Train workers more - give them more information, or maybe they did and our worker didn't take it in.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Too many things to tell, "Help keep families working together."	New employee's informed (better trained) of workload and have things in order so they cannot keep families waiting for them to learn or catch up.	Individual respite, attendant or medicaid personal care provider.
They are responsive to questions and needed clarification.		Individual therapy, medical, dental or nursing care provider.
Calls are returned promptly.	When changes are made to a voucher, it seems like it takes a couple of months to get corrections made.	Individual respite, attendant or medicaid personal care provider.
Don't need much help. See DSHS once a year. Always nice am a parent giver.		Individual respite, attendant or medicaid personal care provider.
Staff are usually friendly and willing to assist.	I realize you're short staffed but we need faster responses on questions or assistance.	Individual respite, attendant or medicaid personal care provider.
	More notice about changes in caseworkers.	Individual respite, attendant or medicaid personal care provider.
Nothing.	Put out a list of dentists and doctors that accept DSHS medical coupons.	Individual adult residential care provider.
They promptly return my calls and try to help with my questions.	Be more careful with paperwork and handle request more timely.	Individual provides more than one type of DDD service.
Staff is friendly most of the time.	Have case managers get cell phones or pagers to be contacted when out of the office.	Individual respite, attendant or medicaid personal care provider.
They listen! They may not always be able to help due to level Regs, but they always listen!	I have no recommendation, DSHS has been a pleasure to work with.	Agency therapy, medical, dental or nursing care provider; 17 employees.
Bookkeeping accurate, payments timely.	Haven't had problems.	Individual respite, attendant or medicaid personal care provider.
DSHS - Does well.	No complaints.	Individual provider.
	Be consistent - Return calls in timely manner.	Agency adult residential care provider; 103 employees.
Provider referrals as requested, prompt responses, has good information base for community referrals.	Although referrals are given when requested, there are community services/activities, etc., that may be unknown to the provider and therefore not requested. A list of community services would be helpful, e.g. transportation information.	Individual respite, attendant or medicaid personal care provider.
Orientation very friendly, if they don't find the answers, they find some one who can.	A information web site.	Individual respite, attendant or medicaid personal care provider.
Usually helps with needed information.	Return calls.	Individual adult residential care provider.
I appreciate using the SSPS format for billing, the staff I speak with are pleasant and helpful.	No suggestions.	Individual therapy, medical, dental or nursing care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Everyone - Ruth Hertman, County Nurse, Theresa Owen, case worker, Kristen Hostad, new case worker, all are SUPERB, professional people! If there's a problem, they get it fixed!	I have had only paperwork problems - an occasional missed delivery and return, but otherwise, things are great!	Individual respite, attendant or medicaid personal care provider.
They let me do my job.	Paperwork could be sent a day or two sooner.	Individual respite, attendant or medicaid personal care provider.
Provide helpful resources.	Respond more promptly and REDUCE PAPERWORK.	Individual other care provider.
I can remember a planning meeting when I have left feeling good about the results.	I often feel it is a waste of time, paper shufflers with no concept of clients needs. Case managers need more flexibility to service individuals. Family needs are not addressed when planning for individual needs. To keep individual connected to family we need to address the big picture.	Individual respite, attendant or medicaid personal care provider.
Made payments a priority to both myself and caregivers for our boys.	Be more prompt in returning phone calls. Update voice mails to reflect schedule whether or not they are in!	Individual provides more than one type of DDD service.
Just being there.		Individual adult residential care provider.
Call back- I like the over the phone report of hours to Olympia.		Individual respite, attendant or medicaid personal care provider.
Almost everything.	Increase pay rate for residential service direct support staff.	Agency adult residential care provider; 80 employees.
Excellent Communication.	Allow payment requesting for monthly bills over the internet.	Agency adult residential care provider; 50 employees.
Basically everything.		Individual respite, attendant or medicaid personal care provider.
Auto payment system.		Individual community activities or parent education provider.
Providing information in a courteous and timely manner.		Individual provides more than one type of DDD service.
Responds to concerns re: My daughter, Includes me in IPP's and follow-up. Very caring and supportive.		Individual respite, attendant or medicaid personal care provider.
Nothing.	Be friendly, smile, answer questions, have more time for you.	Individual respite, attendant or medicaid personal care provider.
Offers training, returns calls ASAP, answers questions, helps find solutions, referrals.	Explain paperwork to be filled out if new.	Individual child foster or group care provider.
If I've had any questions about dates or time frames - they always check for me. Also took time to inform me of their working dates.	I can't think of any - I'm pleased.	Individual other care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Maintain more regular contact via a caseworker to see that things are going well.	Individual adult residential care provider.
Daily/weekly updated phone messages.	Can't think of any thing ! Honestly.	Agency respite, attendant or medicaid personal care provider; 30 employees.
The staff is very courteous and helpful.	Sometimes when you call you are on hold for a very long time.	Individual child foster or group care provider.
No contact but once a year.	Raise the pay for parents caring for handicap adult children especially single adult parent staying home.	Individual provides more than one type of DDD service.
They pay us in a timely manner.	Provide medical insurance for providers, most of these patients require lifting and are severely heavy.	Individual respite, attendant or medicaid personal care provider.
Do what's best for the clients most case managers caring and concerned.	One case manager had not done her clients reviews (months overdue according to parents) so children almost missed attending respite camp.	Individual other care provider.
They are compassionate and understanding (most of them) and try to help you.	Get rid of the "bad apples", a case manager that routinely will not help clients and hurts families.	Individual other care provider.
My questions are almost answered promptly.	Occasionally I have to call more than once for a problem.	Individual other care provider.
We love our DDD caseworker. She really took the time to make us feel cared for.	Lower caseloads.	Individual respite, attendant or medicaid personal care provider.
For the most part, they have done a good job with services.	Promptness could be improved in completing paperwork.	Individual respite, attendant or medicaid personal care provider.
Paper work on time.	Return phone calls faster, when help is required.	Individual respite, attendant or medicaid personal care provider.
Case managers in Kelso office are great! Very helpful.	Some WAC's though good in theory, aren't realistic in real life. Write realistic guidelines.	Agency adult residential care provider; 40 employees.
Yes, they are always willing to help with advise and services for my clients. My supervisor Debbie Hunter of the DD Dept of DSHS has always been right there to give help and advice when needed. Couldn't ask for better!		Individual adult residential care provider.
Prompt payment.	Return phone calls.	Individual adult residential care provider.
They have always been helpful and supportive.		Individual respite, attendant or medicaid personal care provider.
Pay system seems to work well.	Much more TIMELY and CONVINIENT respite care. DDD changes case managers too often.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They are great note takers and do it faithfully and on a regular basis.	Re-examine how the Family Services Program is serving the community - we have been on the waiting list for a long time and we're told it would be years before there would be any openings. . . I haven't had a day off in seven years.	Individual provides more than one type of DDD service.
Prompt payments.		Agency therapy, medical, dental or nursing care provider; 8 employees.
Listen and expedite cases to meet the consumers needs.	Send information on TANF poverty levels and pay/reimbursement schedule for mental health services.	Agency therapy, medical, dental or nursing care provider; 170 employees.
My mail is always on time. Robin checks on Joyce with compassion, very nice.	Nothing at this time.	Individual provides more than one type of DDD service.
I work directly with DDD - They do a great job working with us in providing for all needs.		Individual respite, attendant or medicaid personal care provider.
DSHS answers my questions, If they cannot answer - they will get back to me in a prompt manner.		Individual respite, attendant or medicaid personal care provider.
Always there to help with questions I have and provide equipment that is needed. Thank you!		Individual respite, attendant or medicaid personal care provider.
They talked with the client's mother about the client and what's best for the child.	I felt they do great on helping children of need but could better explain the programs and different funding available.	Individual respite, attendant or medicaid personal care provider.
Not much.	It has gotten VERY BAD! (Customer Service Center is a JOKE!) SUPER LONG HOLD TIME - NO ONE KNOWS WHAT TO DO!!! Figure out how to answer questions - know how to "OK" a request - be more friendly - took me two months to have a childcare case OK'd!!!	Individual other care provider.
Answers questions and helps to direct us to get needed help.	Doing fine.	Individual adult residential care provider.
Yes, very patient and understanding.	No complaints, as of yet.	Individual provides more than one type of DDD service.
Give complete history on child, not just what they want me to know so I'll take the child for placement.	Finalize cases in a more timely manner, we have a child who's been here three years and 7 months. We want guardianship and are still waiting.	Agency provides more than one type of DDD service; 16 employees.
Answers calls promptly, answers my questions clearly.	Be more prompt in getting accurate information out on changes.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The visit by the nurses have been very good and consistent. Always every 3 months.	We are on our ninth case manager, sometimes we don't ever meet them. If they could at least visit once to the children and meet the care providers and the parents.	Individual respite, attendant or medicaid personal care provider.
They always call back.	Information in a timely manner.	Individual adult residential care provider.
They meet it all, well I have no problems. I do really like the new phone paying method/or hour documentation. Some computer programs really work, this is one of them.	I have no negative issues, DSHS has always been helpful with me and hopefully I have been too with them.	Individual respite, attendant or medicaid personal care provider.
Dee Howard is open helpful and there when I need her.	Enforce independence and accountability from clients.	Individual respite, attendant or medicaid personal care provider.
DDD answers phone or calls right back, they are truthful and cooperative.	Have contacts - names and numbers - in other departments or sections. . .example: DOH or AASA. AASA Staff are not truthful and change reports after the visits.	Agency other care provider; 7 employees.
Keep me up to date on programs and changes that happen.		Individual respite, attendant or medicaid personal care provider.
Provide funds for care of my daughter. Think DSHS is doing a pretty good job.	Don't change case managers so often - get acquainted and poof they are gone!	Individual adult residential care provider.
Provide answers to questions and good responses.		Individual therapy, medical, dental or nursing care provider.
I'm Satisfied.		Individual provider.
Not much, they are only good at passing the buck and not taking responsibility for mistakes.	Make sure to do their jobs in order to get paid in a timely fashion - forgot to put paperwork through seven times! Was three weeks late in getting paid!	Individual child foster or group care provider.
Very little interference - a lot of freedom to work at my own discretion.	Oppose moves for increased training. Increase supervision, not training. Training intimidates and decreases the number of workers/helpers who would otherwise apply.	Individual respite, attendant or medicaid personal care provider.
Take messages and makes sure my supervisor gets them.	N/A	Individual other care provider.
	There ought to be a better working relationship between DSHS and providers, especially in times of crisis, the blame frame is an unfortunate experience for us, with DSHS staff apparently helping each other to "protect" the system, too much paperwork and unclear communications.	Individual adult residential care provider.
Anytime I call or need to see the case worker for an answer - I get prompt courteous service.	No suggestion.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They seem to do their best when they are not busy.	I've had many problems with caseworkers not returning phone calls calling in my hours on time and forgetting important information.	Individual respite, attendant or medicaid personal care provider.
Understanding.		Individual respite, attendant or medicaid personal care provider.
Answers questions.		Individual respite, attendant or medicaid personal care provider.
Very helpful on the phone, good with my new clients at appointments, answering questions, and providing information.	Nothing at this time.	Individual respite, attendant or medicaid personal care provider.
Case worker is always available. If I call in and leave message, I get a call right away.	Nothing.	Individual respite, attendant or medicaid personal care provider.
Answers any questions that may come up.		Individual respite, attendant or medicaid personal care provider.
Whenever we have had a problem or concern the caseworker always has a solution and/or solves the problem and concern.	Our current concern is long term care for our daughter and we are aging parents. What are housing co-care options for our daughter if one or both of us are incapacitated.	Individual respite, attendant or medicaid personal care provider.
Quick response to questions.	Keep up the good work.	Individual respite, attendant or medicaid personal care provider.
Quick response to questions.	(1) To hire someone who can determine just what did the last legislative session authorized. (2) Information as to just WHAT is available to people with disabilities!	Individual other care provider.
I find that the workers at the local level are "politely ineffectual". People at the "Olympia" level don't bother to respond at all!	Work toward the well being of the client, not the rule book...The rulebook will ALWAYS have a reason to say "NO"!	Individual respite, attendant or medicaid personal care provider.
Provides some services - We do have an excellent case manager who meets our requests. Example - a visiting nurse, additional services (ADH).	Provide some respite - since I'm the caregiver 24/7 except for time at ADH or Community Access - I do sometimes need a break.	Individual respite, attendant or medicaid personal care provider.
	Check information that is distributed to their contracted personnel.	Individual respite, attendant or medicaid personal care provider.
The payment system is fast and simple. Actually, it's nice not working through DSHS, but contracting with the parent and client directly.	Nothing at this time.	Individual respite, attendant or medicaid personal care provider.
Set up and do training.	Help find specific doctors, etc. when needed for a problem. Counselor, etc.	Individual adult residential care provider.
Chris always tries to do anything I need to help with a client.	Some of the people on the office aren't very nice when I call.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Return my calls, seem as if they really care about my family.	Not sure how they could improve.	Individual provides more than one type of DDD service.
Provides updated information. Case workers keeps in touch and tries to be available when needed.	Like most situations, more money and benefits for caregivers.	Individual respite, attendant or medicaid personal care provider.
Kept me informed of the procedure and process. They answered all of my questions promptly.	Nothing.	Individual respite, attendant or medicaid personal care provider.
Listens to my concerns. Is prompt with payments.	Return e-mail and phone calls sooner.	Individual respite, attendant or medicaid personal care provider.
They communicate well.		Individual respite, attendant or medicaid personal care provider.
They help me with all questions that I may have.	Give me more clients.	Individual other care provider.
Problem solving.	More advance notice re: financial changes i.e. loss of ETP's.	Individual adult residential care provider.
The phone line to call in hours.		Individual respite, attendant or medicaid personal care provider.
DDD has authorized service, explained program. Tried to make helpful suggestions.	Could provide updated tools to DDD for accurate and efficient transfer of information.	Individual respite, attendant or medicaid personal care provider.
Answers questions; processes information promptly.	No suggestions at this time.	Individual other care provider.
The 800 number took a lot of time to answer my questions and to help me.	The local workers could be a lot better at returning phone calls.	Individual respite, attendant or medicaid personal care provider.
Provide wonderful case manager.	Share upcoming changes in information! Or no changes if that is the case.	Individual equipment provider.
Payment time is efficient.	Staff watch their tone of voice when answering phone calls. Some people are arrogant over the phone when there's no need to be.	Individual respite, attendant or medicaid personal care provider.
Friendly when on phone. Discussing assures of logistics, paperwork, etc.	More support. More resources. Cleaner system.	Individual respite, attendant or medicaid personal care provider.
Sends notices out for work authorization, continuing education requirements, and such.	Return phone calls.	Individual respite, attendant or medicaid personal care provider.
Come and visit, give some information that I can do job.		Individual child foster or group care provider.
Very respectful and helpful.		Individual respite, attendant or medicaid personal care provider.
Help navigate system to benefit people with disabilities.	More staff. Lower staff/client ratio. Make sure families are aware of services, benefits, and laws that apply to people with disabilities.	Individual respite, attendant or medicaid personal care provider.
Schedules a yearly meeting to discuss status and changes.		Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
When I call, they respond very efficiently and answer all of my questions.	I am very satisfied with them and appreciate what they do.	Individual respite, attendant or medicaid personal care provider.
Tries to advocate for our people.	Difficult to contact. Listen to staff input regarding new illogical mandates. Value opinions of people working "in the trenches".	Individual adult residential care provider.
	Use less paperwork, envelopes and stamps to send info regarding the monthly payment.	Individual respite, attendant or medicaid personal care provider.
Very punctual at responding to phone calls concerns questions about services.	A better, more reliable way to get paid. I have bills due at certain times of the month, my paycheck seemed to come whenever. It should be an actual date.	Individual other care provider.
Listen, send plenty of documentation.	Follow through with requests of rights of clients.	Individual respite, attendant or medicaid personal care provider.
	Be given more funds for the disabled to help caregivers.	Individual adult residential care provider.
	Visit my daughter.	Individual provider.
Caseworkers actually return calls. Phone-in time sheets easy to do and meager paycheck comes quickly.	BETTER PAY for IPP. Have group meetings to discuss common problems. Explain to elderly clients that their workers are not "FREE" but are paid for by TAX PAYERS!!!	Individual respite, attendant or medicaid personal care provider.
Returns phone calls.	Do more one on one.	Individual respite, attendant or medicaid personal care provider.
Listen to me and us. Non-judgmental. Supportive attitude. This has been a change I've observed over the last 6 years.	Better trained and paid resources of people to provide the care with benefits such as insurance. Lessen caseloads.	Individual respite, attendant or medicaid personal care provider.
If you have other agency please provide to me. I need help, persons with disabilities at home.	That way DSHS did to me it better because I not experience a work with DSHS before - so it better to me for support my left. I could work ??? than that job.	Individual child foster or group care provider.
Nurse comes to see my son and talks and asks many questions with my son. Some workers come to take my son to look for job. They try to do very patient with my son.	I would like to recommend that please keep these ways to treat for DDD people. They will help most disabled persons. Disable persons need help more than other persons. Because they want to do but they can't do.	Individual other care provider.
Answers questions.	Let us know if a Union would be good or bad. How long are we to keep the remittance advice for our records?	Individual respite, attendant or medicaid personal care provider.
Answer phone or call back with days.	Have phone # and contacts in other sections or departments.	Agency other care provider; 5 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Explain different programs in which my adult/child person is eligible for and IN HELPING end confusion and frustration for me the parent/guardian.		Individual respite, attendant or medicaid personal care provider.
	They can LISTEN to the provider really LISTEN instead of always going "by the book" put more human feelings in some cases.	Individual respite, attendant or medicaid personal care provider.
Process paperwork and claims well.	Return phone calls more responsible.	Individual respite, attendant or medicaid personal care provider.
Terry Corless-Jenkins in the Mt. Vernon branch has been a delight to work with. Cheerful, helpful, and quick.	I don't know.	Individual respite, attendant or medicaid personal care provider.
Operators are courteous. Case managers try hard to get the info we need.	It would be nice if the people answering the provider relations line could see more of what is going on as far a claims processing.	Agency therapy, medical, dental or nursing care provider; 300 employees.
Keep adding classes - we don't need so many classes. Too much class not enough care.	Referrals. Pay when a bed and things are held for someone in hospital.	Individual respite, attendant or medicaid personal care provider.
Phone system for payment is very clear and helpful.	I'm not sure.	Individual respite, attendant or medicaid personal care provider.
I have not had a problem at all.		Individual respite, attendant or medicaid personal care provider.
Caseworkers are the greatest. Licensors could improve and some have.	Quit adding educational requirements. They are a headache to keep track of and our residents only benefit from about 1% of them.	Agency respite, attendant or medicaid personal care provider; unspecified number of employees
Case management always is forthcoming with information. Supportive emotionally and professional.	Some of the contractual info/guidelines are not clear. Having one person responsible for explanations would be nice.	Agency therapy, medical, dental or nursing care provider; 1 employee.
Timely payment. Respect client's need. I appreciate it!	Personal contact - I never met the case manager!!	Individual provider.
Resolve problems with payment quickly and efficiently. Offers classes on how to better care for clients.		Individual respite, attendant or medicaid personal care provider.
Respond well to call regarding care.	Problem solve for housing options. I am a 61 year old single parent and need future plans for appropriate housing NOT adult family home.	Individual respite, attendant or medicaid personal care provider.
Rules are clear.	Too much paperwork and mail every single month...can't you just send everything in one piece of mail?	Individual respite, attendant or medicaid personal care provider.
Flexible sometimes and creative often. Helpful - sharing resources and supportive; friendly; good listeners.	Be more flexible - change WAC's to reflect people/family driven residential services.	Agency adult residential care provider; 20 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not enough referral services.	Increase referral services.	Individual provides more than one type of DDD service.
I have NO complaints. And I'm glad to sign my name. (Client name deleted.)		Individual other care provider.
Everything...	Except: On time payments especially respite.	Individual provides more than one type of DDD service.
	Find "CARING" dentist's to attend to disabled persons teeth.	Individual provider.
They are great!!	N/A	Individual provides more than one type of DDD service.
Always answers the phone, informative, and helpful.		Individual respite, attendant or medicaid personal care provider.
Client case managers are always willing to help with problems and provide guidance when necessary.	Be sure and firm with DSHS staff not to be personally involved in client life.	Individual other care provider.
Provide staff to answer questions, sends out paperwork on time.	Increase staff size to care for more future clients and providers.	Individual respite, attendant or medicaid personal care provider.
Answers questions.	Not keep you on hold so long.	Individual respite, attendant or medicaid personal care provider.
Answers question quickly and completely.	We seem to work well at this time.	Individual respite, attendant or medicaid personal care provider.
They explain all the things I am sent in the mail that I don't understand.	I don't need very much. They do all that I ask for.	Individual adult residential care provider.
As far as DDD, which I work with, they are usually fine. Just some case workers are very rude.	Not change caseworkers so often, except when you can't get along with them, listen to you and change them then.	Individual respite, attendant or medicaid personal care provider.
Caseworker, Terry Buck, is very helpful.		Individual respite, attendant or medicaid personal care provider.
Supply information on demand, courteous, and helpful.	Can't think of anything at this time.	Individual respite, attendant or medicaid personal care provider.
When they respond.	Yes - they could be more responsive but that would require more staff.	Individual respite, attendant or medicaid personal care provider.
	The workers at DDD are wonderful to work with. They are respectful, helpful, and friendly. The DCFS workers I have dealt with have almost all been rude, patronizing, and unhelpful. I believe someone needs to examine the difference in work environments and try to correct this problem.	Individual respite, attendant or medicaid personal care provider.
Direct deposit. 800 # for invoices.	Get invoices to us quicker. Provide time line for payment. It's to unpredictable.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
When an error was made on an invoice, it was corrected immediately.		Individual respite, attendant or medicaid personal care provider.
Solve problem ASAP.	Return phone calls ASAP.	Individual respite, attendant or medicaid personal care provider.
Payments are on time.	Provide programs that provide car expenses when driving persons with disabilities to places or appointments.	Individual other care provider.
One caseworker, Dana Randal (from Kent) was the most understanding worker I have ever met. She really supported our family. DSHS needs more caseworkers like her. Please see to it that SHE is recognized.	Return calls within 24 hours. Make payments a priority! We only get paid once a month, which is very hard! We need payments to be thought of as their payments. They (DSHS) would want them on time if it was their check.	Individual respite, attendant or medicaid personal care provider.
	Making sure the payments for services rendered are paid. Through DSHS's continuing monitoring that the agency had been paid.	Agency provider; 3 employees.
The phone in system is great.	Hire caseworkers/managers who are not prejudiced and who are honest, and who treat providers with respect instead of like slaves.	Individual respite, attendant or medicaid personal care provider.
Client's money easily accessible without estimates first. Saves extra money.	Mail mileage checks earlier.	Individual other care provider.
Linda Hobbs has always been available to answer any questions and help with any problems I have had. Also, prompt accurate simple invoice/payment process (by phone invoice express)	I think we could work better as a team if I knew more about my clients developmental delays and strategies to help them achieve their goals.	Individual respite, attendant or medicaid personal care provider.
Keeps me informed - Ready to help problem solve.		Individual other care provider.
Respect my capacity to perform my job.	Keep me better informed about changes (as they know them). Create more stability in DDD funding system.	Individual therapy, medical, dental or nursing care provider.
Help with insurance, health care providers, getting info, giving advice.	Can't think of anything.	Individual therapy, medical, dental or nursing care provider.
Listens to what I can/can't do - always respects what I have to say.	Fewer staff re-assignments - Need more consistency.	Individual therapy, medical, dental or nursing care provider.
By explaining whatever is not understood in a less complicated manner - standard form letters do not adequately explain sometimes - only tend to confuse more.	By not paying the parent direct in such matters of child care - often they tend to "stiff" the caregiver. Need to communicate more directly with caregiver.	Individual respite, attendant or medicaid personal care provider.
Provide benefits to care for our daughter in the home with utmost respect.	Have not had a negative experience with MPC.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The nurses and case managers have always been professional and informative.	My client of eleven years was placed in a group home in a matter of days - without any notice to myself and non-emergency situation. There were no clients to take his place on short notice. This is unfair and I should have been given a 30 day notice so new clients could have been established and no ??? in my pay period. Still have no clients and the case manager did not provide information on any new clients.	Individual provider.
Responds to problems and payment issues quickly.	Everything seems to be going great.	Individual respite, attendant or medicaid personal care provider.
Timely notices.		Individual respite, attendant or medicaid personal care provider.
Case worker very friendly and informative. Concerned worker.	Get payment check deposited earlier in account.	Individual respite, attendant or medicaid personal care provider.
I work mostly with Diane Clark. She is helpful and respectful. She answers my phone calls and takes care of business.	Speed up the respite licensing process. I have a friend trying to get her license. Her finger prints won't take. Can't someone help her get around this? We have a baby needing care.	Individual respite, attendant or medicaid personal care provider.
Not a lot of things needing with assistant.		Individual respite, attendant or medicaid personal care provider.
Very helpful - offer good suggestions.		Individual provider.
Call back when I leave messages. Very cooperative and helpful.		Individual respite, attendant or medicaid personal care provider.
Very informative and checked to see if we had received payment.		Agency equipment provider; 17 employees.
Are available when needed and usually return calls promptly.		Agency therapy, medical, dental or nursing care provider; 1 employee.
It is difficult to work with someone that does not return phone calls.	It is difficult to work with someone that does not return phone calls.	Individual other care provider.
Give us lots of paperwork.	More training programs.	Individual provider.
Nancy Slocume is very helpful and accommodating.	I'm not sure - OK and FUNDS FASTER.	Individual respite, attendant or medicaid personal care provider.
Answer questions.	No one on other end of phone.	Individual adult residential care provider.
Direct deposit, ongoing referrals - supports to provide for individuals basic needs.	Increased responsiveness from caseworkers and case managers - sometimes it takes over a week to get a response from a phone message.	Individual provides more than one type of DDD service.
	Be more timely with important paperwork.	Agency respite, attendant or medicaid personal care provider; 31 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They see to it that I am qualified to take care of my grandson.	I only work a few hours a week, as a respite care sitter for my grandson who is handicapped so I don't need help as my daughter tells me what I need.	Individual respite, attendant or medicaid personal care provider.
Present caseworker and DDD case manager are helpful and informative.	Previous caseworkers have been rude. Have a particular problem with phone personnel who cannot speak English well enough to understand or communicate!!	Individual respite, attendant or medicaid personal care provider.
	Offer information re: classes to better respite and home health caseworkers.	Individual respite, attendant or medicaid personal care provider.
DSHS answers my question promptly and courteously. They also offer classes to help us with our work.		Individual respite, attendant or medicaid personal care provider.
Makes \$ matters easy.		Individual respite, attendant or medicaid personal care provider.
I've never had problems.		Individual respite, attendant or medicaid personal care provider.
Never have had any problems		Individual respite, attendant or medicaid personal care provider.
Answer my questions when I don't understand.		Individual respite, attendant or medicaid personal care provider.
Always able to assist.	I don't know. DSHS is doing such a great job.	Individual respite, attendant or medicaid personal care provider.
	We need a wage increase and benefits for our families. We provide care out of kindness and don't get much in return.	Individual respite, attendant or medicaid personal care provider.
Return phone calls. I like being able to phone in monthly hours.		Individual respite, attendant or medicaid personal care provider.
Very helpful and nice in their demeanor. Lousy at pointing us in helpful directions!	None in the sense they do not know how to help, just be nice.	Agency community activities or parent education provider; unspecified number of employees
	Better pay.	Individual respite, attendant or medicaid personal care provider.
Communication between caseworker and client.	More freedom with family support dollars.	Individual other care provider.
Mandi Cox - our case DDD manager is GREAT!		Individual community activities or parent education provider.
Courtesy and backup help when needed - supportive.		Individual respite, attendant or medicaid personal care provider.
Electronic deposit is fantastic.		Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Not make assumptions. Not feel power over others. Not to project personal feelings.	Individual provider.
Send my check well.	Answer the mailbox.	Individual provides more than one type of DDD service.
The social workers are friendly and helpful.	Phone service could be better. It's hard to get someone on the phone.	Individual adult residential care provider.
They make sure to answer any questions I have.	Nothing that I know of at this time.	Individual respite, attendant or medicaid personal care provider.
	When they cancel out a code and delete money from you, it should be picked up in another area. The resident is still the same and needs care they don't charge because the codes do.	Individual adult residential care provider.
Time slips are on time and checks are on time or early. Counselors are very courteous.	Pay us by the 5th every month to pay rent on time.	Individual respite, attendant or medicaid personal care provider.
I seldom have to speak with anyone at DSHS, but when I do, they do their job well.		Individual other care provider.
I think the billing system over the phone is the most significant advance that works very well.	Better communication between licensors, case managers, and nurses for Adult Family homes. Need to work more as a team to support and guide adult family homeowners rather than police and intimidate.	Individual provides more than one type of DDD service.
I am a parent provider. Unless we have a DDD problem, we rarely talk with any DSHS staff.	My son is seeking work and we have been very disappointed with our referral to DVR. We haven't seen "promised" \$'s to follow him on a work search	Individual other care provider.
Prompt and satisfactory.		Individual other care provider.
Always friendly and courteous.		Individual respite, attendant or medicaid personal care provider.
Most of the time they are supportive of the services we provide, and our program goals.	Return phone calls! Let us know in a timely way when they are making plans that affect people we support.	Agency adult residential care provider; 185 employees.
Answer business type questions with courtesy.	Offer training classes for respite care providers working with special needs children.	Individual respite, attendant or medicaid personal care provider.
Talk to you - answers questions.	Provide more respite. I care for invalid 7 days a week, 24 hours a day and get only 6 hours of relief a week - sometimes not even that.	Individual respite, attendant or medicaid personal care provider.
They quickly (timely) return phone calls and work fairly with our agency and those we work with.		Agency adult residential care provider; 17 employees.
Betsy Haber is a great caseworker.	Keep us better informed of our benefits.	Individual other care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Sends paperwork in a timely manner.	Reduce the number of separate mailings each month - I receive a social services notice, an invoice, and a check every month.	Individual respite, attendant or medicaid personal care provider.
My caseworker always has a lending ear. And always calls back. Nice to have a live person to talk to!	It would be great to have a resource for ideas on good places for after school options for teens who can't be home alone.	Individual respite, attendant or medicaid personal care provider.
	They're always been very kind.	Individual adult residential care provider.
DDD caseworkers are the best resource people in the community. I call them when no one else knows a resource.	Give families access to more funds.	Individual therapy, medical, dental or nursing care provider.
Always returns my calls and answers my questions.		Individual respite, attendant or medicaid personal care provider.
Alan Lloyd has been very helpful - prompt to respond and with good ideas.		Individual provides more than one type of DDD service.
Mary Jo Coursey answers my questions and is interested in the well being of people.	I have no other face to face contacts other than Mary Jo Coursey.	Individual provides more than one type of DDD service.
Answers questions and provides help.		Individual adult residential care provider.
The automation system is easy to use.		Individual respite, attendant or medicaid personal care provider.
Not much! DSHS - food coupons person was very rude! Demeaning! And not helpful!! Even though she was treated with respect and politeness.	DDD could let me know what services my son would qualify for and suggest them to help me instead of me finding out from other parents support groups. I know funding is limited but where there are \$\$ it would help.	Individual respite, attendant or medicaid personal care provider.
Nice when I call. However you guys are really bad at getting payments out. My employer calls in 96 and you give me 76 and we have to do it all over again.	You never mail me my invoice on time. I didn't get it until August 1st. I can't have that happen. I had to go on vacation with barely any money.	Individual respite, attendant or medicaid personal care provider.
Made direct contact with me if there were any concerns or questions I needed answered.	DSHS has time sheets from jobs plus hours are faxed to providers so direct payment instead of more paperwork or calling in for payment would be better.	Individual therapy, medical, dental or nursing care provider.
They listen and get answer questions.		Individual therapy, medical, dental or nursing care provider.
Confuse.	Assist and cooperate with providers.	Agency adult residential care provider; 30 employees.
Return calls promptly. Very friendly.		Individual therapy, medical, dental or nursing care provider.
Provide funds so we can take care of our granddaughter with her disabilities. She had a stroke at birth and still has seizures.		Individual child foster or group care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Always returns calls and is helpful.	Better pay.	Individual respite, attendant or medicaid personal care provider.
My clients worker keeps me informed as to class/courses pertaining to me.	I have no complaints.	Individual respite, attendant or medicaid personal care provider.
Current case manager has responded well to my requests.		Individual respite, attendant or medicaid personal care provider.
Caseworker is very helpful and courteous.	At present we are happy with the performance of DSHS.	Individual respite, attendant or medicaid personal care provider.
Communicate, respond to phone calls, assist.	Have more staff so they don't have to work so many unpaid hours!	Agency other care provider; 20 employees.
Yes		Individual adult residential care provider.
Available to answer questions.	Respite care - financing.	Individual adult residential care provider.
They answer my questions and help me we need assistance.	Have more staff so you can get call backs sooner.	Individual respite, attendant or medicaid personal care provider.
Payment prompt.	Very difficult to navigate DSHS system initially.	Individual respite, attendant or medicaid personal care provider.
Prompt payment for services.	Not sure.	Individual therapy, medical, dental or nursing care provider.
They are usually very helpful and are able to answer my questions quickly.	?	Individual respite, attendant or medicaid personal care provider.
	Do something about only being paid once a month and increase the chances of getting a raise.	Individual respite, attendant or medicaid personal care provider.
Very supportive.		Individual respite, attendant or medicaid personal care provider.
Visits regular - encourages both parties to keep actively improving and learning as possible.		Individual respite, attendant or medicaid personal care provider.
Good communication.		Individual adult residential care provider.
Calls you back right away.		Individual respite, attendant or medicaid personal care provider.
Some staff are easy to work with and very supportive.	Return call. Have more consistent policies and communication.	Agency respite, attendant or medicaid personal care provider; 250 employees.
Good follow up communication.		Agency other care provider; 30 employees.
Troubleshooting to solve a problem.	Give room for human element. The WAC's cannot always be followed to the letter. There are sometimes unforeseen circumstances.	Individual adult residential care provider.
The flexibility in serving different clients is helpful.		Individual respite, attendant or medicaid personal care provider.
Never talk with them - assistance/charges are with DDD.		Agency adult residential care provider; 85 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Always return phone calls when I have a question or concerns.	I have no complaints at this time.	Individual respite, attendant or medicaid personal care provider.
Calls back right away, really help.		Individual respite, attendant or medicaid personal care provider.
I usually work with Mary Jo Coursey and she is always helpful and pleasant.	They are doing all they can.	Agency respite, attendant or medicaid personal care provider; 200 employees.
Usually a quick response in spite of their heavy caseloads.	Have a lower case manager to caseload ratio.	Agency adult residential care provider; 68 employees.
Are people who are easy to talk to about anything you might come across in caring for another person.	DSHS they do and have helped me in finding help for me on special needs for the one I care for.	Individual adult residential care provider.
Contacted me to let me know about what I called and asked info on.	None!!	Individual other care provider.
Courteous, reimbursement checks are normally very prompt, 3-4 days, (except this one, it took 2 weeks).	Have a way to track Adoption Support payments through the automatic system - especially when they are later which is happening more often than not. Be more informed of camps and programs in the community for the kids.	Individual other care provider.
In a crisis make necessary contacts to help provider handle the situation.	Help provider's to better understand available programs - what the programs are and how they work. Maybe not so many crises would develop.	Individual respite, attendant or medicaid personal care provider.
Felicia Bean is the DDD worker who comes once a year to check on our daughter. She is excellent! A real plus to your group.	Better communication from the local DDD office and the secretary, (specific DSHS staff name), on when the classes are being held.	Individual respite, attendant or medicaid personal care provider.
Even if they don't know answer, they are willing to find out and get back to you.	I have never had trouble.	Individual respite, attendant or medicaid personal care provider.
DDD case manager Wilma Brown (at Spokane Field Service office) ALWAYS works WELL with me! She is very caring about my grandson.	DDD nurse could MAKE NOTES and WRITE DOWN when I say I am taking my DDD grandson on vacation so she would how and when to make appointments better. DDD case manager has ALWAYS been GOOD about family support assistance and answers to my questions.	Individual respite, attendant or medicaid personal care provider.
Try to help people, even when there is problems within the system.	It's too hard to get payment for family support money - they make it sound like the money is there for the families but when it comes time to pay - you act like you don't want to pay or don't have the money.	Individual community activities or parent education provider.
The timeliness of SSPS invoice every month end.	Extend to us some kind of benefits with a rate increase.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Letting us know how funds can be used...Letting us know we have funds available. DDD helped us get a recumbent tike for our son! He and I ride together a lot now!	Come cook me dinner now and then...Ha ha.	Individual respite, attendant or medicaid personal care provider.
That they take the time to come to the house is great and let us know what funds and services are available. They improve the quality of life for our son.	Give themselves a raise! They work hard and do good things that have a positive "ripple effect"!	Individual equipment provider.
Return calls. Answer questions.	Advocate more themselves than wait for the questions to come. Available services are not knowing unless the right question is asked.	Individual other care provider.
Answers questions. Respite. Will help with finding agencies and clothing for my daughters needs.	Care providers are hard to come by. Especially long term dependable.	Individual other care provider.
They have provided me with the ability to help my grandson go to his therapists etc. also have paid fuel costs as that has risen.	I'm doing fine. However if you could find more respite care for my daughter-in-law that would help.	Individual respite, attendant or medicaid personal care provider.
Prompt respite care payment.	Monthly letter telling of law and tax changes.	Individual respite, attendant or medicaid personal care provider.
	Availability.	Agency adult residential care provider; 40 employees.
They show you how to fill out papers	Some people need to listen more.	Individual provides more than one type of DDD service.
Paid very promptly.	Have an 800 number with a person answering the phone.	Individual other care provider.
Nurse visits are always pleasant and have the family's concerns/interests as their focus. Whose daughter is the one I care for.	I do not see the need for additional training. At most, a half-day of information ought to cover the need to make sure caregivers have a standard amount of training. Ongoing training year after year, should not be required for those who have neither the time nor the need.	Individual respite, attendant or medicaid personal care provider.
I can always call and tell them (caseworkers) a need with my disabled daughter and they work very hard to solve my needs or her needs. Even if it takes weeks of decision making in Spokane or Olympia making sure they've covered all the rules.	Not have so many people in Olympia and Spokane that hold up decision making. Have more caseworkers that have the ability to make decision and make things happen.	Individual respite, attendant or medicaid personal care provider.
Sends out forms in a timely manner. If ever any questions, my caseworker returns calls quickly.	Take out income tax!	Individual respite, attendant or medicaid personal care provider.
They figure it all out bills etc.	Give me some food stamps. More medical help.	Individual other care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They listen to my situation or problem, and they try to aid in a solution.	They do quite a bit for us already - I count my blessings.	Individual provides more than one type of DDD service.
Employees easy to work with. Polite. Get things done. Paycheck always on time.	Raise benefits.	Individual respite, attendant or medicaid personal care provider.
They always answer to our needs.		Individual respite, attendant or medicaid personal care provider.
They are always courteous and helpful - They always go the extra mile for you.	Nothing - They are good.	Individual other care provider.
Problems or questions they are there to help.		Individual respite, attendant or medicaid personal care provider.
Our caseworker is prompt in returning calls and giving us needed information.	I'm not having any problems.	Individual respite, attendant or medicaid personal care provider.
Getting through to a caseworker seems to be easier, and getting assistance through the Customer Service Center has been helpful.	Less paperwork.	Agency adult residential care provider; 60 employees.
Answering questions - helping me to understand proper procedures.		Individual respite, attendant or medicaid personal care provider.
Phone calls returned promptly and efforts to fix the problems led to resolution eventually.	Was shuffled around 3 different managers in the last year. Accounting mistakes were made with a Family Support grant; checks missed or sent to wrong provider. Took a while to clear the mess up.	Individual provides more than one type of DDD service.
The caseworkers leave clear, concise greetings on their phones so I know when to expect my call to be returned - and it almost always IS returned.	I can't think of anything.	Agency respite, attendant or medicaid personal care provider; 250 employees.
Over the years working with DDD has been extremely difficult and frustrating at best.	HELP (the valid cases for children) the parents care for the children and their needs. Respect that each individual is unique. We are treated with courtesy and respect unless there is a dispute or classification of child's needs.	Individual equipment provider.
It took 5 years for a caseworker to contact us - when she did, we learned so much to help my son.	My son has no caseworker. Need more caseworkers. Contact client more often. One contact in 15 years is not enough.	Individual adult residential care provider.
Very efficient system for getting paid for the services I provide.	The secretarial services has been inconsistent and has delayed contracting because of inconsistent staff.	Individual therapy, medical, dental or nursing care provider.
	Stop messing with the respite care. I depend on this for my living.	Individual respite, attendant or medicaid personal care provider.
Listen.		Individual equipment provider.
Nothing.	Get workers that are not rude and argue.	Individual other care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Acts fast when clients turn in late claims. Thank you!	Return call more promptly.	Individual respite, attendant or medicaid personal care provider.
Manual helpful. Thank you.	More "user friendly" - difficulty accessing desired information. Vague policy and procedure info.	Individual therapy, medical, dental or nursing care provider.
They only give me help when I ask for it.	Nothing.	Individual adult residential care provider.
Treat me courteous and respect. Always.		Individual other care provider.
All interaction I have had with DSHS has been prompt and friendly. I like the automated invoice system.		Individual respite, attendant or medicaid personal care provider.
	Reduce the caseworker turnover in DDD.	Agency adult residential care provider; 200 employees.
Sends the client reports after evaluations for services.	Return phone calls in a timely manner (with needed information).	Individual respite, attendant or medicaid personal care provider.
Caseworker always polite and nice. Makes sure there are resources etc.	Not do this new payment system or give more a month from Family Support dollars.	Individual provides more than one type of DDD service.
They coordinate time and location of exams to be given.		Individual adult residential care provider.
	Check up and see how things are going, make sure my paycheck is getting to me - on time.	Individual respite, attendant or medicaid personal care provider.
Returns my phone calls promptly.	Be more timely with paychecks, direct deposit doesn't arrive until the 8th of the month, most rent is due by the 5th of the month.	Individual respite, attendant or medicaid personal care provider.
Communication with DDD resource manager is excellent. The payment system is straight forward.	Provide better education on DSHS policy and WAC's RCW's. Clarify the role of each DSHS department and how a client or service provider can access/use each department.	Agency adult residential care provider. 80 employees.
They always answer any questions I might have, and their very nice.	Everything great. A great team.	Individual respite, attendant or medicaid personal care provider.
Return calls; connect through various agencies public and private.		Individual adult residential care provider.
Communication and timely actions.	Nothing specific.	Individual respite, attendant or medicaid personal care provider.
I can't get through to the caseworker when I need to, she also does not return phone calls. NEVER.	Answer the phone and return messages.	Individual respite, attendant or medicaid personal care provider.
OK.	Not sure. Sometimes I believe it is the parents/care providers telling me DSHS will pay but they haven't contacted their case manager. I then spend a great deal of time and dollars to try and get payment. Sometimes we don't get.	Agency community activities or parent education provider; 25 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Thorough at completion of paperwork - inspections - responding to clients.	Considering individual needs of residents in exception to regs. Making appointments slow. Response to paperwork slow. Return of phone calls slow.	Agency adult residential care provider; 14 employees.
Listens and gives direct responses to personal concerns.		Individual child foster or group care provider.
The case manager assigned to my client is demonstrating her professionalism at all times. She is thorough, sensitive, and nice to work with.	Requests pending example - (request for placement in Frances H. Morgan Center) should be monitored and updated to the parents/guardian on a regular basis, at least 2x/1 year. This is to avoid anxiety, etc...	Individual other care provider.
Sigrid Reinhart McKenzie helps with conferences and assists in processing SD orders for my son.	Nothing.	Individual other care provider.
The phone call in for payment, also the DD workers for the most part - EXCELLENT!		Individual therapy, medical, dental or nursing care provider.
Most individual workers are wonderful - most of the time.	Some are totally disrespectful of the kind of therapy I offer. Learn and understand what sex offender treatment CAN and CANNOT DO.	Individual therapy, medical, dental or nursing care provider.
DSHS has been very helpful when ever I have any questions.		Individual other care provider.
Answers any questions I may have.	Maybe a quicker response.	Individual respite, attendant or medicaid personal care provider.
Return phone calls promptly.		Individual respite, attendant or medicaid personal care provider.
DSHS has always done what ever they can to be of help to me.	I am a 24 hour, 7 day per week parent - attendant. I have sometimes needed help, it is not the fault of DSHS, they have tried to help. Respite care workers I have been told to call don't want to take care of my son they have said "It's too much work" or "I don't do that". One even asked me to give her money on the side, she could barely speak English.	Individual respite, attendant or medicaid personal care provider.
I've had a good caseworker so far with no complaints.		Individual respite, attendant or medicaid personal care provider.
Resource for vocational resources, counseling re: concerns school/vocation, helps use respite funds by answering questions right away and accurately. We've had nothing by great help. Have helped us tap into Medicaid services too.		Individual community activities or parent education provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Tries to answer questions.	To get back to us by phone sooner, sometimes it's been days and I'll call back - I know they are short on staff - there should be more.	Individual respite, attendant or medicaid personal care provider.
Always give me advice and information on what to do to get help.	Find ways to help me receive my medical coupon for myself. I am 67 years old with no medical aid.	Individual other care provider.
Excellent communication!		Individual respite, attendant or medicaid personal care provider.
Payments are reliable - they arrive the same time each month. Direct deposit is a very positive feature. Also, I love doing respite care. I am so happy the funds are allotted to pay for the service.	The paper flow surrounding payments could be condensed, as it seems excessive and probably bogs down the system: An authorization letter, + an invoice, + a direct deposit notification, + an electronic remittance paper (2 pages). This is so unnecessary and should be streamlined. The postage alone for those four letters probably adds up to a ridiculous amount for all respite workers each month.	Individual respite, attendant or medicaid personal care provider.
Return calls. Linda and I have a good communication line open.	Continue to be patient.	Individual respite, attendant or medicaid personal care provider.
Return messages promptly.	1) Have taxes taken out of wages. 2) Automatic deposits to bank accounts.	Individual respite, attendant or medicaid personal care provider.
That would be on a case to case basis.	Case managers that respond in a more friendly fashion.	Individual respite, attendant or medicaid personal care provider.
Answer the phone (smiley face), if not return my call ASAP most of the time before 24 hours. Thanks for this survey. . . It shows you care.	Have more people answer on questions instead of always transferring you because they can't answer that question.	Individual respite, attendant or medicaid personal care provider.
OK.	OK.	Individual respite, attendant or medicaid personal care provider.
The automated call-in system saves time and postage in processing my remittance. Advice.	Several months ago my check was lost in the mail and it took 17 days to get a replacement, DSHS needs to remember that the providers have bills to pay. This should have be settled in a more timely fashion.	Individual respite, attendant or medicaid personal care provider.
	I still have not received payment for social security deductions that you promised to refund to me. Last promise was that it would be mailed in June or July. (Clients name and case number included on survey).	Individual community activities or parent education provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	I wish they would give more information about things that could be helpful to your family they only tell you if you "ASK", sometimes you don't know to ask????!!!! If there is a child care for disabled children, rides for child to and from give you contacts that will help.	Individual other care provider.
I hardly communicate with DSHS, only on phone messages.	Help us more in assistance with locating clients in closer area to where we live - sometimes DSHS doesn't follow up with what they said.	Individual respite, attendant or medicaid personal care provider. 4 employees.
Answers all questions, gets back to me promptly when I leave a message on voice mail.		Individual respite, attendant or medicaid personal care provider.
Answer questions, give/get me information I need.	Not sure - maybe lists of providers for medical/dental on line.	Individual respite, attendant or medicaid personal care provider.
Her new case manager is great! She's explained things clearly and has even done some of the calling for me. Also, the respite care person is very nice and helpful.		Individual respite, attendant or medicaid personal care provider.
DSHS provides some financial aid.	Return the telephone calls.	Individual respite, attendant or medicaid personal care provider.
Answer questions.	Process contract (initial) quickly.	Individual respite, attendant or medicaid personal care provider.
Answer questions, lets me know what clients benefits cover - don't cover.		Individual respite, attendant or medicaid personal care provider.
They are always there - lets you know help is available. Very helpful when needing information.		Individual respite, attendant or medicaid personal care provider.
They are courteous and Prompt.	Let us know whatever happened to our back refund for Social Security taxes taken out of our monthly check which was suppose to be sent to us in 1/02.	Individual respite, attendant or medicaid personal care provider.
	Do their paperwork in a timely matter.	Individual respite, attendant or medicaid personal care provider.
She returns my calls or faxes and researches for me and when we meet it is at my convenience.		Individual respite, attendant or medicaid personal care provider.
Returns calls and requests promptly.	Case manager sees client or checks on client only once a year - this seems insufficient.	Individual respite, attendant or medicaid personal care provider.
I'm new at this, but I found your orientation most helpful.	It's working fine right now - I'll let you know later!	Individual respite, attendant or medicaid personal care provider.
They take you step by step. They explain things for you.		Individual child foster or group care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Keeps us informed of changes.	More trainings on new procedures, WAC changes, etc.	Individual adult residential care provider.
Helps my son with tuition at Tae Kwon Do.	N/A	Individual other care provider.
Listen! The caseworker usually able to provide various options when I have questions or needs.	I'd like to be apprised of any grants available for social activities.	Individual community activities or parent education provider.
The financial support they provide me with - both family support and respite - is what helps me to cope with the daily strain of caring for my son.	I need more help and advice on preparing for the future. My son is 10 now and getting bigger and stronger every day. I don't know how long I will be able to manage him.	Individual equipment provider.
	Quicker, more efficient, access to provider relations customer service phone line. Too often told "All agents are busy at this time try again later.	Agency therapy, medical, dental or nursing care provider; 17 employees.
Most contact is with the person's family I care for. Any questions I have are answered.		Individual respite, attendant or medicaid personal care provider.
Answer a question or gives me a number to find the answer.	Make mental health specialty class more available and less expensive.	Individual adult residential care provider.
No Funding - No Help.	Get funding for our kids!	Individual provides more than one type of DDD service.
They are prompt and reschedule to look at all options.	I think my mentally slow brother should get some benefits - he has a hard time - and I help to counsel but he needs more money for help. (Name and phone number on survey ballet).	Individual respite, attendant or medicaid personal care provider.
Usually responds in a timely manner - within 6-7 hours after initial call is made.	Have a better understanding of other services available to clients to make appropriate referrals when needed.	Agency therapy, medical, dental or nursing care provider; 190 employees.
Remittance Process works well.		Agency other care provider; 30 employees.
DDD case manager: Always excellent service DSHS medical, financial caseworkers:	Nothing.	Individual other care provider.
Constant, regular sending of (1) social service notice, (2) Invoice, (3) warrant (paycheck) to me without following them up.	It would be helpful if I can receive my paycheck (for the past month) on the 1st week of the next/new month. At present I usually receive my check on the 15th of the new month.	Individual respite, attendant or medicaid personal care provider.
Are courteous and helpful if I have questions or call at the office.	I am satisfied with what they do.	Individual adult residential care provider.
I love the phone verification system for payment - it is efficient and predictable!		Individual therapy, medical, dental or nursing care provider.
Never have direct contact, we go thru case managers and NWRC.		Agency respite, attendant or medicaid personal care provider; 250 employees.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Attentive/Cooperative	Not much.	Individual provider.
Gives prompt response/input to questions, requests for information.		Individual adult residential care provider.
DSHS works and helps me, well, if I have a requirement.	None.	Individual adult residential care provider.
DDD works well - Alvin Pascual in Kent (my case manager) always follows up on requests or questions.	Hire more case managers and lighten the load for the current ones.	Individual other care provider.
Listens with sympathy. Helps if services are available.	Recognize that all adult DD clients aren't involved with work - but need programs and daily activities as a center would provide.	Individual respite, attendant or medicaid personal care provider.
Caseworker has always been an excellent communicator and resource.	There are so many contacts within DSHS. A list with all relevant names and phone numbers would be great.	Individual therapy, medical, dental or nursing care provider.
Resolve problems with billing. Payments arrive punctually. Direct deposit for payments.	Cost of living raise on contracted services occasionally - Have not attempted negotiation but will in the future.	Individual therapy, medical, dental or nursing care provider.
The financial support they provide me with - both family support and respite - is what helps me to cope with the daily strain of caring for my son.	I need more help and advice on preparing for the future. My son is 10 now and getting bigger and stronger very day. I don't know how long I will be able to manage him.	Individual equipment provider.
Provide information, provide training and support.	Lower case management work loads to provide greater client support (DDD).	Agency adult residential care provider; 90 employees.
Return phone calls.		Individual child foster or group care provider.
Once got things going with response to my and client's aggressive phone calls, then great response and service - thanks!	Took 4 months for process to get started and had to keep calling and leaving messages, with no call back or reply.	Individual respite, attendant or medicaid personal care provider.
Regular nursing visit every 4 months.	None.	Individual respite, attendant or medicaid personal care provider.
	Have a bit less paper involved in everything.	Individual respite, attendant or medicaid personal care provider.
Provide clients with names of licensed caregivers.	Eliminate the middle of the month projected hours, it's not necessary.	Individual respite, attendant or medicaid personal care provider.
Case managers work with me to develop plan of care for our mutual residents.	Reorganize - Have some thorough update explanations of WAC's and Regs that are not interpreted by various people (licensors and residential care homeowners, nurse).	Individual therapy, medical, dental or nursing care provider.
If I call they call back soon as they can. If I call for information they help.	I don't know, I am well satisfied.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Helps with payment of ALL services; answers all questions.		Individual respite, attendant or medicaid personal care provider.
When you get someone willing to work ALL the way through the problem, its very helpful.	Respond to telephone messages regarding clients.	Agency adult residential care provider; 3 employees.
Give information.	Call back - before I called 3 or 4 times. They always seem pretty busy.	Individual provides more than one type of DDD service.
I made a request for a particular service and they obtained it for us ASAP.		Individual provides more than one type of DDD service.
Workers I presently work with are responsive. Sometimes are reluctant to share family history.	Trust me with information on kids and their families . DLR/CPS not assume guilt and be respectful and quick with process DLR rules are much too restrictive and you feel totally invaded and fear everything you do is wrong - this leads to secrets and untruth.	Individual provides more than one type of DDD service.
NOTHING I CAN THINK OF.		Individual respite, attendant or medicaid personal care provider.
We have a great DDD case manager who has always been willing to help us or find someone who could if he was unable to.		Individual other care provider.
Help me connect with my community, work, friends, and have MY life!	We are doing fine! Thanks for hard work. I love my case manager (The Best!!) Ron Bryan!	Individual other care provider.
This person's DDD worker is wonderful - always seeks a practical, efficient solution.	Realize that we are all working for the benefit of the client.	Agency adult residential care provider; 20 employees.
Alan Lloyd does a good job for my son. Thanks!		Individual provider.
Alan Lloyd and Barb Harlander in Tacoma have been very direct, professional, and eager to help. Thanks!		Individual respite, attendant or medicaid personal care provider.
Explain changes in how DSHS handles things.	Cut down on paperwork which they send us. Also, time it better. We receive a check - a week later we receive an explanation why!!	Individual other care provider.
I have been able to reach someone in the Olympia DSHS office only 4 times in the 5 years I have been working with DSHS. While the 4 people I spoke with were helpful I have given up on trying to reach anyone there.	Make DSHS staff accessible to vendors by phone.	Agency respite, attendant or medicaid personal care provider; 380 employees.
They try to help when they can.	When a payment error is made it should be corrected sooner (especially since they happen so often).	Individual respite, attendant or medicaid personal care provider.
Transition plans for my son, helps with co-payments on medical, general living expenses.		Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers questions and is helpful.		Individual respite, attendant or medicaid personal care provider.
They have the BEST caseworkers!	More respite hours.	Individual other care provider.
Clear, timely documentation. I am happy with what is being done to support my multi-handicapped daughter.		Individual respite, attendant or medicaid personal care provider.
We aren't sure how to answer these two (2&3) questions because we don't see much of DSHS.		Individual provides more than one type of DDD service.
Explain in detail areas of confusion regarding participation adjustments and SSP Allocations.		Agency other care provider; 2 employees.
You have some good communicators who work well for your children.	Honor family requests for non-communicator replacements, have the courtesy to return calls, stop being no-shows for meetings.	Individual provides more than one type of DDD service.
Answers questions clearly.	Answer phone calls, messages sooner.	Individual provider.
No need to change	None.	Individual adult residential care provider.
Answering questions and providing information.	More staff availability.	Individual other care provider.
Take care of our needs and answer our questions - very polite.		Individual respite, attendant or medicaid personal care provider.
Placements.	Making sure clients needs are being met.	Individual other care provider.
Always making sure we are taken care of. Talks to us often.	Nothing, I like it the way they are.	Individual community activities or parent education provider.
Seems to do everything well.	They are doing fine.	Individual community activities or parent education provider.
Help give care when you have a child with disabilities. They do good work.	Nothing.	Individual respite, attendant or medicaid personal care provider.
Helps me buy clothes, do activities, go to movies, and go out to eat.	Same as top.	Individual community activities or parent education provider.
N/A	Everything.	Individual respite, attendant or medicaid personal care provider.
When I call, Cindy Burlingame usually returns my calls in a reasonable length of time. They all seem to be helpful.	They are doing OK at the present time.	Individual respite, attendant or medicaid personal care provider.
N/A	Treat parents like they have feelings too.	Individual respite, attendant or medicaid personal care provider.
Courteous.	Returning messages sooner.	Individual respite, attendant or medicaid personal care provider.
Very patient, allows me to understand them well.		Individual child foster or group care provider.
Paperwork; i.e. authorizations, payments - go smoothly. Pay by phone (claims submission) is great!	Sometimes difficult to reach case managers and sometimes difficult to get information.	Individual therapy, medical, dental or nursing care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Returns calls and helps with all our needs.	Nothing.	Individual equipment provider.
Barbara is always very helpful with any questions I have and gets my requests done very efficiently.		Individual other care provider.
	Less paperwork - more personal contact.	Individual respite, attendant or medicaid personal care provider.
Very informative and helpful.	N/A	Individual other care provider.
All three people I've had the pleasure working with are very professional and display a genuine warmth in trying to answer questions and work through problems.	Send an organization chart to describe what agencies are responsible for and whether it is funded by the state or federal treasuries through/by what tax?	Individual other care provider.
They have always been prompt and efficient in responding to my inquires.		Individual respite, attendant or medicaid personal care provider.
Keep in contact.		Individual respite, attendant or medicaid personal care provider.
Automated services, direct deposit.	Less duplicate paperwork.	Individual respite, attendant or medicaid personal care provider.
Promptly return any calls.	Nothing that I can think of right now.	Individual other care provider.
Keep us informed about available services.		Individual respite, attendant or medicaid personal care provider.
Workers help and support myself and son!		Individual provides more than one type of DDD service.
Help with locating other resources, programs, people.		Individual respite, attendant or medicaid personal care provider.
Always.	Too much paperwork - terminology isn't the same between manager and family - some paperwork doesn't apply very well.	Individual provides more than one type of DDD service.
	Return phone calls on a timely basis within 24 hours, not a week or two later.	Individual respite, attendant or medicaid personal care provider.
Realize that we work with DDD clients and very often we need to do the answering questions, because the don't understand.		Individual respite, attendant or medicaid personal care provider.
Wonderful job they do.	Don't change everything is nice. Thank you.	Individual provides more than one type of DDD service.
It is helpful to have returned telephone calls.	It is easier to work with someone that returns telephone calls.	Individual other care provider.
Answer questions in a understandable language so you don't need a legal or government interpreter.	Cross training employees when one is absent so there are always two people knowing the same job.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers my phone calls promptly.	My case manager is young - not very knowledgeable. Has given me wrong or incomplete information. It makes me wonder "Who's steering the ship"? I hope the CM could be better educated/knowledgeable about our needs.	Individual respite, attendant or medicaid personal care provider.
Funds are better since telephone call in.	Yes! I believe party should be able to have better samples of services.	Individual respite, attendant or medicaid personal care provider.
Answers questions. Arranges money matters when necessary. Oversight nurses are very helpful.	Keep on answering messages left on message machines. Sometimes a little low.	Individual provides more than one type of DDD service.
Calls are returned promptly. All questions are answered and explained with respect.	I am in Seattle "a lot" - mileage is low - Only allowing a cut off of certain amount of miles.	Individual other care provider.
Answers questions - returns phone calls.		Individual respite, attendant or medicaid personal care provider.
	Doing OK now.	Individual other care provider.
Always willing to answer my questions, and sending invoices out promptly.	Send my information on how to claim taxes for the respite care I provide.	Individual respite, attendant or medicaid personal care provider.
DDD is exceptionally helpful and well informed.	SSI, SSDI, and SS return phone calls and identify who letters come from.	Individual respite, attendant or medicaid personal care provider.
Caseworker would answer to my questions courteously.	Keep this attitude and flow of information and queries from recipients answered as best as possible.	Individual other care provider.
Very cooperative and willingness to help and answer questions. Can do! Attitude.	Give us phone numbers to call for changes, example: Notify when there is change of addresses, but do not say how to notify: Where? Phone numbers?	Individual provides more than one type of DDD service.
Answers questions I have and helpful clarifying procedures.	Nothing. DSHS does a fine job in my case.	Individual provider.
They are patient and understanding.	Have more caseworkers to carry the load.	Individual other care provider.
Good service, well trained staff, very dependable.	N/A	Individual adult residential care provider.
Answers my questions right away and through.		Individual other care provider.
Need no change.	I think everything is very good.	Individual adult residential care provider.
Inform.	Advocate.	Individual other care provider.
Listens. Try's to explain programs so I can understand.	Get checks to me on the first instead of 10th.	Individual child foster or group care provider.
On time payments, courteous.	A raise in pay and medical benefits mileage. I drive 23 miles one way work.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Many of the staff are courteous, the system is easy to flow with once you are in it, filing for payment is quick and easy and checks arrive in a timely manner.	It could have readily available staff to answer questions, it could answer questions when asked, it could make life a lot simpler for people trying to start in the system, it could give prospective employees information about the position BEFORE they send in the contract.	Individual respite, attendant or medicaid personal care provider.
Our caseworker Shelley answers all my question as soon as she gets them and offers suggestions.	Nothing.	Individual respite, attendant or medicaid personal care provider.
Help me understand the papers that they send out.	I do not know.	Individual other care provider.
Take the time to answer my questions. I have a great caseworker who has worked with me for years.	Be more available.	Individual other care provider.
Answers questions.	I am satisfied and thankful. One could always use more money in care of disabled.	Individual respite, attendant or medicaid personal care provider.
Not like they used to.	Give more information.	Individual other care provider.
Courteous, pleasant and knowledgeable.		Individual respite, attendant or medicaid personal care provider.
Prompt in returning calls - information.		Individual respite, attendant or medicaid personal care provider.
Refers me to other agencies when appropriate.	Take an active role in aiding me to get to the proper agencies. Follow up to see things are going along smoothly.	Individual other care provider.
Helps us in all our needs. Thank you!	There's nothing better that they can do, I'm satisfied.	Individual adult residential care provider.
Provides us with case managers who care about people and do their best to help us under very trying circumstances.	Provide us with upper management that places the needs of its clients ABOVE the need to cut costs and works to maintain the integrity of the various divisions.	Individual respite, attendant or medicaid personal care provider.
The automated phone system is very convenient for me. In telephone conversations I am always treated with patience.	I have two disabled children and sometimes get confused with all the agencies involved. I wish letters could be more clear to what (i.e. SSI, SS, DSHS, DDD) department it is from.	Individual respite, attendant or medicaid personal care provider.
They help with the care of my daughter with a disability. It is expensive to provide care for her so these dollars are very helpful so I can work.	They could have people that could meet with you and your family and help guide you to community services and supports. They could make sure you are supported and informed.	Individual respite, attendant or medicaid personal care provider.
Staff at DDD is wonderful.	Standardize when application can be made. Some are 30 days before some are after birthdays.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They try to explain changes in funding and policies.	More timely in the processing of paperwork. Help advocate with other agencies on behalf of clients. Example: Did you know many special needs people who use Dart services are on the bus 2 or more hours one way on a trip to work?	Individual other care provider.
Tries hard usually.	Get paperwork especially payments done without many calls - A big problem with new youngsters.	Individual child foster or group care provider.
When they are returning calls to me after I have had questions - they are honest, courteous even if they are unable to answer the question - which is frequent.	More timely in returning calls. Better information to them so they can help their clients with systems questions. They seem overwhelmed.	Individual other care provider.
Meetings are nice. Checks on time.		Individual respite, attendant or medicaid personal care provider.
Very helpful.		Individual respite, attendant or medicaid personal care provider.
Our case manager is always available. He is prompt to respond to messages and is overall very helpful.		Individual equipment provider.
Payments for services/materials have been approved.	As a parent, we need information and assistance that's difficult to find. Past few years had almost no personal contact with caseworkers. Some calls not returned. Very little help without "crisis", then questionable.	Individual community activities or parent education provider.
As provider I have had no contact other then class from PRN. I care for my niece on occasion.		Individual respite, attendant or medicaid personal care provider.
HCS has many quality employees both at regional and state level. AASA staff are excellent.	DDD is a repulsive agency to work with - Condescending, arrogant, unprofessional on a good day.	Agency respite, attendant or medicaid personal care provider; 225 employees.
	My check was 2 months late and I think it could have been sent to me in overnight express - It made me late on my house payment.	Individual respite, attendant or medicaid personal care provider.
They now take our requests seriously.	Get rid of bad case managers. We reported abuse to Adult Protective Services - removed from our case manager.	Individual other care provider.
Answer questions.		Individual respite, attendant or medicaid personal care provider.
Explain how to fill out your papers.	They do fine. I especially appreciate being able to contact them by e-mail.	Individual community activities or parent education provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Helps with paperwork and information.	Offer more respite and resources in the county.	Individual provides more than one type of DDD service.
Family support and personal care hours.	Processing of workers for personal care takes way too long and we go without services often. Only one person processes and she is overloaded and rude.	Individual other care provider.
Caseworker advice.	More info on available programs.	Individual respite, attendant or medicaid personal care provider.
When I need help they are very responsive. I understand also they have a big a caseload, so sometimes it takes a while for a response. In a emergency, I get immediate response from my caseworker.	Add more caseworkers, so their load is a little lighter to provide faster and better services.	Individual provides more than one type of DDD service.
Yes, haven't had to ask too much.	Yes, because she is nice and beautiful. She always is happy. I like to work with her.	Individual adult residential care provider.
Helps with all questions asked and keep us informed (local).	Local is great. Out of town could be more helpful and not be so rude. And better funding for the needed support for the child/adult.	Individual provides more than one type of DDD service.
Prompt payment system with invoice express system. Easier to complete invoice for payment.	Pay for non-school days (over his authorized) I average 20-30 extra hours at no pay.	Individual other care provider.
Fast, efficient.		Individual adult residential care provider.
People come over and talk with us, to see how we are doing, to me they care!	At this time not a thing.	Individual adult residential care provider.
	There are lots of changes and it is confusing at times what is happening.	Individual respite, attendant or medicaid personal care provider.
Paperwork seems to be streamlined. LOVE to call in contract hours!!	Give caseworkers fewer clients. Give clients more \$'s/more services.	Individual respite, attendant or medicaid personal care provider.
Provider - works well with others on MDT projects.	Clearer directions. Cut down on caseworker changes - confusing for our child.	Individual respite, attendant or medicaid personal care provider.
All!		Individual other care provider.
	Offer a mapping/listing of departments/services that affect the disabled individual, so that parents/caregivers have a prioritized list of what the departments are, how to access, and be able to budget \$\$'s. Now that my daughter is 21, thought school district was difficult, but all one state agencies are like vegetable soup and leaves parents very confused.	Individual other care provider.
When I have called, my social worker has always returned my calls and helps me at all times.	I believe they are doing their best at this time. Could use more workers to take down their load.	Individual therapy, medical, dental or nursing care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Listen to concerns. Help to problem solve. Offer services when possible.	Be better about informing clients and better explaining benefit cuts.	Individual provider.
DD caseworker is kind.		Individual other care provider.
Yes, Sarah Baugh has especially been helpful.	We hate to lose our community resource guide - she has been very helpful.	Individual other care provider.
They've been very helpful and kind.	Be more available.	Individual other care provider.
Instant response to call and questions.		Individual respite, attendant or medicaid personal care provider.
Right now my case manager acts like I'm a pain in the neck - doesn't return my calls most of the time and doesn't seem willing to help me.	See above #2.	Individual respite, attendant or medicaid personal care provider.
When they put in place the phone in hours, that was great. My checks re always on time now.	Put someone on phones that can talk to you and answer question's or 1/2 down on caseload's so that the worker have more time to talk to people about the case.	Individual provides more than one type of DDD service.
	Continue the community resource guide program.	Individual provider.
Always return phone calls promptly and answers all questions.		Individual other care provider.
Case managers are almost always very responsive to the needs of my clients, as much as they can with their financial constraints.	Some case managers could return phone calls more promptly.	Individual therapy, medical, dental or nursing care provider.
My DDD case manager does very well considering her workload. She really does care about her clients. (Kathy Lorimer)	Sometimes changes are made without running them past me.	Individual community activities or parent education provider.
	Return phone calls.	Individual other care provider.
Very little.	Write letters that make sense and are not general form letters.	Individual other care provider.
Our case worker Debbie Baker, is excellent! Thank you!	Keep passing on information.	Individual provider.
Answers my questions.	Does OK.	Individual adult residential care provider.
Always treated us fairly and with respect.	No complaints.	Individual other care provider.
Call back, when a client calls.		Individual respite, attendant or medicaid personal care provider.
To assist clients in a timely manner.		Individual respite, attendant or medicaid personal care provider.
Our caseworker, Debbie Baker, is excellent! We're grateful.	A little raise, maybe??	Individual provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not a heck of a lot. Always change after 54 years we received one day a week of respite care.	Listen! Act on complaints, check on abuses, see that nursing homes and group homes are sanitary. Stop notifying a head about inspections.	Individual adult residential care provider.
They help with my questions. They help out people in need.	Call us back sooner.	Individual other care provider.
Tell us personally the most up to date information that they know. Treat us with respect.	Be able to return calls more quickly they are over loaded. Have adequate information.	Individual provider.
DSHS patiently explains things to me that I should already know. (I am the parent of three Down's people. . .now adults). One would think "I knew it all" but I don't and DSHS helps me when confusion sets in.	Check for just one of my three kids (for which I am grateful but confused at the other two being left out). DSHS could give all three of my Down's kids SSP money. It is quite awkward having a check for just one of the three. And also, be quite limited in my family support choice for the other two. They all want to go to the same activities and only SSP allows me the freedom to let them choose: movies, going out to dinner, fairs etc., because the money allows flexibility that the DDD held family support funds do not allow.	Individual other care provider.
Provides necessary Medicaid coupons on time every month. We are very thankful for that.	Provide list of health services covered by Medicaid and a phone number to talk to a real live person if needed.	Individual other care provider.
Dianne Clark - Omak, remembers us and our situation - she contacts others to up our services, knows specialists in different areas - saves a lot of energy!	Simplify the forms, better listing of phone numbers in phone book. Have a check list of services available, so important gaps in care - (like medication coverage) - Don't happen - \$200 per month X 4 months when our son turned 21 years old.	Individual respite, attendant or medicaid personal care provider.
Great use of computers. Job club, medical coupons.	I feel DSHS has done great.	Individual other care provider.
Answer questions when I ask.		Individual respite, attendant or medicaid personal care provider.
The DDD case manager is especially helpful to keep us informed of available services and how to access them.	Make sure that the Division of Developmental Disabilities is NOT dissolved and dispersed to other agencies. We need our DDD case manager.	Individual respite, attendant or medicaid personal care provider.
I will let you know when I find out.	Call back within a short time.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I've never had any problems.	?	Individual respite, attendant or medicaid personal care provider.
Caseworker return calls promptly. Payment is prompt for services.	Pay parent providers on the same basis as other providers. Eliminate some paperwork regarding hours worked. Use actual hours worked rather than estimated by the 15th then actual at end of month.	Individual respite, attendant or medicaid personal care provider.
I like my caseworker at DDD Lauren.	Take more time in understanding that some of our situations are VERY difficult. Example; I have a disability and at one time was homeless and I was only getting \$10.00 a month for food stamps.	Agency other care provider; 50 employees.
	Online SSP.	Agency adult residential care provider; 9 employees.
They are patient, but need to be able to respond faster.	Better follow through and communication of status.	Individual respite, attendant or medicaid personal care provider.
Kelly Fackner, (son's caseworker) is in direct communication with us.	Find respite people.	Individual respite, attendant or medicaid personal care provider.
	I feel your case manager should contact you at least once a year to update you with services that are available. I have not been contacted for at least 2 years.	Individual respite, attendant or medicaid personal care provider.
Help work around days I'm not able to be available for visits.	Nothing.	Individual adult residential care provider.
	Less waiting time.	Individual respite, attendant or medicaid personal care provider.
Answers my questions.	Be a little more patient.	Individual respite, attendant or medicaid personal care provider.
Yes. Haven't had to ask too much.		Individual respite, attendant or medicaid personal care provider.
By the way - I do not want to be unionized!	More than 24-48 hours notice for home visits - my client is very active - scheduling is difficult. Have a real person triage calls - hate automated service. Don't be offended if we ask for someone who speaks better English - citizens have needs too. Provide a contact list and update regularly.	Individual adult residential care provider.
Call back.	Explain what things mean.	Individual respite, attendant or medicaid personal care provider.
Politeness, courteous.	May if possible explain any questions I may have.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Return call after I have called her.		Individual respite, attendant or medicaid personal care provider.
	Get information here - we got a list of activities but it was to late to go to any of them.	Individual respite, attendant or medicaid personal care provider.
Always able to answer any questions or problems I may have. Very prompt about returning my calls I have no complaints. I'm very content with whatever help I receive.	I'm very satisfied and happy with the help and understanding that I receive from my caseworker, Wilma Brown.	Individual other care provider.
Our DD - SW responds to needs and concerns quickly and works to be involved in the child's life.	Education does NOT deal with DD population. Most SW's don't seem to understand unique needs to this population.	Individual respite, attendant or medicaid personal care provider.
Do not work with you. They act as if they are above you. A lot of the time they give wrong info.	Explain procedures with respect. Especially the Renton office.	Individual other care provider.
Set appointments and explain how to use benefits, ask what and how it may help.	Inform about changes.	Individual respite, attendant or medicaid personal care provider.
	Keep one case manager and actually hear from her about services available.	Individual respite, attendant or medicaid personal care provider.
They jump right in and try and solve the problem for me.	They could use some type of system to help us get children into the daycare verses	Individual adult residential care provider.
They are very helpful when I need question answered. They are polite and will answer the best they can.	No.	Individual other care provider.
Calls back quickly.		Individual other care provider.
Always available and helpful with resolving problems.	None at this time.	Individual respite, attendant or medicaid personal care provider.
The automated systems work well. The caseworker now seems friendly and helpful.	Be more flexible with appointment times. Also be easier to get ahold of, to lessen the instances of "phone tag".	Individual respite, attendant or medicaid personal care provider.
Respects my choices and opinions.	I believe they are doing all they can.	Individual respite, attendant or medicaid personal care provider.
	Let me KNOW what other funding sources might be available from the state or county and then provide the funds/services that should/could be available.	Individual respite, attendant or medicaid personal care provider.
Caseworker always calls back promptly and listens respectfully. Answers are knowledgeable and quick.	Explain in the beginning (3 years ago for us) just what is available and where. It took 3 years for me to find out how to access VRD services.	Individual respite, attendant or medicaid personal care provider.
Answers questions completely so you can understand them.		Individual respite, attendant or medicaid personal care provider.
When you can get ahold of people they are greatly helpful.	RETURN PHONE CALLS PROMPTLY!!!	Individual equipment provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
My phone calls are returned and my questions are answered.	Keep the same caseworker for longer than 1 year.	Individual respite, attendant or medicaid personal care provider.
Quick response.	One person to call about everything that relates to us.	Individual respite, attendant or medicaid personal care provider.
Return calls.		Individual respite, attendant or medicaid personal care provider.
	Make sure we have updated award letters.	Agency adult residential care provider; 85 employees.
Very willing to answer questions and straighten out problems.	Clearer benefit statements would be helpful. We often get multiple conflicting reports.	Agency adult residential care provider; 40 employees.
Always have answers for questions. Go the extra mile to put a human touch on things. Make us feel like humans, not a case number.	Less confusing paperwork. More computer accessible forms. More disabled-friendly phone system.	Individual other care provider.
Medical works well although they don't cover the preventative treatment that could prevent some surgeries and medications. This is frustrating for us.	Local office frequently cannot help me with my specific question and is not good at referring me to who can. Lots of phoning is involved until I connect with the right person. Then it goes pretty smoothly.	Individual respite, attendant or medicaid personal care provider.
Efficient - Respectful - Knowledgeable. DSHS is doing fine.		Agency adult residential care provider; 30 employees.
DSHS helped me when I was raising a second grandchild. This was very helpful. Thank you.	I feel when a grandparent is raising a grandchild DSHS could help by paying for childcare to give us a little break.	Individual provider.
Valuable Resources - Therapy, activities, and staff.	Communication - telephone, e-mail, and letters.	Individual respite, attendant or medicaid personal care provider.
	I would like to actually talk to a person when calling.	Individual adult residential care provider.
They listen to my son's needs as long as I am informed of what is available through DSHS.	Yes.	Individual respite, attendant or medicaid personal care provider.
Return phone calls and e-mails promptly.	Help work through hierarchies - case managers, site managers, site staff. Sometimes changes I never learn for months.	Individual therapy, medical, dental or nursing care provider.
Easy approval for job and accurate, straight forward payments system.	For me, I'm very satisfied, but for people who do this full time, the pay is too low.	Individual respite, attendant or medicaid personal care provider.
Explain the complications, what is and is not available, etc.		Individual adult residential care provider.
Very helpful.		Individual adult residential care provider.
Always returns my calls in a prompt manner.	Help connect parents to other resources in community available for Special Ed kids.	Individual respite, attendant or medicaid personal care provider.
Nothing.	Help with medical for single parents longer.	Individual other care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Provide the services we contracted for.	Request funds to increase and or pay for services. We are getting far less than it would cost the State to institutionalize.	Individual adult residential care provider.
By being cooperative, kind, and getting back to me in a timely fashion.	Defining SSP funds better for extra cost concerning therapy items such as summer camp, therapy.	Individual other care provider.
Phone consultation.	Less repetitive paperwork.	Individual adult residential care provider.
Helps give my son services as I learn about them.	Tell us about more services offered.	Individual respite, attendant or medicaid personal care provider.
Everything.	Nothing.	Individual respite, attendant or medicaid personal care provider.
Good communication, phone answer promptly.		Individual respite, attendant or medicaid personal care provider.
Staff is friendly - upbeat.	Simplify paperwork, REDUCE paperwork.	Individual respite, attendant or medicaid personal care provider.
	We care providers aren't paid enough. Pay us every month. You could pay us care providers a decent and respectable living wage and give us benefits, and show us respect we deserve and need. We need a decent pay raise.	Individual respite, attendant or medicaid personal care provider.
	Speed up payment process. Sometimes payment is up more then 30 days behind.	Individual provides more than one type of DDD service.
Nothing.		Individual provides more than one type of DDD service.
Nothing.	Be patient and treat me the way and like a human being.	Individual provides more than one type of DDD service.
No comment.	No comment.	Individual respite, attendant or medicaid personal care provider.
Current DD case manager is great - accessible by phone and returns calls.	Unless there is some sort of check and balance system for these SSP payments there will be inevitable abuse of the system and a loss of services for the person with a disability.	Individual other care provider.
Very quick response to questions, good collaboration on providing services to help clients succeed and benefit from our programs. DDD is wonderful to work with, collaborate with, always interested in best service for their clients!		Agency community activities or parent education provider; 350 employees.
Very fair and helpful.	Our caseworkers have changed a lot, but nothing you can do, we always get nice replacements.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer questions I may have regarding services.	I am satisfied with the service.	Individual other care provider.
	Think child specific. Use PA agencies as a resource, put child first.	Individual child foster or group care provider.
They are excellent at telling me what I need to know, they also let me ask questions and answer them.	Nothing at this time.	Individual other care provider.
I have no complaints. You do a great job.	Nothing that comes to mind.	Individual respite, attendant or medicaid personal care provider.
Not one thing in 20 years, with a child we have been in hearings 200 times to get her adoption services.	Quit putting their self first and stop the B.S. See me and news film, taken in '97 by KIRO News.	Individual respite, attendant or medicaid personal care provider.
Adjusted our wage limit so we wouldn't get overpayments (I don't remember how, but it works).	Send checks earlier in the month. After our pay stubs are turned in, etc. It takes three weeks to get a check. Could this improve?	Individual other care provider.
Same worker for 10 years.	Have a phone number you could call to get information on payments.	Individual respite, attendant or medicaid personal care provider.
Had the same worker to 10 years, it is very helpful.	Give US more input on how our money is spent.	Individual respite, attendant or medicaid personal care provider.
Pam Tikker has been a wonderful case manager - WISH more people were like her!	Respite workers have not been paid in a timely manner - (due to work overload on contract person). My current respite worker is still waiting for first payment - 9/02 - she started 3/02.	Individual provides more than one type of DDD service.
Responds with suggestions if what I request isn't possible.	Information about time frame - how long will something take, what can I do to streamline the process?	Individual other care provider.
Good resources and referrals. Prompt with most information.	Except one person at E. Cherry (J.M.) still has not responded to letters and call last spring. Direct access to information on staffing changes, I have clients that I was told to not interrupt services for, but haven't been paid since 3/02.	Individual respite, attendant or medicaid personal care provider.
Answer questions and troubleshoot difficult problems. Give information about what resources are available.	The new SSP payments being made directly to families of adult DD clients is a VERY NEGATIVE change - cumbersome and costly (because taxes must be paid if it is used to pay respite providers also it puts SSI in jeopardy.)	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I've dealt mostly with Yvette Dobsen who is always helpful and prompt in returning phone calls. She is thorough and informative when I have questions.		Agency adult residential care provider; 33 employees.
When my phone calls are finally returned, every effort is made to address my issues.	Return my phone calls promptly so that I can remember what issue needed to be discussed. Help the respite care providers get a raise!	Individual respite, attendant or medicaid personal care provider.
Give resources, explain how the system works.		Individual respite, attendant or medicaid personal care provider.
We've been lucky with excellent caseworkers and nurses.	To start training all - competent parent - replacements from among younger staff to be there in the future.	Individual adult residential care provider.
Comes to see client every six months.	Everything is fine - give the Caregiver better pay.	Individual other care provider.
Provide services.	Continue services.	Individual respite, attendant or medicaid personal care provider.
About payment, never on time.	To help out when we don't have information.	Individual child foster or group care provider.
DSHS is very responsive to the needs of our clients. When our clients need services, DSHS is usually able to help.		Agency adult residential care provider; 25 employees.
Nothing - Privatize the mess.	Dismantle it!	Agency therapy, medical, dental or nursing care provider; 70 employees.
	It would be nice to finally get my corrected W-2. Still haven't gotten it right yet. Does anyone know how to do a correct one? I would like one please. Wrote 3 times - called many more. HELP!!!	Individual respite, attendant or medicaid personal care provider.
They provide great emotional support. My privacy is well respected when I have company	Be more careful with my things, refrain from insensitive comments.	Individual provides more than one type of DDD service.
Yes. Haven't had to ask too much.	Unknown.	Individual adult residential care provider.
Answer question and if can't, refer to another worker.	Tell more about different program because I work as apartment manager and like to help people get in right direction.	Individual respite, attendant or medicaid personal care provider.
They are doing a great job.	They are doing more than enough.	Individual adult residential care provider.
If the person I talk to doesn't have a answer to a question, they transfer me to someone who can.	It is very irritating to be on hold for excessive amounts of time - our days are very busy too and I don't have the time to wait 15 or more minutes on hold.	Individual provides more than one type of DDD service.
They keep me informed of changes and options for care for my daughter. They answer questions and are very helpful.		Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Realize that taking care of disabled children is a full time job and not just a hobby. Pay does not reflect this - They need your full attention all the time and you cannot do other things to make up the base minimum wage.	Individual respite, attendant or medicaid personal care provider.
Answering questions.		Individual other care provider.
Although sometimes I need to leave messages. My phone calls are always returned promptly.	Have more case managers.	Individual respite, attendant or medicaid personal care provider.
Everything.		Individual respite, attendant or medicaid personal care provider.
Respond to my needs. Problem solve. Make me feel they are there for with my special need child.	Can't think of a thing.	Individual respite, attendant or medicaid personal care provider.
Staff and caseworkers try to get me correct information about services for DD in a timely manner.	Help protect services and supports for people with DD throughout their lifetime, and sufficient dollars to do it.	Individual respite, attendant or medicaid personal care provider.
Caseworkers and staff try to help - even if policies and dollars always fall short. Caseloads too large.	Make decisions about policies that actually BENEFIT people with disabilities and their families, instead of hurting and hindering them, not enough dollars.	Individual other care provider.
When I have to call them for information, they are always there to help.	Their quick to answer any problem you may have.	Individual other care provider.
Any dealings I've had with DSHS have been good, never a problem.	At this point in time, everything works well.	Individual respite, attendant or medicaid personal care provider.
When I have a question. They are very helpful to offer advice. Very good service.	They couldn't do better. Great!	Individual adult residential care provider.
When I talk with the case manager, she has assisted me in skills to resolve clients issues.	Have case managers more accessible of course - that is a budget problem and the legislature has control over that.	Individual respite, attendant or medicaid personal care provider.
Very helpful. Shelley Clark she's been great.	Really can't think of much!	Individual respite, attendant or medicaid personal care provider.
Paperwork is sent out promptly.	BETTER information when signing up to be a "respite" worker. More complete information about the different kinds of payment you could receive.	Individual respite, attendant or medicaid personal care provider.
They say they try to help when mistakes happen.	Be honest and get things dealt with permanently.	Individual provider.
They are very quick and courteous to assist in any question or problem. Angie Lindquist is a very helpful, honest, and considerate person. I'm pleased to be served by her!		Individual equipment provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Provides support that allows continued in-home placement of severely disabled child.		Individual respite, attendant or medicaid personal care provider.
Yvette D. and John H. always call me back when I leave a message. They are prompt and helpful.	Sometimes eligibility forms are late coming - so I'm late processing them - but not very often.	Agency other care provider; 90 employees.
Respects my judgment on things my daughter needs to make life easy pleasant and workable.	Do not send so much paperwork - I get repeats, repeats, repeats for wage - and I call in my hours. I can check to see if the transfer was made.	Individual respite, attendant or medicaid personal care provider.
Explain things in detail.		Individual respite, attendant or medicaid personal care provider.
I can take care my son (disability) at home and I can get payment for.	The ways pay for DSHS providers that's very good, but if you have any health that that DSHS providers can pay of can get health plan with low prices for them. I think it does better.	Individual respite, attendant or medicaid personal care provider.
Listens, patient, reliable, accessible, knowledgeable. Nancy Slocum at DDD is our caseworker and she is wonderful!	Can't think of anything right now.	Individual other care provider.
Always is helpful when I need advice and information concerning my son and his well being as well as for his future.	Nothing - They are great!!	Individual provides more than one type of DDD service.
Have very informed care managers and nurses.	So far good.	Individual respite, attendant or medicaid personal care provider.
Have visits at DSHS clients home.	Would like to see in-depth answers on pay resources.	Individual adult residential care provider.
Keeps us up to date on changes.	Have more information available about the changes.	Individual respite, attendant or medicaid personal care provider.
Very personable and easy to talk to.	Provide an opportunity for parents to network if they would like to.	Individual respite, attendant or medicaid personal care provider.
Returns calls within good time limits.	Let me know what services are available.	Individual respite, attendant or medicaid personal care provider.
Lots of time because I have a daughter with disabilities. My work with Barb Uhura has been great.	More resources and research.	Individual community activities or parent education provider.
They are always helpful with any questions or problems.	Quicker payments after our time sheets are turned in. It takes up to 15 days to receive checks. Make it hard to pay bills on time.	Individual respite, attendant or medicaid personal care provider.
Listen to what my needs are.	Extra respite care hours during summer months.	Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Caseworker is wonderful at letting us know about programs.	Health benefits...We need a dentist that takes coupons. Daughter is in dire need of wisdom teeth extraction.	Individual community activities or parent education provider.
Is friendly and courteous. Tells me about programs I'm not aware of.		Individual respite, attendant or medicaid personal care provider.
	Courtesy on the phone, do not lose or displace paperwork. Be responsible to an ongoing problem.	Individual respite, attendant or medicaid personal care provider.
They are always very nice and work with me whenever it's needed.	I don't know at this time.	Individual provides more than one type of DDD service.
I'm pleased at the quickness of reply phone calls.		Individual respite, attendant or medicaid personal care provider.
Have friendly/informed people to answer questions. And they had a number with the information so I could easily call without looking up telephone numbers.		Individual other care provider.
You have been very nice to us. Thank you!	We were going through DDD for a nurse to accompany our son to school. Now you send us the money. We appreciate the money, however, the paperwork (employer ID, etc.) is impressive. We preferred going through DDD. But thanks anyways!	Individual provides more than one type of DDD service.
Nothing, they are very rude, won't explain about your wages, they make it very complicated. I don't think they know themselves how to explain.	(Specific DSHS staff name) always said don't call or ask someone else I don't know. They still owe me money, they won't even listen to me.	Individual adult residential care provider.
They've done a really good job for (client name). They have helped her get better studies, clothes and food. (Translated from Spanish.)	They're doing a very good job to provide all the necessities for (client name). (Translated from Spanish.)	Individual other care provider.
Answer calls promptly.		Individual adult residential care provider.
Very friendly - wants to be of help.		Individual child foster or group care provider.
Prompt answers to questions. Like the automated invoice form - very convenient.		Individual respite, attendant or medicaid personal care provider.
	Get more help on the phones, half the time, I can't even get thought and when I do I have to hold forever. They could also try paying a fair, livable wage!	Individual respite, attendant or medicaid personal care provider.
Give to wrong person. Some people know how to work it in their way to make good for them.	Give more help in money and food money!	Individual provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Promises compensation for the many hours given to help disabled independents.	Treat disabled and developmentally disabled as honorable human beings - not just baggage.	Individual respite, attendant or medicaid personal care provider.
Yes, easy to get ahold of and follow through with questions or problems in a timely manner.		Individual respite, attendant or medicaid personal care provider.
Give me information about what I need to do.	Each caseworker has different standards for giving family support and respite funds. It would help if it were more even.	Individual respite, attendant or medicaid personal care provider.
Usually return phone calls in a timely manner.		Individual provides more than one type of DDD service.
Pays promptly and correctly. I usually work with QA Team which I really enjoy. Professional and committed to high quality care of AFH residents.		Individual therapy, medical, dental or nursing care provider.
Listen to concerns.	?	Individual respite, attendant or medicaid personal care provider.
Nothing, I have a daughter that is disabled and they acted like I was lying. They made her fill out her paper which took 2 hours and they weren't filled out right while I stood there. We are trying to get her on SSI they didn't even send all the information in.	Treat people with respect. I didn't make my daughter this way. She's adopted.	Individual other care provider.
Always have information that I need.		Individual other care provider.
The people I have worked with have been polite, helpful, knowledgeable, and when they say they will get back with me...they do!	I can't think of anything at the MOMENT!	Individual equipment provider.
Tries hard at explaining the new ways.	Have shorter inspections.	Individual adult residential care provider.
They make sure my son gets what he needs.	Stay in touch. Let me know if any new news or updates.	Individual community activities or parent education provider.
They are organized and have excellent response time to my questions.	Provide a better listing of case manager assignments. In many cases even the service authorization team is not able to identify the DDD client's case manager.	Agency respite, attendant or medicaid personal care provider; 29 employees.
Not much.	Remember we are people not number on their workload.	Individual child foster or group care provider.
Provides visiting nurse on a regular basis.	Nothing at this time.	Individual respite, attendant or medicaid personal care provider.
If I have any questions, I call and Jennifer Strozyk either answers right away or finds the answer and calls me back.		Individual respite, attendant or medicaid personal care provider.
We only contact each other by mail.		Individual respite, attendant or medicaid personal care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer questions and being able to leave messages and get answer right away.	Have available information in Spanish. Send a note to remind provider when contract will expire.	Individual respite, attendant or medicaid personal care provider.
My caseworkers (Linda Lunsford and the gentleman who replaced her) are wonderful. Attentive and efficient and kind. Please give my thanks.	Notify.	Individual respite, attendant or medicaid personal care provider.
Things go so smoothly I don't talk to or deal with them directly.		Individual respite, attendant or medicaid personal care provider.
Returns calls promptly and provides services as requested.	Make the forms easier. Sometimes the messages are hard to understand.	Individual respite, attendant or medicaid personal care provider.
Every time I call I am treated with courtesy and respect.		Individual other care provider.
Always very helpful with information.	Personally, I've had no problem at all with DSHS, I've had the best workers and I'm very happy with all the help I received.	Individual respite, attendant or medicaid personal care provider.
Answers phone calls - 100% improvement from 2 years ago!	Not change phone numbers and employees every month. Keep people in their jobs!	Agency other care provider; 2 employees.
Sometimes.	I hope they return my call on time to help the disabilities.	Individual provides more than one type of DDD service.
Patient, answers questions in a timely matter.	Current people I'm working with are more courteous than past people. Past people needed a class, lesson, or information on parents/other who deal with loved ones with disabilities and how to be more empathetic and not so brusque and cruel.	Individual respite, attendant or medicaid personal care provider.
Helped me find a place to live.		Individual therapy, medical, dental or nursing care provider.
Always there to help us provide us with info we need.		Individual other care provider.
	Put year-to-date payments on payment form (for social security purposes).	Individual respite, attendant or medicaid personal care provider.
Everything.	Nothing.	Individual respite, attendant or medicaid personal care provider.
DSHS helps whenever I need help and advice.	DSHS does both very well.	Individual other care provider.
	Reduce the number of rules that must be complied with. Way too many for one small underpaid owner to keep up with.	Individual adult residential care provider.
I have only one DDD resident. I have not required any help.	I think DSHS is doing a great job.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Help more with getting residents what they need in a timely manner.	Individual adult residential care provider.
Promptly returns phone calls. Schedules and keeps appointments. Availability is great.		Individual respite, attendant or medicaid personal care provider.
Very helpful with information.		Individual respite, attendant or medicaid personal care provider.
I work only with DDD and everyone has been helpful - especially my new case manager - Chris Dempsey.	Let you know you need to renew contract - warn ahead of time. It would be very helpful if income tax was taken out, but that is up to Olympia.	Individual respite, attendant or medicaid personal care provider.
I can actually find a person to talk to.		Individual respite, attendant or medicaid personal care provider.
I like the option of calling in your hours.	There is too much paperwork (duplicate) issued for the hours worked. All is needed is the invoice. If there is a question, it could be handled at that time. Would save lots of paper, computer time, and postage.	Individual respite, attendant or medicaid personal care provider.
Makes suggestion, offers other programs.	N/A	Individual adult residential care provider.
Third party reimbursement team is VERY helpful. Good problem solvers.	Phone access.	Individual therapy, medical, dental or nursing care provider.
They listen.		Individual respite, attendant or medicaid personal care provider.
Too many changes. New people all the time. People don't know the answer/always sending me to other people about these matters. Can't answer or always calling back days later.	Encourage training before changing position. Review paperwork. I've had to tell new people things I thought they should know.	Individual respite, attendant or medicaid personal care provider.
Yes, but I don't think it's right when they start talking Spanish when everyone they know speaks English. It don't show respect for person, our country.	Have more information on what we can help clients with.	Individual adult residential care provider.
Since we have been given a new caseworker (Terry Buck) we feel much better served - phone calls returned, funding improved (before we were told "others need it").	Keep regulations clear and understandable in black and white. Also get the same explanations from other sources.	Individual other care provider.
Answers my questions.		Individual respite, attendant or medicaid personal care provider.
	Nothing.	Individual other care provider.
DSHS is understanding about missed dates - and providing an alternative solution with no rancor.	Find more than one provider for mandatory training and a wider variety of classes.	Individual adult residential care provider.

DDD 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Now that DSHS has the client center 1-800#, this has effectively released some pressures off of the DSHS workers and gives the clients access to our questions and needs.		Individual other care provider.
Assist me with any work related questions or problems I may have.	DSHS does a great job.	Individual adult residential care provider.
Our daughter's caseworker Diane Bonin has done a wonderful job helping us.	The paperwork involving determining how you will be spending the money so far in advance is not always the best. It is hard to know ahead of time some of the expenses or opportunities that will come up.	Individual therapy, medical, dental or nursing care provider.
	I wish I could meet my caseworker. She is just too busy to call back and I could never reach her on the phone.	Individual adult residential care provider.
Call backs are timely, and employees are very helpful in answering questions and inquiries.	More local offices for DDD.	Individual respite, attendant or medicaid personal care provider.
	Not financially penalize homes (AFH) when a resident has to be admitted to a hospital for a few days. Not paying for not living in a home, but we provide support and counseling to medical staff, which takes up more of our time than usual, yet we are not paid because of "not providing personal care services."	Individual adult residential care provider.
Return phone calls and answer questions.	Be clearer about information sent out - can be hard to understand how this applies to you and your situation.	Individual respite, attendant or medicaid personal care provider.
(client's) New social worker is helpful - she goes out of her way to help us access services.		Individual respite, attendant or medicaid personal care provider.
I have no problems with anything.		Individual respite, attendant or medicaid personal care provider.
	Less paperwork.	Individual adult residential care provider.
They are very helpful.	Don't give us so much paperwork. It can be a full-time job.	Individual adult residential care provider.
DDD tries to help out for my severely disabled daughter.	DCFS is focused on belittling assessments and demeaning manner for families with children with neurological challenges.	Individual adult residential care provider.