

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not much.	If DSHS clientele stop day care without notice we lose money and they don't follow our guideline of 30 day notice.	Agency licensed childcare provider; 10 employees.
Promptly pay; give good info; pleasant.	Can't think of anything better.	Individual psych evaluation provider.
ALWAYS prompt, efficient and polite!	Make the form better to understand.	Individual in-home or relative childcare provider.
They are very pleasant and try to help. Although I was told once (by DSHS staff) that I should always have a savings because childcare is unreliable income.	They seem to be understaffed. I have had several errors made that have caused me to have to wait for payment (more than twice). Trying to work too fast, I assume.	Individual licensed childcare provider.
I usually do everything by phone and they are great.	My workers, who I go through for childcare, are great.	Individual in-home or relative childcare provider.
	Return calls faster; except Sue Shales - she is prompt.	Individual licensed childcare provider.
Sends payments on time!	Be more reliable as far as returning phone calls.	Individual in-home or relative childcare provider.
	Return calls quicker.	Individual licensed childcare provider.
They keep me well informed, newsletters, etc.	Personal communication and returning calls and answers sooner.	Individual licensed childcare provider.
Treats with courtesy all the time.	Pay us more money for the hours children are there.	Individual licensed childcare provider.
Provide past medical records - schedules exams in a timely way.	Allow considerable latitude in exams cost (despite a tight budget).	Individual psych evaluation provider.
Thanks!		Individual licensed childcare provider.
Doing better keeping us informed when a child's care is terminated. Thank you.	Place (specific DSHS staff name) with a different job - she's not GOD!	Agency licensed childcare provider; 6 employees.
	They could make sure there is no other services in their office that the client may be able to use.	Individual in-home or relative childcare provider.
Call back.	Give a time that client should be in day care (what hours) on paperwork.	Agency in-home or relative childcare provider; 2 employees.
They do an excellent job of getting disability clients in for an evaluation. The Belltown CSO is well organized and the people are friendly, calm, and supportive.		Individual psych evaluation provider.
	Be easier to contact.	Individual licensed childcare provider.
They respond quickly and courteously to questions and concerns.	Remember to send out the vouchers for SSD (?) cases.	Individual psych evaluation provider.
Automated system for inputting invoices.	Returning calls, responding to faxes.	Individual licensed childcare provider.
Always friendly and helpful.	Return calls quicker.	Individual licensed childcare provider.

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They are pretty helpful.	They often misplace paperwork.	Individual in-home or relative childcare provider.
The childcare staff is great! They are very friendly and extremely helpful on the phone. They treat me as a priority....it's very appreciated.		Individual in-home or relative childcare provider.
Quick call back.	In the past, I was treated with courtesy and respect about half the time. Better now. Quicker payments, correct invoice. I've been shorted I'd bet \$1,000 over the last few years.	Individual licensed childcare provider.
They pay for the childcare but it does not pay enough for all the work we do - this is a job and not a hobby.	Make it possible to get paid at least minimum wage. Taking care of a special needs child is a real job - taking him to his therapies, and school and doctor appointments...I work 45 hours a week and only get paid for 38.	Individual in-home or relative childcare provider.
	Quit being so arrogant. Their attitude is we can be as unprofessional and rude as we want because we are under the protection of the State government!	Individual licensed childcare provider.
DSHS sends out my monthly reimbursement checks in a timely manner when I use Invoice Express which I have used since its inception. Thanks!	I wish there was more funding so the caseworkers didn't carry such heavy caseloads and tend to be so overworked.	Individual licensed childcare provider.
Yes, DSHS works with me very well and respect me any time. And also they help me a lot.	They help me with anything I needed from them - if possible from them. They listen to my questions.	Individual licensed childcare provider.
The ease of putting in a claim for services rendered is wonderful.	I never have received any information from them about which days are claimable and which are not (such as holidays, etc.). I gathered this information on my own from other sources. They should send out a booklet explaining all this every time we enroll a new client.	Individual licensed childcare provider.
Phone service is convenient, but call waits are too long. People are courteous, but can't answer many provider questions.	Customer service needs to be better informed to help providers. I received no call back with info when operator said she would find out and get back to me. She didn't know day care information.	Individual licensed childcare provider.

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There are some that are committed to the department and some that don't. The staff that's committed goes beyond the call of duty and are very helpful.	Open more phone lines! Answer the phone - don't let us sit on hold then create a busy signal! Ugghh!	Individual medical provider.
Some workers are dedicated - some are there just to be there - not so helpful!	Answer the phones! Too long on hold!	Individual medical provider.
Have not had problems yet.	Make payment directly to provider. Relatives should get paid more as some teach children alphabet, numbers, etc. and take child to doctor, etc.	Individual licensed childcare provider.
The childcare supervisor and the people behind the front counter at the West Seattle office are great.	Returning phone calls and doing paperwork on time.	Individual licensed childcare provider.
Answers my questions if they can.	They need to be sure and be courteous at all times. Not just when they find out I'm a provider.	Agency licensed childcare provider; 3 employees.
Payment for childcare services.	To contact the childcare provider if childcare benefits to parents are approved or not.	Individual licensed childcare provider.
When I call regarding third party liability issues on the 1-800 line I always get very good results. Our local offices are polite but less able to help us with the majority of our problems.	Be better educated regarding H10 managed care plans and how managed care works. Also to be clear about what different programs for medical coverage cover (i.e., emergent hospital only). Does not cover doctor office visits even if the diagnosis is the same as it was for their hospitalization.	Agency medical provider; 47 employees.
I'm not sure - when I had paperwork problems it took over a month to get it worked out and then it was the office person rather than the caseworker that got the problem taken care of!	Return calls in a prompt manner - call back when they say they are going to call back!	Individual licensed childcare provider.
They always answer my phone calls and work with me if I am having a problem with one of my children or a parent.	They are understaffed, so I think they are doing the best that they can.	Individual licensed childcare provider.
Prompt payment of childcare services.	I sent in forms for direct deposit twice - they sent them back twice (even though the correct information was provided as asked for). I gave up.	Individual licensed childcare provider.
Most of the time they have been helpful if I have a problem.	I have a very, very hard time understanding caseworkers who do not speak English as their main language. I let a months worth of day care go because I could not communicate my needs to a non-English worker.	Individual licensed childcare provider.

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Quick to respond to questions, timely in payments.	The paperwork is sometimes confusing - a call to explain this paperwork would be helpful.	Individual licensed childcare provider.
Not much. I'm sorry to say. Whoever made the policy for clients needs to come live in my shoe's. We're not getting ahead, just suffering more.	It seems to much confusion of clients/providers. DSHS worker makes a lot of mistakes on payments. My provider has lost pay because of their mistakes. I feel that they should be paid accordingly.	Individual licensed childcare provider.
Information of client status is always available to me when I have a concern.	Notify me beforehand when a client is terminated so that I do not lose income.	Individual licensed childcare provider.
Getting approvals for customers, return phone calls, courteous, kind, helpful, accomplishing needs in most timely matter.	Occasionally return calls promptly.	Individual licensed childcare provider.
The Ballard office is the Best!!! Lynnwood office is very, very rude and disrespectful. Ballard always answers their calls or gets back that day. Lynnwood (could be days) and they always are rude, rude, rude. Ballard always very, very helpful and nice. Never take kids from Lynnwood.	Pay in home licensed day care the same rates as centers. The children get far better care and love at an in home.	Individual in-home or relative childcare provider.
Sometimes when I have problems with paper. Only the most nicest people from DSHS is from the people who help me with childcare. Always helpful.	Respond faster and to have more patients like that want us to do for them.	Individual in-home or relative childcare provider.
Many are quick to let me know when a new client can start at our center.	Make clear to clients that if their child is being claimed for a half day, they can only be here a half day or pay the extra.	Individual licensed childcare provider.
They help me with childcare and that is the most important. If it was not for the help of childcare from DSHS I would not be able to afford to work.	DSHS has done a great job at helping me. So N/A for question above.	Individual in-home or relative childcare provider.
If a problem arises (which they do often) the workers get it fixed right away.		Individual licensed childcare provider.
Keep us informed and updated with their issues.	Return phone calls in a timely manner.	Individual licensed childcare provider.
Depends on who I talk to. The check gets here promptly - most of the time.	Not act like I'm a creep because I get help. This day care is so I can work to provide for a child that isn't mine, and for myself and my other child. I work, just like they do.	Individual in-home or relative childcare provider.
They return my calls! Offers information at trainings.	24 hour service - just kidding.	Individual licensed childcare provider.

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As a childcare provider new to the DSHS system they were very nice and answered all of my questions. Plus I was sent a booklet.	N/A.	Individual licensed childcare provider.
Always return phone calls and very helpful.		Individual licensed childcare provider.
	Fire (specific DSHS staff name)! Tumwater, extremely rude/insensitive.	Individual in-home or relative childcare provider.
Patience and respect.	More help - they have a lot of work.	Individual licensed childcare provider.
Answer all my questions.	Return calls promptly.	Individual more than one type of service provider.
They are great. When I have a problem they jump right on it and fix it.		Agency licensed childcare provider; 11 employees.
When I've called, they have always been able to promptly assist me.		Individual in-home or relative childcare provider.
They can pretty well answer most of my questions.	They could pay in-home childcare providers a little better.	Individual in-home or relative childcare provider.
	Up the rates to a reasonable amount.	Individual licensed childcare provider.
	More timely response to questions or wrong items on vouchers.	Individual in-home or relative childcare provider.
Refer to proper departments; answer questions well, problem-solve.		Individual licensed childcare provider.
Give checks on time.	Be nice and act like they like their job.	Individual licensed childcare provider.
Easy to drop off papers.	Make it easier to speak with a person on the phone.	Individual licensed childcare provider.
Offer medical coupons and WCC.	Answer calls, letters, etc. in a timely manner. Put correct info in computer. Keep track of documents turned in.	Individual in-home or relative childcare provider.
Answer questions.	Explain things we don't understand. Some of us are slow learners and need things explained in detail.	Agency in-home or relative childcare provider; 3 employees.
Always answer my questions.	Possibly making it easier to contact people. If a worker is gone - they need an alternate.	Individual licensed childcare provider.
I like the automatic invoicing.	Call back when a message is left.	Individual licensed childcare provider.
Help solve problems that I have with claims.		Individual licensed childcare provider.
Return calls; explain questions I need answered.		Individual licensed childcare provider.
Answer questions.	Paying higher rates.	Individual licensed childcare provider.
They make the phone call announcing parent acceptance.	Payment is so low for parents, with not enough money for quality childcare.	Individual licensed childcare provider.
Answer most questions or refer me to someone who can.		Individual licensed childcare provider.

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	Be more prompt and flexible. Follow-up on the mail and do the updated information received in the mail.	Individual in-home or relative childcare provider.
They've always had answers to my questions and have been very polite.	Sometimes it's difficult to get through to them on the phone.	Individual in-home or relative childcare provider.
They call back most of the time within 24 hours.	Be more communicative - call when they haven't received documentation from parents instead of reclassifying or terminating benefits.	Individual licensed childcare provider.
It does not work with clients.	Pay the providers for services rendered!	Individual in-home or relative childcare provider.
Schedule appointments to my convenience. Return my phone call promptly. Telephone interviews.	Raise the amount paid for child support.	Individual in-home or relative childcare provider.
Very rarely can't get ahold of a real person.	On RA: example of what payment is for (medical records, exam...).	Individual medical provider.
NOTHING. Our local office is a mess.	Quit switching childcare caseworkers around...the new ones don't know answers or aren't up to par.	Individual licensed childcare provider.
DSHS does well with everything when I need help.		Individual in-home or relative childcare provider.
They explain new programs; help sign up children.	Be more responsive with phone backs.	Individual licensed childcare provider.
Everything!	Nothing at all.	Individual in-home or relative childcare provider.
	Pick up the phone; always answer machine; never return calls and personnel need to be polite, to be better in customer service.	Individual licensed childcare provider.
Everything. I'll call for mostly day care information.	Keep smiling!	Individual licensed childcare provider.
	Keep on top of caseload so I know if a client is reauthorized.	Agency licensed childcare provider; 12 employees.
Work as fast as they can to correct mistakes on authorization payments.	Be more knowledgeable about their own rules and regulations.	Individual licensed childcare provider.
	Need to be able to leave a message and have someone get back to me - Cannot stay on phone for 20, 30, 40 minutes!	Agency licensed childcare provider; 14 employees.
Give information when called.	Send written information about new clients approval or no approval by phone.	Agency licensed childcare provider; 5 employees.

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Availability, return calls promptly, transfers to the people with the most knowledge of the info I am seeking.	Nothing at this time.	Agency licensed childcare provider; 8 employees.
They asked what I need and willing to help all the way and they also do it quickly.	They are the best!	Individual in-home or relative childcare provider.
That every time you call them they answer you back immediately.	I'm happy and satisfied with DSHS in terms of working with me.	Individual licensed childcare provider.
They always communicate when there is a problem and always are polite.	Just keep up the good work.	Individual in-home or relative childcare provider.
On time payments.		Individual licensed childcare provider.
Yes, DSHS did very well and works with me and helps me a lot.	DSHS do very well.	Individual licensed childcare provider.
When you call and speak with a representative they are very courteous.	Be more prompt to return phone calls.	Agency licensed childcare provider; 16 employees.
Check files to fix problems right away. Return calls promptly.	Let us know when we get a new licenser.	Individual licensed childcare provider.
Prompt payment; prompt response to problems; pleasant caseworkers.	Can't think of anything.	Individual licensed childcare provider.
If they can't answer my questions they find somebody who can.	Call back times can be awhile.	Individual licensed childcare provider.
Customer service is a fast and accurate way to do business.	DSHS seems to have trouble communicating with other departments: i.e. customer service has info, but main office doesn't.	Individual in-home or relative childcare provider.
Recently I renewed day care benefits over the phone which was quick and courteous.	Perhaps return calls quicker.	Individual in-home or relative childcare provider.
I like the automated phone service (Invoice Express).	Notify providers and parents earlier that their day care is expiring, and when received, process it a little quicker. I have had lots of problems with that.	Individual licensed childcare provider.
	Understand that we providers are also taxpayers which help pay DSHS workers. We're not just nobodies.	Individual licensed childcare provider.
Direct me in the right direction. If they can't help me they find someone who can.	Not to keep me on hold so long.	Individual licensed childcare provider.
They help me with any questions and are always courteous and helpful.	Don't know.	Individual in-home or relative childcare provider.
	Fill out paperwork on time so we can get paid on time!	Agency licensed childcare provider; 6 employees.
Answer promptly - makes any changes.	I have no complaints.	Individual licensed childcare provider.

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Tries to take care of problems as they arise.	Have one person be assigned to a caller's problem so if we need to call back they know what's up.	Individual licensed childcare provider.
I love the new communications by phone! Less paperwork and speedy response for childcare set-up.	N/A.	Individual licensed childcare provider.
Return calls.		Individual in-home or relative childcare provider.
	I like the new system.	Individual licensed childcare provider.
Answers questions well and quickly.	Make shorter wait time on phone.	Individual in-home or relative childcare provider.
Very understanding and helpful.	Have an easier to remember service telephone number. 866-231-07__ is hard to remember.	Individual licensed childcare provider.
Process paperwork in a timely manner.	Return phone calls in a timely manner.	Individual unknown provider type.
Not sure.	It's not nice to point out a persons faults. Let's just say much improvement is needed.	Individual in-home or relative childcare provider.
Listen without interrupting me.		Individual in-home or relative childcare provider.
Usually calls back within 2 days.	Seems to be doing fine.	Individual licensed childcare provider.
Anytime I call, they are so helpful to me!	Nothing, they always help me.	Individual licensed childcare provider.
No complaints now.	No complaints now.	Individual licensed childcare provider.
Promptly pay.	Follow our policies just as other clients do.	Individual licensed childcare provider.
Explains in completion - Matt is helpful.	Reply sooner. Have proper telephone numbers on the DSHS sheets for the caseworkers.	Individual other care provider.
When you do get ahold of someone they are very helpful.	Return calls would be nice - I have had to call up to ten times before someone would call back.	Individual licensed childcare provider.
If I have a problem with childcare money, they get right on it and get it fixed.		Individual in-home or relative childcare provider.
I like the childcare re-certification done over the phone. It's more convenient and less time consuming.	Process paperwork faster.	Individual in-home or relative childcare provider.
Polite, answer all questions - no matter how often I have to call.	Nothing.	Individual licensed childcare provider.
	My clients lately cannot get through on the phone lines to get their updates done!	Individual licensed childcare provider.
Answer questions.	N/A.	Individual in-home or relative childcare provider.

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Very little! I feel I'm on my own of late. The staff has seemed especially unfriendly and even threatening.	Cases in Skagit are handled by all workers, so no one has answers when needed and decisions are often overturned. I need sympathy, support, and respect for what I do.	Individual licensed childcare provider.
Answers my questions correctly but does not always return my calls.	Call back when asked to!	Individual licensed childcare provider.
	Some workers do not return phone calls. Fees are low. It has taken 60-90 days to approve a family.	Individual licensed childcare provider.
	Return calls!	Individual licensed childcare provider.
Prompt mailing of requested forms.		Individual licensed childcare provider.
Sends checks out on a timely basis.	(Specific DSHS staff name) isn't a good representative.	Agency licensed childcare provider; 8 employees.
Faye Hoyt shows great concern for providers and explains very well what you don't understand. Faye is professional and works well with providers. A big tribute to Faye! She should be employee of year or get an award or something.	Implement health care system for providers.	Individual licensed childcare provider.
I don't think they work with providers at all. They talk down to you.	Return phone calls, instead of 5 days later.	Individual licensed childcare provider.
They try to find out the answers to questions.	Call us back sooner.	Individual licensed childcare provider.
Notification of end dates for clients. Sends checks on timely basis.	1) Faster co-pay notification - sometimes we get higher co-pay notices at end of month and it's hard to collect. 2) Replace (specific DSHS staff name). 3) Faster processing of award letters to facilitate client sign ups. Use faxes when possible, so we can enroll clients sooner.	Agency licensed childcare provider; 5 employees.
Good customer services.	Serve on time.	Individual other care provider.
Send out wasted paper.	Be more consistent with processing.	Individual in-home or relative childcare provider.
Varies from CSO to CSO.	Interact directly and not be so concerned about chain of command.	Individual psych evaluation provider.
Pays in a timely manner.	Everything seems to be fine.	Individual in-home or relative childcare provider.
Faye Hoyt is the greatest prompt and courteous.	Better compensation for DSHS clients and more referral for in-home providers.	Individual licensed childcare provider.
They work well with the parents so that I rarely have to call about anything.		Individual licensed childcare provider.

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Polite.	Return phone calls quicker.	Individual in-home or relative childcare provider.
	Make sure conversation is put properly in the notes.	Agency licensed childcare provider; 5 employees.
Answer any questions I may have.	Seems fine at this time except deducting federal income tax would help.	Individual in-home or relative childcare provider.
Consultation on day care licensing issues. Assistance with understanding SSPS issues.	Pay reasonable childcare rates.	Individual licensed childcare provider.
My last caseworker treated me with respect not like I was a lazy bum who just didn't want to work. Her name is Josie Frano - Toppenish. I really appreciated being treated like a human.	Better train their work source case managers. Mine acted like I was stupid and I am far from that. I have gone to college for 4 years.	Individual in-home or relative childcare provider.
	More money!	Individual in-home or relative childcare provider.
Make it easy to organize payment from home, all over the phone.	When in the office it seems a bit unorganized. I've waited long periods after speaking with someone only to find I was forgotten.	Individual in-home or relative childcare provider.
	Fax award letter and return phone calls.	Agency licensed childcare provider; 21 employees.
Something.	Get paperwork done right and on time.	Individual licensed childcare provider.
Answer payment concerns.	Nothing.	Individual licensed childcare provider.
Always take care of business quickly.		Individual licensed childcare provider.
They help with food and medical.	Give information that is requested to the correct person. Instead of having to turn it in 3 times.	Individual in-home or relative childcare provider.
Not very well. I will not take anymore DSHS clients.	Offer more notice of cancellation.	Agency licensed childcare provider; 20 employees.
	Enforce parents giving notice. DSHS needs to give providers more notice before canceling payment.	Agency licensed childcare provider; 11 employees.
Always returns calls promptly, easily resolves any questions or concerns I have had.		Individual licensed childcare provider.
The folks I work with at DSHS childcare subsidy are great. Information is timely when subsidy is up - often call prior to this time.	I think the CSO in Whatcom County is doing just fine as is.	Agency licensed childcare provider; 100 employees.
I enjoy the automated system.		Individual licensed childcare provider.
Automated phone service.	They should send payment directly to the provider.	Individual in-home or relative childcare provider.
Contacts me in advance about changes in a family's circumstances regarding their childcare needs.		Individual licensed childcare provider.

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	Fax award letters and return phone calls.	Agency licensed childcare provider; 21 employees.
Sometimes they give me the runaround and sometimes they help me.	Give me a straight answer. Stop giving my questions on to other workers.	Individual in-home or relative childcare provider.
So far, all issues with DSHS have been handled quickly and professionally.		Individual licensed childcare provider.
	Provide medical and/or a pay raise. This is my only job. And deduct federal withholding for taxes.	Individual in-home or relative childcare provider.
Makes it very easy to place claims by phone.	Return calls in a timely manner.	Individual licensed childcare provider.
Nothing. They just make things more difficult. Constantly giving misleading/false information.	Stop lying. Return phone calls. Do what they say they will. Employee has even stolen personal property from me.	Individual licensed childcare provider.
We seem to get most of the time our papers on time and checks returned to us.	Have a little respect for us, plus also the clients. We also work 8 hours plus at times.	Individual licensed childcare provider.
Can't answer your questions always has to get supervisor.	To know what they are doing.	Individual in-home or relative childcare provider.
Megan Queen is great to work with. Gets approval for childcare, answers any questions or helps with any problems we have regarding payment.	Hire more caseworkers so the loads aren't so much on the ones you have.	Individual licensed childcare provider.
They are good about returning calls.	Be faster about getting new clients and payment at time of service.	Individual licensed childcare provider.
Answers questions promptly and thoroughly. Returns calls in a timely manner. Payments and invoices received promptly.	They do the best they can considering their heavy, demanding workload.	Agency licensed childcare provider; 10 employees.
Some employees will go out of their way to help solve a problem.	Once, when I called with a problem, I got transferred and transferred and so on and so on until I reached a dead end with a blank line - very frustrating!	Individual licensed childcare provider.
DSHS does very well and help me anytime I needed for their help.	They're doing very good services, but it is very difficult to satisfy the public.	Individual licensed childcare provider.
Feedback.	Refer more psych evaluations.	Individual psych evaluation provider.
Make sure my client is truthful about their DSHS. Make sure the parent is doing everything necessary to stay current with all paperwork.	Try to make messages returned the same day they were left.	Individual licensed childcare provider.
They try to get the help you need to you as fast as possible.	They goof up my info and miss one or the other of my sons every time I fill stuff out.	Individual in-home or relative childcare provider.
DSHS has been helpful to me.		Individual in-home or relative childcare provider.

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They give me pamphlets on things I'm interested in.	Answer phone calls promptly and return calls. Talk to me like I'm a human. Not lose faxes that I send.	Individual in-home or relative childcare provider.
They are prompt with sending paperwork. Many phone workers are nice.	Keep me more well-informed of how things work and what my options are right now while I'm in need of such assistance.	Individual in-home or relative childcare provider.
	Why are the payments made out to the employer? I would prefer to get them in the employees name. Some employers might not be honest and pay the employees their money.	Individual in-home or relative childcare provider.
	Call back! Please set up a message service so childcare centers can leave a message and a worker can get back to us. I CANNOT tie up the phone; I CANNOT wait on the phone!	Agency licensed childcare provider; 14 employees.
It helps pay for childcare and day care.	Pay a little more for baby-sitters who have to have children late at night. My baby-sitter works until 10 p.m.	Individual more than one type of service provider.
The local office is very helpful with questions they can answer. If we need billing questions answered - the 800# is ALWAYS busy.	Usually can't reach anyone. Get another # to answer billing questions. The line is always busy!	Agency medical provider; 25 employees.
	Be polite and consistent (everyone says something different; it's really confusing), and they are often rude.	Individual licensed childcare provider.
DSHS is very efficient in getting clients set up over the telephone. I have called and DSHS is thorough in processing info I give as to my policies and procedures.	I have NO complaints - if I ever have a question, they are kind, courteous, and always have an answer.	Individual licensed childcare provider.
Very patient, complete, with my very best interest/children first!	I'm completely satisfied with the "Status Quo" as far as telephone service - except for LICENSORS - one in particular needs more training.	Individual licensed childcare provider.
Correcting items on accounts for services provided.	I've heard a few DSHS caseworkers and one male manager treat one of the parents here w/ no respect and did not help her at all.	Individual licensed childcare provider.
Answering phone calls and returning calls	Communication between caller and DSHS. They often do not seem to know what's going on w/ families.	Agency licensed childcare provider; 8 employees.
They give information on where to get referrals.	They could get statements in on time and be more organized so people don't have to turn papers in 50 different times.	Individual in-home or relative childcare provider.

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Not much. You can never get the caseworker on the phone and when you do they (the worker) doesn't speak English very well. Have the worker be on the case much longer.	Be very clear in speaking. Pay more for childcare provider. Plus, some of the parent's co-pays are too HIGH.	Individual licensed childcare provider.
It helps us day care provider get our pay on time. If the parents do their job in sending their paperwork.	Could pay us home day cares more! Would be better.	Individual licensed childcare provider.
DSHS answers all my questions and also helps my daughter very well with childcare expenses.	There is nothing really better that DSHS can do, everything is good.	Individual in-home or relative childcare provider.
My best experience is that they will listen to your circumstances and be able to fix the problem at that time. To be able to move judgment calls immediately.	Give notice to the provider 1 month in advance of a client that will be unable to continue in their prior day care arrangement.	Individual licensed childcare provider.
New customer service telephone number really helps to speed up questions being answered and approvals for childcare.	Changes in fees and processing paperwork could be faster. Caseworkers caseloads are too large, paperwork is late or not processed at all.	Individual licensed childcare provider.
Most of time they make too many computer errors.	Better attitude, better service for the people. They connect you with six different people, before you connect with the correct person. Telephone services are bad. All foreigners need to speak standard English. Most of the foreign men try to demand you around, especially if you are a lady and seeking services. They are not in their Country. We need an increase in children, infant, toddler.	Individual unknown provider type.
Communication is excellent (via mail and phone). Although e-mail may also be useful, if provided w/e-mail addresses.	Criminal background check took one month. Supposed to take 3-5 day. But since they were low on staff it's understandable.	Individual in-home or relative childcare provider.
Some people are very helpful. Kelley Monahan - Burien. Cherian at W. Seattle	Funding notices are usually late, so I would appreciate a call when they are terminating.	Agency licensed childcare provider; 6 employees.
When I didn't receive co-pay and parent switched day cares - I wrote letter and parent had to pay me before she received day care payments at next day care.	Nothing - I believe if we treat DSHS with respect and not demand from them - they will send the respect back to us.	Individual licensed childcare provider.
They answer the phone. I do not get a recording.	The people on the other end of the line could be a little nicer. One woman told me it would take months to receive my reimbursement. But I called every other day and received it within 2 weeks.	Individual other care provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Provides timely payment for GAU evals.	1) Pay on all claims consistently - frequently require repeat billing - especially for missed appointments. 2) Allow psychologists to see patients for TX.	Individual psych evaluation provider.
Responds to questions in a timely manner. Also responds quickly to our clients and assist in problem solving. Have helped us by giving us innovative ideas about how to help our clients meet eligibility.	Letters that explain denials - if those were specific it would be helpful (current reference WAC codes).	Individual psych evaluation provider.
They are quick to respond to phone calls. Answers to billing questions etc are done in a very timely manner.	Perhaps more workers to help with their heavy caseload. Screen applicants more carefully to see if they are eligible for services.	Agency licensed childcare provider; 13 employees.
The paperwork seems to be in order and payment in on time.	Let us know when someone's day care time has run out (a reminder), and part time kids w/ providers - there should be incentives for taking part-time kids (counting the 5 days).	Individual licensed childcare provider.
Try to answer questions, however it seems you get different answers depending on who you ask. Most are professional and helpful.	Be consistent with information. Take care of paperwork in a timely manner. Treat you with respect - we are business owners.	Individual licensed childcare provider.
Automatic deposit and automated call in are great.	Our June numbers were called in on 6/30, but didn't hit the bank until 7/8. Will it always take this long with the new system?	Individual licensed childcare provider.
The response and information needed to process day care clients on work first or DSHS is great. A few have been "short toned" however the majority of workers are helpful.	Sending out information (i.e. end dates for childcare changes in co-pays, etc.) sooner than 10-15 days with different end care dates and I've lost money.	Individual unknown provider type.
Keep up the "myth" about government workers.	Not treat providers as if they were begging for help. Promptly respond to the many, many recordings we are forced to leave just to have a simple question answered. Calling and talking to us as they would any other business owner.	Individual licensed childcare provider.
If you call they do get back to you.	Have same person work on each case. Notes are not looked at or put down, so it seems like you start all over each time you call at times. It took me 3 months to get one lady taken care of so I could get paid. I need to be paid every month or my bills get behind.	Individual licensed childcare provider.
Update my info correctly and let me know what changes are going to be made.	Less paperwork. Be more clean with language. Say something and mean it. No mind changing.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Given all you have to do, you do OK.	Re GAU Evals: One office now requests completion of a 3-page MSE report in addition to the standard GAU psychological evaluation report. If you want both GAU and MSE, please come up with one standard and integrated report form that is used by all offices and for which the interview can be completed in one hour MAX.	Individual psych evaluation provider.
1. The phone in process for WC childcare payments 2. Work first program has positive possibilities 3. The "card" is a good idea (instead of checks).	1. Return phone calls instead of sending papers. (often long after information requested) 2. Streamline review process (not require re-application to continue benefits).	Individual in-home or relative childcare provider.
Pay us on time. But, reply if the parent sent their papers, if not, then us day care providers are out of time and money.	Paying us more would help! \$2.00 per hour is not enough. Who can survive on that? Overworked, but so little pay.	Individual licensed childcare provider.
Always have helped me to solve my questions or problems. Never had any problem with DSHS.	Would be great to have a newsletter that explained the new changes or a provider extension to get through quicker.	Individual licensed childcare provider.
Explain procedures for submitting/obtaining payment for client. The reimbursement claim.	Contact provider immediately over client's entitlements in addition to the form mailed out so provider is immediately aware of client's co-payment instead of waiting on mail or having to call themselves.	Individual licensed childcare provider.
An Olympia worker I dealt with was very respectful.	Be trained on choosing sentence and word structure that empowers others vs. structures that give messages of control, shame, and intimidation.	Individual licensed childcare provider.
I love the new call center. Approves very quickly and lets us providers know what's going on with our clients. Payment is prompt also.	Let us charge parents the difference between our rate and the DSHS rate, and for more than 5 absences per month. And when parents leave with no notice, we should get the 2 weeks notice pay!	Individual licensed childcare provider.
Usually I have no problems - but many times they need to talk to supervisor before I get a call back days later.	Be more friendly - We are overworked and under appreciated too. Only more hours of the day.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They meet minimum requirement but it seems to take maximum effort.	They need to be more knowledgeable about the special services and rates DSHS provides. They need to be forthcoming about these rates. Providers need a means to receive the annual registration fee. What is this for? Parents or providers who have been told by a licensor to get a psych test?	Individual licensed childcare provider.
Call Center: Does not act to "put out" when they must use a SS# rather than client ID to locate.	Call Center: Tech's are prone to screaming and making arbitrary decisions rather than due process.	Individual in-home or relative childcare provider.
Explanation of benefits and co-pays for parents.	We often get correspondence telling us children no longer "need" our services when it isn't true. Sometimes aren't notified of co-pay changes in a timely manner.	Agency licensed childcare provider; 5 employees.
If it was not for childcare help my family of four children would be suffering a lot.	I would like to be able to choose someone who is not a relative to care for my children in their home. I know we have to be careful who we choose. Most day cares are not very good.	Individual more than one type of service provider.
Just about everything. Only once has one of your employees been so rude (recently) that I almost called to complain. She was disgusted by the amount of money DSHS pays day care and let me know. I only have 2 children - I am NOT getting rich and did not appreciate her attitude.	I wish you hadn't changed the policy to cover us providers while our clients are being approved. It used to be you'd cover them for up to 10 days - this has put both us and the parent in a bind.	Individual licensed childcare provider.
Respond to e-mail eligibility requests/Employability exams.	Change payment voucher for employability exams, to reflect the CPT codes that payment is being made on - It is a guessing game!!!	Agency medical provider; 65 employees.
Normally approves childcare fast.	Help you with info. If your parents social worker quits and you call the head person to find out info and they tell you, you can't get any until they find a new social worker, and NOT TO CALL THE HEAD PERSON BACK! Give me a break. I was trying to help the parent out and find info. As far as I'm concerned if someone under you quits then the head person is responsible to fill in the gaps.	Individual licensed childcare provider.
We need more lead time for non-qualifiers. It gets very tiresome going to work and not getting a paycheck.	Shorten the time on renewals so we do not provide care for at least 30 days FREE.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Have a automated phone to call in our monthly invoice.	Quicker payment - Return phone calls in a timely manner. It has taken over 3 months to recieve my payment! I would never rely on this money because it is RARELY on time.	Individual licensed childcare provider.
I live in an area where almost all my clients are State paid. I've never had a problem getting my check on time. I depend on the timely payments. Thank you for that!	Providers should be allowed to charge parents for more than 5 absences per month and also the difference of our rate and the State pay rate. Other States allow this. This is so unfair that we can't. We don't get paid enough as it is.	Individual licensed childcare provider.
Kheng Lee or Linda Klein always fax over a voucher right away for their client. I usually don't have to wait on it.	Please make sure that vouchers are sent to the patient's pharmacy to pick up medications for the patient's scan if that patient is very claustrophobic.	Agency medical provider; 3 employees.
They always respond to all my questions.	It will be nice not to wait so much time on the phone to talk to you.	Individual other care provider.
	More money, paid vacation, sick days (how much money do YOU make?)	Individual other care provider.
Current social workers respond quickly when I have phoned with questions.		Individual licensed childcare provider.
An infant bonus, non-standard bonus.	Have more operators to answer the phone. I always have to wait over 25 minutes.	Individual licensed childcare provider.
Everything - mostly any questions I have.	Everything is good. They always help me on anything I need.	Individual licensed childcare provider.
They keep me informed with every change.	Everything seems fine.	Individual in-home or relative childcare provider.
Getting the information to me when a parent's case changes.	Giving you the run around instead of truth.	Individual licensed childcare provider.
They call me back and answer my questions concerning parent funding. They help me understand how the system works.	Call and let me know that funding has gone through for a new parent just getting funding. Belltown did and it was a great relief.	Agency licensed childcare provider; 2 employees.
	I never deal with DSHS because I always get an answering machine. Return my calls.	Agency licensed childcare provider; 10 employees.
Very informative, great client relationship.	Make sure invoices and actual check is balanced and correct.	Agency licensed childcare provider; 2 employees.
Making sure that I get my registration fee and get paid on time.	Informing me of starts and stops (new client). It may take a week to get mail and I usually am taking the client's word.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Good about sending award letters.	Communicate information well in advance of change date. Improve/customize by region childcare subsidy payments. More choices than half or full day care.	Agency licensed childcare provider; 48 employees.
	Provider relations could be more kind and courteous, especially (specific DSHS staff name).	Agency medical provider; 10 employees.
It helps to assist me in my childcare costs and my son's medical assistance.	Let me know where I stand on the list for my Basic Health insurance.	Individual in-home or relative childcare provider.
Everything.	Nothing.	Individual licensed childcare provider.
They answer my questions on clients.	Please get paperwork done on time so childcare providers don't have to wait for payment.	Individual licensed childcare provider.
Answer questions - get fast results.	Nothing comes to mind. I have never had a problem with DSHS.	Individual licensed childcare provider.
Prompt with problem-solving and straightening out payment problems.	Don't know of anything.	Individual licensed childcare provider.
	Return a phone call now and then.	Individual licensed childcare provider.
Natalya and Lisa at the Federal Way call center are great!	There's always a long (like 10 minutes) wait on phone.	Agency licensed childcare provider; 10 employees.
Some listen.	Cut off those (100%) who refuse to work.	Individual in-home or relative childcare provider.
They take their time with me and work with my circumstances.		Individual in-home or relative childcare provider.
They take a length of time to respond to phone messages.	Explain more about payment vouchers.	Individual more than one type of service provider.
Usually provides prompt and accurate service.	Be more readily available. New toll free line takes MUCH longer than contacting caseworkers did previously.	Individual licensed childcare provider.
	Have more phone operators to help answer provider calls.	Agency medical provider; 10 employees.
They get the paperwork to me promptly and if there is an oversight it's generally handled in a timely manner.	On occasion they forget or don't offer to pay the registration fees for the foster care children I watch occasionally for a licensed foster care provider. It would be nice to have that payment be automatic.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
(Respondent crossed out this question and wrote): Last time I called the lady who answered said, "uuhhh I'm new" then put my call back into the system where I waited another 7 minutes until someone answered.	Give us back our "workers" who live in our area. I am so tired of calling and explaining everything over and over. Half the time the worker has no idea what the last one did and spends my time reading everyone's notes. No one likes the new call-in system...no-one likes talking to strangers!	Individual in-home or relative childcare provider.
Childcare services.	People who need medical.	Individual in-home or relative childcare provider.
Every time I call I get a different answer to my questions and the last time it caused me to be overpaid. Now I am treated like a criminal!	No one seems to care or understand what the rates are.	Individual licensed childcare provider.
They seem to answer most of my questions okay.	They could get the spelling of our day care home right! (Provider name on card)	Individual licensed childcare provider.
Call back when they say they will.		Individual licensed childcare provider.
	I have tried not to be on the system - I found my own job and only ask for help if I have no other option. It would help if the people at DSHS would recognize that and be nicer more often.	Individual in-home or relative childcare provider.
Everyone I have spoke with has been very helpful.		Individual in-home or relative childcare provider.
Most times they are prompt in mailing any changes.	Pay more.	Individual licensed childcare provider.
I like the automated system.		Individual licensed childcare provider.
They answer my questions and help fill out my invoices. DSHS also does well in - right on the moment do changes, if it needs to be done, on providers invoices.	Have more DSHS staff on phones - less waiting on the phone.	Individual licensed childcare provider.
Informative and efficient.		Individual in-home or relative childcare provider.
This program is perfect!	Nothing.	Agency in-home or relative childcare provider; 3 employees.
Call answered promptly - questions answered thoroughly.	It has been very difficult getting the hours right that I am providing childcare - the invoice is often wrong.	Individual in-home or relative childcare provider.
They are quick and timely about handling things and open to help you with needs.	Don't know, only use them for childcare and medical coupons.	Individual in-home or relative childcare provider.
Check on my house to make sure my babysitter gets paid.		Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Prompt payment for services. Pleasant re-licensing procedure. Good re-license training and presentation of requirements. Prompt response for forms to be mailed to me.	Better response when I call my licensor with a problem. Voice mail should be answered within a reasonable time. I had to call a supervisor after 4-6 tries over 10-14 days.	Individual licensed childcare provider.
Customer/client service is good, phone waiting does take a while but is worth the wait for the good assistance!	Phone options could be more specific.	Individual in-home or relative childcare provider.
Return calls timely.	Have reasonable payment systems.	Individual licensed childcare provider.
They helped me with all my questions I have.		Individual in-home or relative childcare provider.
I have not had a problem with DSHS staff. I have worked directly with many staff for different children.	Keep us up to date on status of eligibility; if circumstances change during our social service notice. Some parents do not keep up training/work and do not inform us, but continue to bring children.	Individual licensed childcare provider.
The express phone system for submitting claims seems to work very well.		Individual in-home or relative childcare provider.
Provide funding for families.	Provider training on claiming rules! Explain one-on-one rules of claiming, versus waiting until an audit to show process. I feel like the providers are set up to fail!	Agency licensed childcare provider; 26 employees.
Sue Schales is the only one that is nice!	Return a call. (Specific DSHS staff name) is rude and offensive.	Individual licensed childcare provider.
	Pre-trainings - share the rules in a way we can understand, don't wait to "catch" us when we make a mistake.	Agency licensed childcare provider; 7 employees.
	Be a little faster!	Individual in-home or relative childcare provider.
Make sure I am paid for the care as provider for Work First children.	I've had a couple who were unfriendly, but mostly very friendly, and I try to call the one that is so nice. We really do need to help working families. It's hard for them to pay childcare.	Individual licensed childcare provider.
Timely call backs and responses to questions.	Take federal taxes from payments not just FICA and Medicare.	Individual in-home or relative childcare provider.
Nothing.	It's hard to understand some workers. Also the staff needs some customer service etiquette - they aren't understanding, short with clients and are very rude.	Agency licensed childcare provider; 10 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
When I call for different pay problems that come up they are willing to help deal with it in a timely manner.	Pay raise for family home care provider. \$2 doesn't even come close to teenage babysitting.	Individual in-home or relative childcare provider.
They have been prompt in getting back to me. Workers in the back are friendly. The receptionists in front are not friendly.		Individual in-home or relative childcare provider.
When I FINALLY get through, they help me get things straightened out. The parents papers from DSHS say "if you have questions, call ___ at ___." I never get them. I have to call the optional number with all the other automated stuff. It is difficult to get ahold of anyone on the phone! When I finally get through the automated stuff, I have to sit on hold for over 10 minutes! When I have children here that's way too long!		Individual licensed childcare provider.
Any questions you have they get the answer or call you back. I like the fact that you can call and talk to anybody instead of waiting for the customer.		Individual licensed childcare provider.
When they get back to me they provide needed information.	Get back to me sooner.	Individual in-home or relative childcare provider.
They try to get back to me as soon as they can to answer my questions.	Make my check payable to me the provider and not to the person I baby-sit for.	Individual in-home or relative childcare provider.
When I am contacted promptly about client verification and treated with respect and care.	Treat my clients with respect - Look at their strengths and encourage them - Call back promptly when calls (messages) are left.	Individual licensed childcare provider.
I like the notices I've been given when they come at the beginning of the month to let me know a child's eligibility is almost up. It lets me spur parents into getting paperwork done before there is a problem.	Return calls!	Individual licensed childcare provider.
To receive paperwork on time.	Return calls more quickly.	Agency licensed childcare provider; 14 employees.
Certain caseworkers go above and beyond to help resolve issues. Others can't be bothered.	Less staff turnover. Work closer with providers to resolve issues. Return phone calls in more timely manner.	Agency licensed childcare provider; 22 employees.
Call back when we leave a message.	Let us know when something important changes, such as a person's co-pay or eligibility. When staff is on vacation please have a back-up to answer questions.	Agency licensed childcare provider; 22 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer questions regarding childcare assistance and whether or not eligible.	Train financial and childcare assistance workers better on the computer.	Agency licensed childcare provider; 4 employees.
I have been in the childcare field for 20 years and have been treated wonderfully on most occasions. Phone calls are returned promptly.	Let parents know they have to give a two-week notice by contract. We get stuck on this issue 75% of the time.	Individual licensed childcare provider.
SOME workers call us to okay new childcare with co-pay amounts and start dates right away.	Return phone calls - especially the Everett office (this includes lead workers). Respect us as professionals - get work done quickly. We are the only ones paid LATE! The client gets childcare, we get late notices and payments. New policy: have the clients pay the co-pay by the 1st for that month and give us the receipt to OK childcare that month!	Individual licensed childcare provider.
The call-in payment system works well. It helps to have the renewal notices sent out - we remind the parents.	Frustration when notices are sent out telling us the child/parent is no longer eligible; but that stop date is prior to the notice date.	Agency licensed childcare provider; 12 employees.
Provide explanation of all documents needed.		Individual in-home or relative childcare provider.
Prompt attention to all matters.	Could return calls faster. However, they're very busy.	Individual licensed childcare provider.
Responds to requests promptly.	Return calls - know they're busy.	Individual licensed childcare provider.
I really like Invoice Express.	Return phone calls within 24 hours. Caseworkers often sound hassled and stressed. This usually shouldn't be reflected in how they treat customer calls.	Agency licensed childcare provider; 10 employees.
Answer my questions	Take away call center and go back to individual caseworkers. The call center takes five times as long to deal with; we hate it.	Individual licensed childcare provider.
I haven't quite figured it out yet.	Return phone calls within a timely manner.	Agency licensed childcare provider; 13 employees.
DSHS staff are always pleasant to work with and try to be as flexible as possible.	I think everyone's trying as hard as they can to work together. Make things work for families.	Individual licensed childcare provider.
Sending reminders of childcare benefits when they're due to expire helps. Questions are answered well.	Caseworkers are sometimes hard to reach - it takes a few days for a response in some cases. Wish there could be a buffer payment assuring providers of a week's payment if client suddenly leaves.	Individual licensed childcare provider.
Return calls, provide answers, give referral agency phone numbers.	Make it easier/less time consuming to find out if someone is approved for childcare.	Agency licensed childcare provider; 3 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Pay me for full month like rest of clients; pay my current fee.	Individual licensed childcare provider.
I appreciate the hard work and professionalism of the GAU caseworkers with whom I network.	Difficult to say since I'm not on site at DSHS. Seems okay, though.	Individual psych evaluation provider.
Allow activity fee, so we can take kids out and do fun stuff.	In the past, when I call the Region 2 Call Center, I have waited for over 30 minutes and then I got cut-up. So I think we need more operators.	Individual licensed childcare provider.
They are really friendly and help you quickly.	Nothing, I am always satisfied with them.	Individual in-home or relative childcare provider.
Lisa and Natiya at Federal Way are awesome.	Less wait on phone center - average 10 minutes!	Individual licensed childcare provider.
Process the paperwork quickly so payments are made on time.	Continue to make sure everyone is treated with respect, and paperwork is done quickly and correctly.	Individual licensed childcare provider.
They try to answer all my questions and will ask someone else if they don't know the answer.	Doing great!	Individual licensed childcare provider.
Get checks out promptly.	Help talk legislature into revising nonsensical codes (such as letting us have more kids on school holidays).	Individual licensed childcare provider.
Answer questions in time. The staff never reply by 2-3 days. This service should be better. Some employees are very rude - talk very rudely.	To mail authorization of kids in time. The authorizations do not come in time. It comes even after 15 days when the child already is in care.	Individual more than one type of service provider.
On all DSHS claims paperwork and questions.	Don't know. In 27 years all of my dealings with DSHS have been great.	Individual licensed childcare provider.
The call centers seem to be a more efficient system.	Have direct deposits paid by 1st of the month or at least by the 3rd.	Individual licensed childcare provider.
When calling in invoice payments are very timely.	Return calls back, follow up with nonpayment months, get confirmation to center faster.	Individual other care provider.
Keep the line moving.	A lot of times they don't want to listen to what I have to say, or what I tell them seems to not matter. Maybe they should listen to what I have to say sometimes.	Individual in-home or relative childcare provider.
Automated system. Always helpful when I'm confirming a client's childcare subsidy payments to my licensed childcare.	Check to make sure clients on help for working family are following rules given by DSHS - I've seen fraud committed.	Individual licensed childcare provider.
Everything.	They do all things good.	Individual other care provider.
Very helpful with any questions I have.		Individual in-home or relative childcare provider.
	Quit asking for so much detailed paperwork so often (for medical coupons).	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Help with day care mothers who have questions about a payment and times and dates of service length.	Have one number for just okaying a child's coverage.	Individual licensed childcare provider.
	Be ON time with appointments. Pay per child is too low.	Individual licensed childcare provider.
Depends on who answers the phone. Some are great and get everything done in one phone call.	They could be more friendly - answer your question and not sound like you're wasting their time. Understand that this is our job and we need our paycheck too.	Individual licensed childcare provider.
	Be on time with appointments. Pay per child is too low!	Individual licensed childcare provider.
They answer my questions and if they can't help me then they always find out and call me back.	Let us have more info when it comes to our paychecks and the family we are dealing with.	Individual licensed childcare provider.
Written authorizations just a day or two after speaking with DSHS.	We would like to spend less time on hold.	Agency licensed childcare provider; 80 employees.
Always willing to help if they're able to.	Doing a good job. Someone manning the phones from 12-1pm for questions would be helpful, as we see patients from 8am-5pm.	Individual medical provider.
Answer questions.	Be available more often, return calls quicker.	Individual licensed childcare provider.
Positive and speedy feedback on reviews and paperwork needed for grant.	Reception staff could be better informed and knowledgeable.	Individual in-home or relative childcare provider.
Look up information as needed - although it should already have been done right the first time around.	Send invoice to provider who has all the information regarding times, dates, etc. Have input done right in beginning - no reason to call or go in.	Individual in-home or relative childcare provider.
If you get the right person you get help.	Make it easier to contact over phone.	Individual in-home or relative childcare provider.
	Up the pay for providers who work with special needs children.	Individual licensed childcare provider.
	Direct numbers to caseworkers.	Individual in-home or relative childcare provider.
Some caseworkers communicate well and are prompt with paperwork. I love the telephone invoicing.	Some caseworkers are difficult to contact and slow to complete paperwork.	Agency licensed childcare provider; 12 employees.
Have helping programs.	Answer the phone - for two weeks I could not reach anyone at local areas, then after calling the 1-800 number, they didn't know anything, not even that my case existed.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Our former licensor was wonderful. Our new one is overzealous and petty. She writes providers up for stuff that she has no business or if she does the WACs are making it impossible to own an in-home day care and stay sane.	We are HOMES not centers. We do not have the money or manpower to do a lot of things that are expected or will be expected from what we hear.	Individual licensed childcare provider.
Immediate authorization numbers.	We would like to spend less time on hold.	Agency licensed childcare provider; 80 employees.
Send notices in January that November and December of the previous year will not be covered after all. Getting the notice in January does not allow me to terminate the client so that I don't work for free!	Make sure I get paid when I have done the work. I don't think any of the social workers want to work for free and neither do I! There is still \$500 I am not receiving, but I did the work. DSHS wants me to work for free!	Individual licensed childcare provider.
I like the phone help. I can get things done and get through right away.	I would like to see you pay for preschool as part of our actual fee. Thank you for your help.	Agency licensed childcare provider; 2 employees.
Quick responses to my reviews.	More organization! Many, many times my paperwork has been lost, which causes much stress for me and the mother.	Individual in-home or relative childcare provider.
Timely payments for services is very much appreciated. The call center is working well.		Agency licensed childcare provider; 14 employees.
Answer questions, much better at helping me help parents.	It is much better now with a central call center. When I was dealing with Puyallup CSO and caseworkers it was very frustrating...too much turnover with caseworkers.	Individual licensed childcare provider.
I can call Gordon Maul at our local DSHS office regarding GAU evaluations.	Clarify payments against the amount billed. We got a check today for \$21.74! Our billed amount is \$662.31 with no explanation as to the difference.	Agency medical provider; 300 employees.
	Be a little quicker.	Individual licensed childcare provider.
The babysitting program is the only program and the work program people only ones who is nice and understanding.	Work by appointment - send paperwork for reviews in mail so they will be filled out (food stamp, medical, cash assistance). Treat people with respect.	Individual in-home or relative childcare provider.
	Return phone calls and messages.	Individual licensed childcare provider.
Do send my voucher on time.	Communicate well with parents of kids on DSHS.	Individual licensed childcare provider.
SSPS on phone!	Have enough people to man the phone so you don't have to wait.	Agency licensed childcare provider; 15 employees.
Calling right away for client approval.		Agency licensed childcare provider; 7 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Get back to us promptly.	Make clients more aware of how system works.	Agency licensed childcare provider; 4 employees.
Not much.	Treat me as a professional not a welfare person.	Individual licensed childcare provider.
Setting up new state children for childcare.		Individual licensed childcare provider.
	Hold out taxes.	Individual licensed childcare provider.
	More timely on paperwork; terminations in advance of date terminated.	Agency licensed childcare provider; 13 employees.
We feel a lot better for our life especially when my children get sick.	That's all we need for help.	Individual other care provider.
I know there are many people and DSHS handles a large variety of needs. It's a big job.	Be more respectful of an in-home day care provider who is simply offering a service and accepting someone who needs help. Through DSHS I know I'm not making any money at under \$2 an hour. I was appalled when questioned on the amount of days I claimed because I didn't work a full ten hours per day. The realization I could work half days (5 hours) or full days (10 hours) but anything in between is only considered a half day, even 9 hours. Give me a break!	Individual licensed childcare provider.
DSHS needs to include day care contract when it deems compliance or non-compliance...i.e., did not give 2 week notice. I no longer take DSHS clients because of the lack of cooperation on DSHS' part.	Include contracts of individual day cares. Do not give further assistance if they do not comply with day care. DSHS could save a lot of money this way.	Agency licensed childcare provider; 3 employees.
Get paperwork into the computer accurately. There were times I went for months without pay.	Stop treating me like I don't work for the money. Stop acting like the money is coming out of their pocket. Stop acting like I'm robbing society for \$1.70 an hour for watching kids (no benefits)!	Individual licensed childcare provider.
Set up automated payment system and auto deposit to reduce error.	Nothing.	Individual licensed childcare provider.
Helps me figure out things I don't understand.	To make sure that things at issue are explained correctly.	Individual licensed childcare provider.
They do every effort to help enroll a child. They call when they need to contact me for any reason. Thanks so much.	I think if we provide help interpreting when enrolling children the job will be easy for DSHS people. I try sometimes and some people let me interpret, some don't.	Individual licensed childcare provider.
When I have a new client, generally they will put the new client on this month's invoice so we won't have to wait as long for payment.	Support us when we have clients walk out on us without any notice. Help us to get our two-week notice, as we count on that money.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Take the time to look up payment problems and be prompt with calling us back.	Be sure to get termination letters out in June.	Individual licensed childcare provider.
I never had a problem in order to work with DSHS.	DSHS is doing a fine job.	Individual in-home or relative childcare provider.
Some do let us know what has been documented previously and lets us know what we can let parents know.	I do appreciate verbals when they are aware that the client qualifies. Maybe more workers could be aware of verbals.	Agency licensed childcare provider; 25 employees.
The call center is answering phone.	Return phone calls within 24 hours. Providers should be working directly with DSHS in schedules, such as giving information on when the schools out rather than relying on parents. A lot of control has been taken out of our hands.	Individual licensed childcare provider.
Patient and thorough customer service, polite representatives. Thank you!	Satisfied with service.	Individual in-home or relative childcare provider.
Answer questions at time of call. Knowledge of system. Empathy for provider problems.	?	Agency licensed childcare provider; 3 employees.
Give me case #'s of my clients. Puts in rate 1/2 to full day immediately.	Advance notice of termination of care.	Agency licensed childcare provider; 12 employees.
Getting harder at getting payments on time.	Get payments on time.	Individual licensed childcare provider.
I don't deal with anyone directly. I phone in my hours each month to social service payment system (SSPS). I love the phone system for us childcare providers it's easy and convent. Keep up the good work with the payment system (SSPS) it does make a difference.		Individual in-home or relative childcare provider.
I know I can call anytime with any question and have it answered.	I can think of nothing at this time.	Agency licensed childcare provider; 20 employees.
Much better phone service than last year. Keep up the good work.	Pay providers better - We deserve a raise!	Individual licensed childcare provider.
	Sometimes I have questions on a client status. I get the run-around on who to talk to. They all have been changed. Approval yes and later no. Why? Don't they know! I lose out on monies a lot when it's up to the client because they cannot pay any money. Approve of client first and be guaranteed about the share status, so we can be paid and not need to worry, is this going to stick or not!	Individual licensed childcare provider.
DSHS helps me find a job, gets me on my feet, helps with living arrangement.	They could be more punctual. A mandatory 24 hour assignment shouldn't take 3 weeks.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They do try to help people who need childcare (most of the time).	They could get paperwork processed faster!! And pay better.	Individual in-home or relative childcare provider.
	Make sure payment is in my account on time. Help me handle some of the rotten parents in day care.	Individual licensed childcare provider.
Many childcare workers are great. One in particular is wonderful! - Lisa Puntney. One in particular is not - (specific DSHS staff name). Both at Everett CSO.	Keep us informed of when parents are not going to be reauthorized so that we can keep better tract.	Agency licensed childcare provider; 25 employees.
Return phone calls in a timely manner. Process claims quickly.	Caseworkers should know their jobs better so they can answer questions accurately the first time, which would speed up receiving payments and lessen frustration. It's hard to have parents assigned to different offices. For one of my parents I need to contact Everett and the other, Monroe.	Individual licensed childcare provider.
Ken Fung is always very courteous and always returns calls! Plus, if he does not have an answer to any questions, he will always find out and get back to me ASAP!	Mail our checks out on the 2nd business day after it has been called in by invoice express, because that's what the booklet says it is suppose to!	Individual licensed childcare provider.
Very prompt with returning phone calls and answering questions.	They do well with the services that I utilize.	Individual licensed childcare provider.
	Return phone calls. Send termination and change of coverage before that occurrence.	Agency licensed childcare provider; 21 employees.
Talking to you on the phone.	Actually doing what they tell you they are doing on the phone.	Individual licensed childcare provider.
They are wonderful, they are usually available and answer my questions promptly. They have ALWAYS returned my calls.	Nothing really - unless they could anticipate my needs and call me before I call them.	Individual licensed childcare provider.
They respond to me just fine. If I don't get the direct worker I get the supervisor.	They are fine.	Agency unknown provider type; 5 employees.
Generally approval for child is given in a timely manner.	Send notices before childcare ends to notify of termination.	Agency licensed childcare provider; 16 employees.
They help to cover back dates when appropriate. It is nice that they have the flexibility to make judgment calls.	Notify providers if client cancels or changes provider by phone - same day. Sometimes they continue to bring children and we are out the income. Also, do not allow clients to back cancel. I have had this done when I have had to cancel client for other reasons and they are mad. But services were provided.	Agency licensed childcare provider; 4 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They are flexible to make judgment calls on back pay - Thank you.	Contact providers if client cancels or changes providers immediately so we don't continue care. Also please do not allow clients to back cancel. As providers this is a way for them to hold over payment for services provided, and keeps some providers from taking DSHS for payment.	Individual licensed childcare provider.
Office staff is very helpful and informative, helps me get the information I need.	Change licenser because she's a bad person, she acts higher than her position and is unfair and unreasonable.	Individual licensed childcare provider.
I like the 1-888 number.	Check their voice mail more often.	Individual licensed childcare provider.
Willing to provide one with assistance.	Better attitude towards the people.	Individual in-home or relative childcare provider.
I like the regional call center - response time has really improved.	The payment in Pierce County does not measure up to what I can charge non-DSHS clients. I am in NE Tacoma and day care rates here are high and the State pays very low rates.	Individual licensed childcare provider.
Questionable???	They can call you back ASAP when you leave then a message about a client. Not me call three to four times, and then they call you after two or three days.	Individual in-home or relative childcare provider.
Have always had questions answered via the telephone within a reasonable time.	Relationship is fine. Just keep up the good work with children and families. Be kind even though "burn out" occurs. More licensors for childcare homes and centers would help.	Individual licensed childcare provider.
Gives out pretty good resource contacts and numbers.	Send notice of appointments and return calls.	Individual in-home or relative childcare provider.
Getting answers to my questions.		Agency licensed childcare provider; 16 employees.
They've answered any questions I've had with a friendly, helpful tone of voice and helpful information.		Individual licensed childcare provider.
If there is a mistake on my vouchers they get to it right away so I get my money without too much delay.	I'm happy with everything at this time. I appreciate how much faster we get our checks now and the invoice express is great!!	Individual licensed childcare provider.
They are always polite and always willing to help with more than one client.	Faster approval for the clients, and phone calls when clients are no longer eligible.	Agency licensed childcare provider; 30 employees.
They are prompt and also answer my questions.	Pay me my asking rates along with extra money for special needs children.	Individual licensed childcare provider.
They are always polite and always willing to help with more than one client.	Faster approval for the clients and phone calls when clients no longer eligible.	Agency licensed childcare provider; 30 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Respond to my calls. Make changes when I request them. Give me info over phone when I need it.	Get the Social Services notice to me earlier. Renew the funding earlier so that there is not a time when we are providing service with unknown funding.	Agency licensed childcare provider; 312 employees.
?	Make sure the paperwork goes through so we can get paid - depend on \$ for bills. Call back after leaving messages. Need the verbal OK for clients back - so we know they're okay to start them. Better customer service for provider - DSHS staff rude.	Individual licensed childcare provider.
They answer question quickly and help you understand the new changes.	Get all the info when a review is coming for client sooner, so there are no payment problems due to lack of paperwork.	Individual licensed childcare provider.
Give LCN, resolve options and other departments phone #'s.	Accept other forms of timely billing.	Agency medical provider; 100 employees.
Some of the people are very helpful and help answer questions - other are rude, cut you off, don't listen and solely represents the family getting childcare instead of helping you understand the rules and regulations of State pay. I have had some people help mediate between me and the family with finances and others hang up/transfer me before I even finish telling the problem.		Individual licensed childcare provider.
Good communication and teamwork. Wonderful caseworkers in Federal Way! Sara Sullivan and Penny Anderson!!!	Can't think of anything right now.	Individual psych evaluation provider.
Always answers questions I ask.	Phone back sooner when not available on first call.	Agency licensed childcare provider; 22 employees.
Talk and offer suggestions of choices.		Individual in-home or relative childcare provider.
Nothing - Do not like call center. When they are not from your area they have no idea how far one distance to another is.	Not treat us like WE are the ones getting the service for \$10 a month. In return - treat parents who are with respect.	Individual licensed childcare provider.
I like phoning in the claims! 50% of the time the person I talk to on the phone is very, very nice and helpful. The next time (a different) person is rude.	I have been out of the business and just returned after 3 years. I see very positive changes have been made!	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Generally DSHS is able to answer all my questions.	DSHS needs to improve the amount of time that it takes for written communication to be received. More people answering the phone would also be helpful.	Agency licensed childcare provider; 31 employees.
No comment!!!	Recommend to man your office based on the needs of the providers especially when provider tried to gain access "expeditiously" to regional office. Took longer time to get connected to your office. Recommend that for re-licensing - reduce required paperwork. Too much repetitious - redundancy. Keep it simple and easy for requalification. Recommend usage of common sense about extra training for home providers. Few are not Americans and have different culture about caring of children - loving and caring before money.	Individual licensed childcare provider.
Let me know when it is time to renew.	Better pay for in home day care.	Individual in-home or relative childcare provider.
	When a client comes to me (provider) with paperwork I assume that the party has childcare authorization. This is always not the case. How can I be sure?? Do I need to call the DSHS every time?	Individual licensed childcare provider.
Courteous and polite, except one time they were to call me back with info and never did. I had to call back!	Call back when they say they are! They should pay in a timely manner. If you pay people that need assistance on time, day care providers should also.	Individual licensed childcare provider.
Some staff very well trained and can adjust as needed. Good understanding of our fees. Activity fees needed, change from 1/2 day rate to FT rate.	Many workers not trained to make changes, adjustments to account. Many reluctant to change someone else's work, even to correct an error in rate adjustments.	Agency licensed childcare provider; 200 employees.
I really like the extended hours of the call center.	1) We need timely notification of termination of service. Each call center needs to do things the same way.	Agency licensed childcare provider; 3500 employees.
Some are very nice! Others are mean and rude.	Be more prompt and courteous.	Individual licensed childcare provider.
Been treated with courtesy and respect only in the last 6 months. They call with approval when I ask the client to ask them to so I can accept client right away.	To treat clients and providers with respect.	Individual licensed childcare provider.
Figure out invoices when in error.	Shorten wait time when calling in.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Treat providers with respect and work them to help them get paid.	Individual licensed childcare provider.
Yes (get out the social service notices very quickly).	Not make me wait so long on the phone to talk to someone.	Agency licensed childcare provider; 23 employees.
Your new system of 1 # for all CSO's is MUCH more effective and MUCH faster results.		Agency licensed childcare provider; 23 employees.
Occasionally, we get a worker who will try to figure out a problem and help us to get paid - we provide a service and have no control over parents. When we get verbal authorization from a worker, another should not be able to change that.	Be understanding and try to help - realize we are NOT their go between with parents - ALL workers need to follow the same guidelines and let providers know those guidelines.	Agency licensed childcare provider; 11 employees.
Help to get my paper vouchers straightened.	Get the vouchers correct the 1st time. I have to call 3-4 times to get them straight each time they are messed up.	Individual licensed childcare provider.
DSHS does well by helping the Center collect back pay for the clients. They have also helped us to collect NSF's from clients.	DSHS help us or work with us when we need information about a client when it is about or concerning the center.	Agency licensed childcare provider; 23 employees.
All phone calls have been returned promptly within a day.	Nothing! You guys are great! Unless you want to do away with co-pays.	Individual licensed childcare provider.
They are very, very kind and considerate. They have always been very kind and patient.	They have always done a fine job helping me.	Individual licensed childcare provider.
Well, they do manage to answer the phone eventually.	Take lessons in courtesy and respect, instead of being condescending to people when they call in with problems. DSHS could also send payments timelier - people need to eat you know. This is becoming a disappointing arrangement.	Individual in-home or relative childcare provider.
They have answered all of my questions concerning licensing and payments for children.		Individual licensed childcare provider.
Phone calls are usually returned quickly.	Process paperwork on time. Many of my parents DO get their part done on time but the delays are with you causing me problems - which are often blamed on them.	Individual licensed childcare provider.
Nothing, they don't work on cases fast, so we can get paid on time.		Individual licensed childcare provider.
Not much. Really. They always seem confused and unknowing. Very low staffed.	Get their act together. Return calls promptly. Be polite on the phone.	Individual licensed childcare provider.
By calling and doing the paperwork over the phone.	Giving clients the paperwork having them ready - so that we know the State will be paying.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Questions, very knowledgeable.	Return calls, period. Not just call sooner, but call at all. Answer their phone. Very expected to get voice mail.	Individual licensed childcare provider.
Once you get ahold of them they will help you and get things straightened out.	Return my calls. Sometimes it takes several phone calls and many days before you can get ahold of a worker.	Individual licensed childcare provider.
The job program is wonderful and they assist with cars, clothes, and products to get a job.	Not much.	Individual in-home or relative childcare provider.
Get payments to us ASAP!	One worker is very demanding and a bit "snotty" when requesting services (Ga-4 evals) and sometimes doesn't agree with psychologists diagnosis.	Agency psych evaluation provider; 9 employees.
Been very reliable at returning phone calls and answering questions.		Individual licensed childcare provider.
Would not give me more money for my day care provider. A shame she keeps doing less.	Give me more money on day care. Only \$400 for a month during summer is not enough to find a good one.	Individual in-home or relative childcare provider.
Work with individual cases, phone call and regulations.	Facilitate translation to English Second Learners and explanation of qualification of childcare subsidy.	Agency licensed childcare provider; 18 employees.
Pay bills on time.	To send out terminations BEFORE the last date of a child's care. Often we have been stuck providing gratis care because we did not get the termination notice in time.	Individual licensed childcare provider.
Nothing!! But screw things up. All the new people were not trained well.	A telephone call costs nothing. Just call to verify what your doing with our client. If you suspend or suspect anything, we should be involved. Paperwork takes so long. Why does family center receive more money for the same work as family home childcare?	Individual licensed childcare provider.
	Work more closely with day care providers, with more incentives for us to want to take more clients of DSHS.	Individual licensed childcare provider.
Jayne Hill was a great licensor, we will miss her. Larry Levine is always helpful - Shirley from Olympia, wage and career ladder is also terrific!!!	I think the people who are working with us give great service.	Individual more than one type of service provider.
Childcare issues and medical.	Less paperwork.	Individual in-home or relative childcare provider.
Prompt return of phone calls and prompt payment of bills.		Agency medical provider; 7 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Pay for childcare.	Send checks directly to provider.	Individual in-home or relative childcare provider.
Invoice Express - especially now that any number of line items can be processed.	I'm waiting to see if customer service will be the same now that we no longer go through our local workers. My first experience took me over an hour to get through to someone.	Agency licensed childcare provider; 14 employees.
I receive my payment consistently, and my questions were answered.		Individual licensed childcare provider.
The direct deposit of checks is great!	Get the information into the computer sooner, so we get the authorization and payment faster. I watched a little girl in May and have STILL NOT received any paperwork on it! Or payment (and it's July).	Individual licensed childcare provider.
Answer all general questions or refers me to someone who can	I HATE the new call center (Spokane) I can't ever get ahold of the caseworker I need to speak with in Moses Lake - inconvenient.	Individual licensed childcare provider.
When you finally get a caseworker they do listen and help solve the problem.	Have less waiting time on hold.	Individual in-home or relative childcare provider.
It helps me spend time with my grandchildren and increases my income.		Individual in-home or relative childcare provider.
They ask me how I need help and try to help me.	They do good now for me.	Individual in-home or relative childcare provider.
Nothing. They won't listen to us. They won't call back and when we tell them they are wrong they get mad.	They need to listen and call people back. I baby-sit up to 250 hour a month but yet they still only give me 220 hours a month. We call and tell them but nothing gets done.	Individual in-home or relative childcare provider.
They are very helpful in checking on childcare paperwork and are very willing to change rates and authorization when notified it was set up wrong.	DSHS could still have a walk-in office where you could go to talk to someone locally instead of doing EVERYTHING over the phone.	Agency licensed childcare provider; 30 employees.
	Quit changing personnel so often.	Individual in-home or relative childcare provider.
Some caseworkers don't return phone calls in a timely manner.	Return calls. Inform us of additional options for extra payments. Tell us of changes ahead of time.	Individual licensed childcare provider.
Our licensor has been helpful in getting us information and has been flexible with us. They work with you to help provide best care for the kids.	Maybe answer calls more promptly. More helpful with working with parents.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not good at responding to phone calls. Sometimes taking 1-2 weeks to return calls.	The months that have 23 days pay for 23 not 22.	Individual licensed childcare provider.
Most of the times.		Individual licensed childcare provider.
I get my questions answered and I get help when I need.		Individual in-home or relative childcare provider.
They gave me right answer. In some case hard to decide to keep child to care. I call and get good advice from DSHS caseworker.	Give provider as soon as possible if client qualified to get in childcare home, so provider can accept care the child or not.	Individual licensed childcare provider.
Answer questions over telephone.	Return calls more rapidly.	Agency licensed childcare provider; 5 employees.
Responds quickly!	Not use recorded messages for day care providers. Wish providers had a separate phone line.	Individual licensed childcare provider.
Usually very prompt at returning calls. Billing payments are also prompt.	Pay for absences for part-time children.	Agency licensed childcare provider; 25 employees.
They are helpful and a good resource for where to go for other resources needed.	More workers. They are so paper logged it is hard to connect sometimes and it is rushed when you need them.	Individual licensed childcare provider.
Yes Ken Fung is always helpful when I call with questions.	Nothing.	Individual licensed childcare provider.
	Take care of special needs children better.	Individual licensed childcare provider.
	Establish a better processing system.	Individual in-home or relative childcare provider.
	The workers could call you back within a day. It shouldn't take 3 months to finish 1 problem.	Individual licensed childcare provider.
Paperwork is OK. Usually accurate.	Caseworker doesn't call back when message left. Also, if worker doesn't call back, unable to reach supervisor. Supervisor doesn't call back if message left on voice mail. Need better call back response!!!!	Individual in-home or relative childcare provider.
Childcare workers are open to letting me know if a client has been approved for care. All phone calls are returned expediently because I respect the workers and their positions they reciprocate the respect toward me.	I am quite satisfied with the DSHS staff I have to work with. Especially the staff at Rainier CSD and Capital Hill CSD.	Individual licensed childcare provider.
Our caseworker, Ken Fung, Jr. is terrific - He helps with childcare reimbursement clients. He is thorough and conscientious and understanding.	I think our DSHS workers are all (?).	Agency more than one type of service provider; 20 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Phone calls are returned in a timely manner. Answer my calls.	Respect and value me as I come in your office and talk to me on the phone the way you would want to be treated.	Individual in-home or relative childcare provider.
They provide me with what the State authorizes me to have, being a low income mother.	Treat me with respect. I am a real person I am not trash because I am a low income person.	Individual in-home or relative childcare provider.
	Mail checks directly to workers instead of through client, with notification sent to client.	Individual in-home or relative childcare provider.
I have a very good working relationship with my counterpart in the Work First Program. Always gives prompt service with anything I need about our clients.	They're doing great now. Just keep up the standards they have set here in Oak Harbor.	Agency licensed childcare provider; 14 employees.
Yes.	Yes.	Individual licensed childcare provider.
My DSHS inspector always gets back promptly with my calls.	More classes for providers.	Individual licensed childcare provider.
I get my payments in good time.	When the licenser visits she makes me feel inferior (I try hard to keep my home up to code).	Individual licensed childcare provider.
No problems.		Individual in-home or relative childcare provider.
Always answer any question I might have.	Be a little more prompt on things.	Individual licensed childcare provider.
Some social workers help you very well but some don't.	Some social workers shall change their model behaviors with people. More with the Hispanics.	Individual licensed childcare provider.
They respond back right away; With anything you call about.		Agency licensed childcare provider; 1 employee.
They help with any questions I may have.	They should let us providers know when a client has switched providers instead of leaving us in the dark, and make the clients pay for a "2 week Notice".	Individual licensed childcare provider.
When I have called with a question or about a client they have responded back quickly and been very informative.	When childcare workers make a mistake in funds paid to us they should be responsible for paying the overpayment back. If they were held responsible for their error they would be more careful!	Individual licensed childcare provider.
Normally, my DSHS worker answers my calls or calls back immediately.	Answer their message more promptly or be in their offices and answer their phones in person.	Individual in-home or relative childcare provider.
Their automated system is great and the speed of payment is great.	Do evaluations for certain people. (Specific DSHS staff name) here in Goldendale needs to be replaced. She's forgetful, rude, and has poor communication skills.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Mary Clifton, April Russell - Kelso office are wonderful. (Specific DSHS staff name) is rude to me and my clients. Only contact you if a overpayment is due.	Be more courteous and helpful towards the providers. Get the providers paperwork done on time. Don't treat us like we are a problem to work with. Providers have enough to deal with. Don't allow DSHS caseworkers to be rude with us.	Individual unknown provider type.
As a day care provider, they are very helpful when I have questions. Thanks guys!	I have no complaints.	Individual licensed childcare provider.
Some workers help clear up problems others help create more problems.	Reviews - keep in contact with provider when a client does not do a review so provider is not out a payment.	Individual licensed childcare provider.
Work out problems. Except Moses Lake and Wenatchee, I ask which office I've reached and I will hang up if it's either of these.	With our center having a high ratio of State assisted, my invoice has an average of 20 mistakes and I'm only allowed to call with 3 questions at a time, then I have to hang up and call back and it takes all day.	Agency licensed childcare provider; 30 employees.
Yes.	Quit messing up paperwork! For example - a family of 3 children, 2 will be approved and 1 canceled on a renewal.	Individual licensed childcare provider.
They call me - I don't have to call them. They are fairly friendly and quick.	Not make me wait on the phone "forever" - Let me know before someone is canceled instead of after.	Agency licensed childcare provider; 5 employees.
Always get my questions answered politely.	Answer the phone or return calls promptly.	Agency licensed childcare provider; 16 employees.
Get mistakes taken care of as soon as possible.	As a small day care I would like a pay raise and medical if needed instead of being cut back when kids turn certain ages. It's not fair to the providers.	Individual licensed childcare provider.
N/A.	Pay me directly instead of having the check made out to my employer. It is a big hassle every time I go to the bank.	Individual in-home or relative childcare provider.
About half of the workers do a good job.	Admit they make mistakes. Be willing to change their mistakes immediately. Stop losing paperwork. Return calls or have someone do it. Finish paperwork before changing caseworkers.	Individual licensed childcare provider.
Most of the time.	It would be nice if we didn't have to wait 30 or more days to get paid for childcare.	Individual licensed childcare provider.
Listen better. I see a lot of dishonesty. People should not be getting this response to calls.	I see a lot of dishonesty among parents.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Calling back from and with messages as soon as possible. May seem like a small thing - but not. Some people never respond.		Individual licensed childcare provider.
Always has a # to get to someone.	Get rid of caseworkers that have many complaints about them. Don't just move them to new offices.	Individual licensed childcare provider.
Phone, childcare services.	More staff, faster service.	Individual in-home or relative childcare provider.
Everything. They always help me with the language and everything and are really respectful.	So far with everything they have helped me, so I don't know yet with what else they would help with.	Individual in-home or relative childcare provider.
Bev T. is the BEST. Very helpful and very quick to return calls and ALWAYS does her best to help or explain.	Return phone calls!!!!	Individual licensed childcare provider.
	Explain things - return phone calls.	Individual licensed childcare provider.
Returns phone calls promptly - doesn't require a huge amount of paperwork.	From my experience, you do a great job and make it easy for childcare providers to provide service and get paid. Thanks!	Individual licensed childcare provider.
Verify childcare over the phone rather than make people fill out all the paperwork in advance.	Be more knowledgeable about childcare and invoices.	Individual licensed childcare provider.
They answer my questions to the best of their ability.	Sometimes the wait time is long.	Individual licensed childcare provider.
Answer my questions promptly.		Individual licensed childcare provider.
Helps you find what options you have quickly and makes it easy for you.	I have never had any problems so don't know what I would change.	Individual in-home or relative childcare provider.
They are helpful when setting up customer accounts.	I feel that DSHS staff could be a big help to providers if they could and would refer clients to licensed childcare providers.	Individual licensed childcare provider.
They sometimes listen to my situation. It didn't help when they closed my child's day care. I didn't get much help locating another in my particular situation. Nobody would take him pooping his pants. He does it on purpose.	I wish that in certain situations like mine that they could help childcare with a sitter willing to take him, with problems (toiletry). Even though not a relative or in my home.	Individual in-home or relative childcare provider.
Helpful, almost always polite.		Individual licensed childcare provider.
Always courteous (Dana).	Nothing - Good job!	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They try to answer your questions or take care of any problem, while you're on the phone instead of having you call back.	Try not to transfer you from department to department. Sometimes we're transferred 2-3 times and on hold for awhile. Although I understand that they are very busy and handle a lot of calls.	Individual licensed childcare provider.
They have always responded to any questions or issues that I have requested.	I don't have any reason to expect better service. It seems to have been fine.	Individual licensed childcare provider.
Nothing. Never returns call and are rude.	Be more concerned with contractor concerns.	Individual licensed childcare provider.
They send invoices in a timely manner.	It would be easier if the check came in the providers name.	Individual in-home or relative childcare provider.
Not much really.	To return call sooner, to respond to our concern better, to update us with any increase in DSHS payments, new rates, etc.....	Agency unknown provider type; 2 employees.
At this time I have no problem with this. Although it seems to take awhile for the paperwork, but I'm sure your caseloads are full.		Individual licensed childcare provider.
Understand the system.	Quicker answering of phone lines.	Individual in-home or relative childcare provider.
Get paid on time.	To pay better or sooner around holidays.	Individual licensed childcare provider.
They have helped out with childcare and that's about it.	They could try to not always put me down and make me feel bad because I need a little help.	Individual in-home or relative childcare provider.
Final files promptly and answer questions quickly.	Waiting time for phone calls could be shorter because sometimes I have to wait up to 30 minutes.	Individual licensed childcare provider.
They are always willing to answer questions when asked one on one.	When you call and leave a message, they need to return your call or answer your request.	Individual unknown provider type.
	Remember that I am a person, that this is my job also, and that I have training also!! Just because a person has a degree doesn't make them a "little God".	Individual licensed childcare provider.
Rita Hane is very good about answering our questions and helping.	When asking for records, we don't always get paid promptly. Especially if it is a local department wanting records.	Agency medical provider; 30 employees.
	Quit changing client's workers. You just get things worked out, then another worker comes in and messes it up!!!! Or they lose paperwork.	Individual licensed childcare provider.
Calls me back if I leave a message.		Individual licensed childcare provider.
	Return phone calls. Process paperwork (new/renewal) in a timely manner.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not a whole lot.	Help us fix our problems - return our phone calls.	Individual licensed childcare provider.
Recently it took from September to December for my day care family to get authorization and her paperwork just sat on a desk till I came down and personally had to ride DSHS to find it and take care of it. What is wrong with you guys?	Be nice. Every time I call they act like I have no business knowing if my client has been accepted on State pay assistance. Since it directly affects my income, it IS my business. I had to tell (specific DSHS staff name) to stop being rude with me on the phone.	Individual licensed childcare provider.
When able to reach (takes several calls) they respond well and usually solve problem.	Return phone calls sooner. Response time is very slow.	Individual in-home or relative childcare provider.
*****This card was missing the upper two sections*****		Individual unknown provider type.
If I am firm, respond within 24 hours.	Keep track of paperwork sent and get back to parents better.	Agency licensed childcare provider; 24 employees.
I love the automatic phone service when I do talk to someone (very nice).		Individual in-home or relative childcare provider.
Answers questions, promptly responds to concerns.	Make shorter wait times.	Individual licensed childcare provider.
Return our phone calls within a day or so. Gets on their computer and answers questions or solves problems right away.	The caseworkers always seem so overworked. SO many cases to one person. If DSHS could hire more workers to share the load better.	Agency licensed childcare provider; 29 employees.
I have an excellent licenser and some of the workers at the call center are very helpful... some are not!	Be more timely with paperwork. Many times after a parent qualifies, I don't receive payment until 60 days (or more) after confirmation. Wait time is very long on call center calls. Thank you.	Agency licensed childcare provider; 6 employees.
Ms. Jackie Davis is the best DSHS worker you have in the West Seattle DSHS office.	Have people who speak clear English answer the phones.	Individual licensed childcare provider.
They are always there to help you!		Individual licensed childcare provider.
Answers questions quickly and clearly - everyone that is except (specific DSHS staff name).		Individual licensed childcare provider.
Lets my daughter help pay for baby-sitting.	They could up the pay in home relatives get paid.	Individual in-home or relative childcare provider.
7/9/02, 8:30 am - (specific DSHS staff name) rude!!	Correct "errors" made by intake personnel - Currently takes 3-4 calls for same issue.	Individual licensed childcare provider.
	The caseworkers and licensers could treat us more like the professionals we are. I feel we could use more positive support.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Were helpful and nice prior to taking on DSHS client.	Seemed short and annoyed when I called with questions after I took on a DSHS client.	Individual licensed childcare provider.
Return my calls.	?	Agency licensed childcare provider; 8 employees.
	Be more courteous and don't have to be a certain race to qualify for programs.	Individual in-home or relative childcare provider.
They usually return phone calls and are very courteous.	Be more informed and follow through on inquires.	Individual licensed childcare provider.
Have a 1-800 line to call.	Try to determine a case in a more timely manner.	Individual in-home or relative childcare provider.
Call center has worked out well for my center.	Be more prompt on paperwork. I have gotten termination notices 2 months behind termination date!!	Agency licensed childcare provider; 1 employee.
The DSHS in Tacoma had the friendliest people I dealt with them over the phone for childcare assist.	The workers in Bremerton could treat people with respect and like decent humans.	Individual unknown provider type.
Call May.	Nothing.	Individual licensed childcare provider.
The person who is customer assistance service is always very nice (most times anyway)	Caseworkers let you know who will take their place. Caseworkers that call you back after you have left a message for them to please call you.	Individual licensed childcare provider.
Answer questions and explain procedure and process.	Just continue being of service.	Individual in-home or relative childcare provider.
I appreciate knowing if your kids are covered right away or not.	Thank you I like getting my check on time.	Individual unknown provider type.
	Notify sooner when clients have been canceled. Centers lose out when not getting back pay.	Agency licensed childcare provider; 16 employees.
Provides information regarding clients eligibility ASAP.	Shorter wait time for call center.	Agency licensed childcare provider; unspecified number of employees
Pays timely.	Better response time on phone, more caring, and knowledgeable.	Individual licensed childcare provider.
Not very much! Paper needs to be corrected, don't return calls, lack of competence, poor licensing practices.	Get people in there who care about the children and providers. Team players - not us vs. them mentality.	Individual unknown provider type.
Automatic deposit and over phone adding new clients on.	Send clients out to moxee. Help back up licensed providers. Parents try to rip off providers.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS has never helped any of us. They treat us like the enemy. They don't like us - we don't like them!!!	Fire everyone there and start over with people that don't lie, cheat, and that want to work with providers. Look into all of THEIR backgrounds - A bunch of welfare people that couldn't get jobs on the outside - Put through school on our tax payers dollars - Then get a (big head) thinking they are someone special because they work for the State. Try to push people around (they think they're special).	Individual unknown provider type.
They are just there if you need them.	Nothing.	Individual licensed childcare provider.
Make sure that if I'm not paid for my service that I do get paid.	I feel the pay is too low for day care providers that have children after 6:00 p.m.	Individual licensed childcare provider.
I work full time but I just can't or couldn't pay day care. Thank you.	Look a little more intensely at bills. Not everyone has the same expenses.	Individual in-home or relative childcare provider.
Yes.	Yes.	Individual in-home or relative childcare provider.
The call center is VERY helpful when patients do not bring their medical coupons. We use it for various reasons including checking eligibility.	Keep your call center for any provider or client.	Agency medical provider; 20 employees.
They always listen to me and then help me with my problems.	?	Individual licensed childcare provider.
Keeping us informed by mailing the status of our moms.	Family childcare is entitled to health care. We are also entitled to the same pay Seattle and the centers get paid. You don't pay DSHS employees any different depending on where they live.	Individual licensed childcare provider.
Nothing but basic need customer service skills. Burien the worst DSHS.	Nothing but talk down on folks.	Individual in-home or relative childcare provider.
Everything is OK.	Yes, answering the telephone.	Individual licensed childcare provider.
Depending on who you get they can be helpful. Rates or days are not always the same. Everyone does it different.	Go back to having someone in Ellensburg take care of Ellensburg clients. The call center is a Big Mess!!	Individual licensed childcare provider.
Fantastic information on the program.	Return calls faster.	Individual licensed childcare provider.
Phone renewal for childcare	Return phone calls.	Individual in-home or relative childcare provider.
Sometimes, I need a long hold and then switching me around. I once got upset for this situation.	Hire people who have good P.R. and have a better understanding of their job.	Individual licensed childcare provider.
Most of the time my calls are returned same day.		Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Only one person at Monroe didn't - (specific DSHS staff name). Megan Queen is very good.	I think Magen Queen could use some help.	Individual licensed childcare provider.
Prompt payment, good communication.		Agency licensed childcare provider; 15 employees.
They are polite and courteous on the phone. Information is given with ease.	For me personally, nothing. I have never had any real problems when dealing with DSHS.	Individual in-home or relative childcare provider.
First DSHS doesn't pay as much as private pay. So pay a fair price. I can't take a child DSHS pay for 1/2 day or 1/2 month. A spot is a spot but I feel for the parents.		Individual licensed childcare provider.
Answer questions clearly and concisely.	Emphasize to parents the need to pay their co-pays and accept responsibility to take care of their overdue paperwork in a timely manner.	Agency licensed childcare provider; 17 employees.
Region 5 Call Center is good but staff never seem to all be on the same sheet of music.	More education about process. I was pretty much in the dark all the time and only found out things, that would've been helpful, after the fact.	Individual in-home or relative childcare provider.
Everything - Very personable.	Can't think of anything - am extremely satisfied!	Individual in-home or relative childcare provider.
Billing questions.	We have no problems.	Agency medical provider; 2 employees.
Not much because they are understaffed. They don't return your calls for 3 days. Their recorded message says they'll call you back in 24 hours - that never happens. After I called them 2 & 3 times a day for 3 days I will finally get a call from them.	They need more staff. They have more clients than they can handle. As a result - there are numerous mistakes. A clients change of address should be a simple procedure, but it isn't. It takes months to change an address in a DSHS office. Mail is returned from the old address, clients are cut off from childcare. The caseworker loses their file, the client has to reapply. They reapply and the caseworkers says he/she didn't receive their application. The client has their date stamped copy of their application to prove they did turn it in. I've had clients re-submit their date stamped application 4 times because the DSHS office loses their application. It's a nightmare. The staff is doing the best they can under the circumstances. They desperately need more staff and the redundant paperwork should be cut in half and procedures simplified.	Individual licensed childcare provider.
Flexible schedule times.	Not discriminate towards different schools or because I'm WHITE I don't get as much.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I get good explanations of benefits and how things work and why.	Raise the allowed payment so it covers closer to what all my other clients pay. That decides how many DSHS clients I take per year.	Individual licensed childcare provider.
The staff at the head offices are efficient and courteous. Caseworkers for the most part seem too busy and at times are rude in conversations.	Train caseworkers in customer service and make them achieve or meet time management requirements.	Agency licensed childcare provider; 50 employees.
Cooperate and respect.	Nothing.	Individual in-home or relative childcare provider.
Most of the time. Getting a response call is often hard to get. Late payment and no compensation.	Lighten the caseworkers work load. Allow US to charge DSHS for late payment when it (late fees) is the agency's fault.	Agency licensed childcare provider; 3 employees.
	Be more knowledgeable - not on hold so long. You call for 1 question and that 1 service rep tells you one thing, then you call back to update and another one tells you something different.	Agency licensed childcare provider; 4 employees.
Telephone reviews. Call in invoices. Consistent checks for day care provider.	Better pay for relatives watching children. More timely with appointments - one time we waited 2 hours - we were "overlooked".	Individual in-home or relative childcare provider.
Generate lots of paperwork and do keep track of most of my kid's records.	Be more courteous to parents - treat them with respect. Stop making errors - nearly one a month! Keep me informed of starting and ending dates.	Agency licensed childcare provider; 5 employees.
Their phone system is wonderful way to get paid.	Save paper and not send so much.	Individual licensed childcare provider.
I almost always get a call back within 48 hours.	You never know who to call - workers always changes.	Individual licensed childcare provider.
WHEN they notify us at the time of enrolling children and process as quickly as possible they do fine. They need to be consistent.	Give us the same courtesy as parents when terminating childcare. They get 10 day notice - we find out after the fact, through a termination notice which MIGHT give us 5 days to fill the spots. We need a 2 week notice and paid for that.	Individual licensed childcare provider.
Answering questions.	Have invoices all up to date - not having any duplicates. Not take so long to get through on phone.	Agency licensed childcare provider; 9 employees.
Able to fax info to speed up process for new families.	I commonly get referred to another worker. Most people are unable to answer questions, causing lengthy delays in payment.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Working with DSHS to receive State pay has been a pleasant experience for me. I would say your communication is done well.	I really can't think of anything. Your supplemental invoice works great and again communication is strong. THANKS.	Individual licensed childcare provider.
When I call with only 1 question they are most helpful. More than 1 question and they become frustrated.	Recognize that our business is being helpful by providing services to DSHS (we lose money by doing so) and give us priority and attention to handle questions promptly.	Agency licensed childcare provider; 25 employees.
Very efficient in answering questions. Quickly returns calls (I really do like the call centers).	Everything has been really good.	Agency licensed childcare provider; 3 employees.
They often times don't understand the day care payment system, or care how long it takes us to get paid.	Show them how day care invoices work from our end and have them do a phone claim so they understand.	Individual licensed childcare provider.
They respond in a timely manner regarding children's medical and maternity benefit confirmation.	?	Individual medical provider.
Notices in mail; always on time.	Phone lines; always have to wait more than 10 minutes to speak to anyone.	Individual licensed childcare provider.
	Answer their phones.	Individual licensed childcare provider.
Pleasant people who do very special work. Prompt payment. Prompt return of calls/inquires. Seeking authorization of additional tests to aid diagnosis.	Get patient previous medical records and x-ray reports.	Individual medical provider.
They always answer my questions when I call about my parent.	Everything is OK, of course there is always room for improvement - but I can't think right now of any.	Individual licensed childcare provider.
Help me to solve the day care issue.	No need to do better.	Individual in-home or relative childcare provider.
Not return provider calls.	We need better prompt service.	Individual licensed childcare provider.
Send check.	Make sure correct amount is sent when child gets older - they shorted me and then raised the amount daily. When new gal noticed I received no back amount due. I never requested it, but it was overpayment to me and I would have been required to pay it back. When they changed my worker she was a nice new worker, the old one was rude.	Individual licensed childcare provider.
Can always find a way to help!	Have more DSHS employees available to help patients - sometimes the waiting lines are ridiculous.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The only help I received from DSHS was about money and getting paid. You couldn't use the activity fee for Preschool supplies or education in the end.	I think DSHS could be more open to taking calls from providers on a daily basis. They should also know more about their clients to help. Providers provide the best service possible.	Individual licensed childcare provider.
	As a taxpayer you could certainly economize by not sending out separate envelopes for each client.	Agency licensed childcare provider; 16 employees.
The staff is delightful and appear to advocate for their client.	Pay bills in a more timely manner.	Individual more than one type of service provider.
	Return phone messages sooner - or return them at all. Follow through on problems - make sure accurate information is entered into the computer instead of having to redo it over 3-4 times.	Agency licensed childcare provider; unspecified number of employees
The system to receive payment as I do for one child has worked well using the express system by phone. I appreciate the ease in reporting.	The STARS reporting is still crazy. You want us to take classes and want our SS# to keep track, yet you don't have down the classes. I don't understand the way this works. Plus I don't like giving my SS# to this person and that person! Need some revision on this program.	Individual licensed childcare provider.
Very helpful and efficient at getting new accounts started.	Return phone calls promptly.	Individual licensed childcare provider.
50 - 50 depending on which representative answers the phone.	Customer service for providers.	Agency medical provider; 40 employees.
Not much, I'm always the loser on the money end.	Notify me of changes so I have some time to make a decision.	Individual licensed childcare provider.
	We are sometimes paid the school-age rate for preschool children and the home day care rate for children in our center. Accuracy in this area would be appreciated.	Agency licensed childcare provider; 8 employees.
Nothing now that there is a call center.	Either be the right person to talk to or direct you to the correct person.	Individual licensed childcare provider.
	Return phone calls sooner. Get information to us and families sooner. Speak clearly (English is hard to understand sometimes).	Individual licensed childcare provider.
Since they got the call center NOTHING. The proper people can't be reached.	Get issues resolved with the first call.	Individual licensed childcare provider.
	It would help if termination notice were sent out before the date on the letter.	Agency licensed childcare provider; 27 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Yes, all the time.	Everything very respectful.	Individual in-home or relative childcare provider.
Whenever I need a question answered, they always respond in a timely manner and are very professional in their response.		Agency licensed childcare provider; 24 employees.
Answering questions about my in home day care.	They always take a couple of days until they return calls.	Individual licensed childcare provider.
Denise Halloran administers the grant (wage) ladder very well and is always quick to provide answers and help.	Pay for subsidy care in advance.	Agency licensed childcare provider; 9 employees.
Most of the time as long as I discuss my situation with a worker they help resolve it.	At one time I was in a homeless situation. I think childcare should be available for parents to establish housing.	Individual in-home or relative childcare provider.
Return calls.	Read phone # and caseworker contacts. Pay more for children between 2 1/2 - 3 years. A lot of work, diapers, and 1 on 1 more.	Agency licensed childcare provider; 10 employees.
They have gotten 100% better at understanding what I need as a small business owner.	Continue to improve effort to work TOGETHER to provide quality childcare for low-income families.	Individual licensed childcare provider.
Answers all my questions completely.	Nothing so far.	Individual in-home or relative childcare provider.
Phone service is good. Payment is always on time.	More licensors that treat us better.	Individual licensed childcare provider.
Easy to use services.		Individual in-home or relative childcare provider.
Yes.	Send out change of info forms quarterly.	Individual in-home or relative childcare provider.
Most questions are answered correctly - could have more employees for phone calls. Maybe a separate # for providers and a separate # for clients/applicants.	Wait time could be shorter - Most people are courteous - Others are snotty and talk to us like we don't know what we are talking about. Take the providers word over the parents. If a parent has failed to sign in or even call to do a renewal - We lose!	Individual licensed childcare provider.
Nothing.	Pay more and provide for meals.	Individual in-home or relative childcare provider.
They do a good job!	They do a good job! No complaints.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The staff tries to help, but they seem to be understaffed most of the time.	Mail out correct phone numbers. Quit changing clients workers in the middle of service. Hire more employees so providers and clients would get a faster response to questions, and so it wouldn't take so long to be approved or denied care. They could also pay providers better wages.	Individual licensed childcare provider.
	Withhold income tax.	Individual in-home or relative childcare provider.
Very efficient whenever I've called. Understanding of the fact that this is my living.	Let me know the schedule of payments for various licensed day care providers.	Individual licensed childcare provider.
	Be more timely with processing new and renewal of applicants. We sometimes wait as long as 3 months for payment. When I call to check - told "it's in process, I haven't got to it yet".	Agency licensed childcare provider; 18 employees.
Advising when subsidies are ending.		Agency licensed childcare provider; 6 employees.
Most caseworkers are very friendly and helpful.	It was a bad idea to combine the 2 offices in Vancouver. Going in to that place is like entering a nightmare.	Individual in-home or relative childcare provider.
	Better, more courteous communication.	Individual in-home or relative childcare provider.
DSHS in Colfax has been helpful, able to answer my questions. DSHS Olympia has not been helpful.	Can you improve the long, boring voucher phone voice on Express? It takes forever.	Agency unknown provider type; 155 employees.
Answers questions that I may have.		Individual licensed childcare provider.
Provide paperwork to ensure payment for services.	The caseworkers could be more courteous when dealing with the families so I don't have to do the calls for them.	Agency licensed childcare provider; 1000 employees.
Solve warrant issues. Pays quickly.	The obvious - pay more. Only 1/2 of what we charge is paid, which limits how many DSHS families we take.	Agency licensed childcare provider; 17 employees.
Questions I have about day care. State kids. I like the classes they have for us.	Have classes for parents (as much as they do for day care providers) at night.	Individual licensed childcare provider.
Works with me and does not act like a police force.	Return calls quicker.	Agency licensed childcare provider; 7 employees.
Easy access via phone - its nice to reach someone when they're needed.	Get patients to understand their coupons.	Individual medical provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I do like the new phone system.	Quicker notice of children being terminated.	Agency licensed childcare provider; 13 employees.
Being able to reach DSHS by mail and phone.	Keep current on childcare issues and children's health.	Individual in-home or relative childcare provider.
They help me the time I need the most.	Yes.	Individual in-home or relative childcare provider.
Randy and Marjul are GREAT!!! They complete apps in timely fashion and answer phones, and return phone calls. NO ONE else EVER has!!!	Answer their PHONES!! RETURN PHONE CALLS!! Complete paperwork in a TIMELY FASHION!!	Individual licensed childcare provider.
Return phone calls	Keep on top of payments - not fall behind.	Individual licensed childcare provider.
Timely payments. Clear forms - smooth process.	Inform me when an application is sent, whether or not family qualifies - assist in enrollment.	Agency licensed childcare provider; 8 employees.
Answers questions about clients when I have questions.	Get back to me sooner if I call, usually takes 1-2 days.	Individual unknown provider type.
Always prompt with a call back and answers questions to resolve any problems.	Provide Prozac (smile).	Individual in-home or relative childcare provider.
To be totally honest, I don't believe that DSHS has ever done anything to help or work with me when needed.	1st - Training! It would be nice if someone knew what they were doing - it seems that I end up telling them how things work!	Individual licensed childcare provider.
The 800 line for providers to follow up is the best!	Pay new moneys by supplement instead of making us wait about 2 months.	Individual licensed childcare provider.
They help me by providing food stamps. Without them I would not survive.	Help pay for childcare while I'm in school working towards a degree.	Individual in-home or relative childcare provider.
Call me ahead of time to let me know a customer has been approved for childcare. They have helped me to keep parents up on their paperwork.	I feel they could get claims together quicker, so we don't have to wait so long for our reimbursements for caring for low income children.	Individual licensed childcare provider.
They usually get back to me by phone (if they're in the office) immediately.	If they're not in the office, leave a phone number of a REAL person to talk to. They might leave 1 or 2 numbers and they are all recordings, even the receptionist.	Agency licensed childcare provider; 1 employee.
When you have a question they answer you right away and have a correct answer.	When anybody calls and has a question and are in line for DSHS - to answer the line right away.	Individual licensed childcare provider.
Most of the workers are great, but there are a few that could stand to find a new job. I don't like to be treated like we're taking dollars from them personally.	For all DSHS to be trained the same way. Everyone should know how to use the system so we don't get the run around!	Individual licensed childcare provider.
Help some.	More enthusiastic.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I have only had one DSHS employee that was totally unwilling to work for the client or myself. Finally his case (my case) was given to another employee.	Hire more help for yourselves.	Individual licensed childcare provider.
If you can get them to understand your needs.	Make it where there's a system that we can follow to know expirations, renewals, excepted clients, or not.	Individual licensed childcare provider.
All of the caseworkers have been friendly and helpful in explaining things (I am new and they have helped me immensely!).	Answer messages within 24 hours - but they usually get back within a week (faster would be better).	Agency licensed childcare provider; unspecified number of employees
	You need to pay more per hour.	Individual in-home or relative childcare provider.
Payee contact person at Kelso DSO Becky Stephene is always on top of things and great to work with.	1 - Send LESS paperwork - or stop paperwork that is for clients and I receive duplicates.	Agency licensed childcare provider; 2 employees.
Whenever I do call they always answer my question. They are very helpful.	N/A. Everything is OK.	Individual in-home or relative childcare provider.
Provide extra help with information about DSHS Services other than childcare...i.e.. Dental & Medical, special needs care.	Increase DSHS subsidies for licensed childcare providers.	Individual licensed childcare provider.
Gets me one case manager to work with.	Bill father, Have a set fee or total not a daily charge. We are program charging a session fee - thus we run in the red for 2-3 months waiting for payment.	Agency licensed childcare provider; unspecified number of employees
Nothing done well stands out.	Being more accessible to answer questions or help when needed.	Individual licensed childcare provider.
Answers questions immediately.		Agency licensed childcare provider; 20 employees.
They do things they promise to in a timely manner.	No complaints.	Individual licensed childcare provider.
About authorizing patients/do well to work with me/do it faster to help me looking for 2000 #'s.	Be knowledgeable.	Individual licensed childcare provider.
Sends out claims quickly.	When there is a change in childcare, allow us to phone in changes to Invoice Express rather than having to wait for claim invoice through the mail.	Individual licensed childcare provider.
Great with invoice disputes.	Process new client applications faster.	Agency licensed childcare provider; 14 employees.
DSHS staff help me by updating my client status over the phone. I would like to add - Thank You.	In a childcare center it is impossible to stay on hold for so long when calling into Yakima. Line for centers would help.	Agency licensed childcare provider; 8 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
When new staff does not know answers, they ask knowledgeable staff and call back. Jonna is the Best!!!	Have more operators, so not a 20 minute hold.	Agency licensed childcare provider; unspecified number of employees
Very polite - call in center improved service 100%.	Supervisors could be more courteous - process client applications quicker.	Agency licensed childcare provider; 14 employees.
I prefer to work with SUPERVISOR ONLY because cases get moved around too much!	Hire and train your clients to man the phones and computer to answer simple question, giving the client employment and off the DSHS rolls for payment.	Individual licensed childcare provider.
I have found DSHS staff to be helpful and informative. I have a very good working relationship with many caseworkers.		Agency licensed childcare provider; 10 employees.
	Increase reimbursement and staff phones.	Individual unknown provider type.
Answers questions and disburse funds in a timely manner.		Agency licensed childcare provider; unspecified number of employees
Answers my questions and explains things.	I am pleased with DSHS at the current time.	Individual licensed childcare provider.
	Stay being nice always.	Individual more than one type of service provider.
They always help and let us know when payments are going to change.	Payments mailed out faster.	Individual licensed childcare provider.
You have a couple of workers that will do what they have to - to help us. One person is Kathy Hongsinger.	Get paperwork done so we can get paid on time. Help us so we can do our jobs/paperwork instead of us having to baby-sit the CSO.	Individual licensed childcare provider.
	Identify themselves when answering the phone. Many times get message about "High call volume and call later". We need to be able to get through at "all times". Follow through with what they said they would do. We need to be notified immediately by phone when parents do not reinstate so we do not lose money!	Individual licensed childcare provider.
(Usually) Sends paperwork quickly, answers questions over phone.	Notify us of termination; update a phone list of who we call; lately we sometimes have trouble getting through - no one answers phone; new system not running smoothly - we're confused.	Agency licensed childcare provider; 12 employees.
Whenever I have called they have always been able to answer my questions thoroughly.	Contact/notify us earlier on when people have been dropped from the system.	Agency licensed childcare provider; 5 employees.
Answer questions.		Individual licensed childcare provider.
We appreciate the follow-up calls and courtesy.	I would like to spend a lot less time on hold when calling.	Agency licensed childcare provider; 80 employees.
Not impressed.	Call back or better yet - answer phones.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Cherian and Jackie Davis at WSCSO are very good about returning calls and e-mail.	Adoption services and DCF are not as familiar with DSHS auth. and invoice questions.	Agency licensed childcare provider; 300 employees.
Some of the workers are nice and helpful (some).	Enter client information right the first time - in a timely manner. Work with providers instead of against.	Individual licensed childcare provider.
Ask good and clear questions and some about the kids.	More communication.	Individual other care provider.
	Identify EOB's, and consent form. . .I constantly bill and re-bill, stamping "EOB Attached".	Individual unknown provider type.
Get payments out in timely manner.	Pay more. Need better wages.	Individual licensed childcare provider.
Telephone communications, good service information.	Letter, advertising,	Individual in-home or relative childcare provider.
Very good at answering questions and returning calls.	Educate providers more.	Individual licensed childcare provider.
Send out forms and information accurately and timely.	No complaints - system works fine for me.	Individual in-home or relative childcare provider.
Before this year it (courtesy and respect) was no, now it is often. Calls me back, gives me the right info, gets the paperwork to me in a timely manner. I get paid on time these days!!	State has made some cuts. DSHS is the one entity that has been hit hard, so I'll say nothing for now. Things have changed in the Monroe office, the attitude is more professional.	Individual licensed childcare provider.
Depends on caseworker - Manjula has always been very nice, helpful, always got answers for me and returned calls quickly. Talked recently with two other workers to get something resolved and both were rude and "snippy".	Notify providers of changes before the fact - not after a change has been made.	Individual licensed childcare provider.
Always courteous.	Need more workers - sometimes takes awhile to get a response.	Agency licensed childcare provider; 15 employees.
Yes - things have been much better in the last year and a half. I work with the Monroe office most often.	The Everett office is a little slower.	Individual licensed childcare provider.
	Return phone calls. Try to offer other solutions even if DSHS can't offer you public assistance. Send payments on time instead of scattered payments.	Individual in-home or relative childcare provider.
	Return phone calls more promptly.	Individual in-home or relative childcare provider.
They communicate very clearly with me, i.e.. What it is they want from me.		Individual psych evaluation provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Give higher wages for day care services. Hours usually average 9-10 hours a day for only \$17.00 per child. Need more money.	Individual licensed childcare provider.
	Answer day care questions or questions about State payment.	Individual licensed childcare provider.
They make sure that you know their name.	Try not to be on hold for SO long.	Individual licensed childcare provider.
I like the automated system for payment.	Quicker return calls.	Individual licensed childcare provider.
Phone calls are usually returned in a timely manner. Phone express payment is wonderful.		Agency licensed childcare provider; 800 employees.
They work well with me when I can get to talk to them. It takes forever for them to call back.	When I call I want someone there to talk to , they are always out of their office.	Individual licensed childcare provider.
My caseworker, Dotty Prescott, answers her phone.	Help with gas and food for in home care by relatives.	Individual in-home or relative childcare provider.
	Include our patient ID numbers.	Agency medical provider; 1600 employees.
Especially with childcare problems and questions.	The main office could be more available (screeners and caseworkers). The childcare division is wonderful and always there.	Individual in-home or relative childcare provider.
	I believe that (specific DSHS staff name) is a very rude person to deal with.	Individual licensed childcare provider.
To keep me informed of payment. I like Sue Schales, she's very nice and respects you and your needs. She really does her job well. Thank you.		Individual licensed childcare provider.
Return calls within 24 hrs. answers questions send notice when its time for parents to review childcare eligibility.	I would like to address the topic of paid vacations. We are licensed professionals, as are all other professional workers. We take pride in what we do and continually train and stay updated on new topics in our area of expertise. Yet, we are not allowed a paid vacation. We choose not to be a large center or have employees. We work alone, but cannot take time off with pay. We chose to accept DSHS customers because there is such a need. But our non-DSHS customers pay for vacation time. Why doesn't DSHS?	Individual licensed childcare provider.
They help me in what I need or tell me what to do.	When parents call for changes on the kids for them to do so, because if they don't we don't get paid on time if we do and bill don't get "paid".	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I like being able to get ahold of a caseworker that has access to info. Much better than when we had to try to reach a specific worker.		Agency licensed childcare provider; 13 employees.
The new system works a little better but providers have no point of contact if there is a problem and no way to correct it.	Give us more information - like eligibility start date - be more helpful to clients, not so negative.	Individual licensed childcare provider.
Listen.		Individual licensed childcare provider.
Helping parent's to go to work so they don't have to be on assistance all their lives.	Work with WorkFirst mothers a little more as most of them don't have any faith in themselves. That would help us to keep more moms.	Individual licensed childcare provider.
They are willing to help with any questions I may have.	Nothing that I can think of.	Individual in-home or relative childcare provider.
	Less time on phone to Yakima regarding childcare.	Individual licensed childcare provider.
Yes.	Haven't any problems.	Individual in-home or relative childcare provider.
The CSO's for WCC in the most part are very conscientious - helpful, respond, give in speedy manner. There are several CSO's who just are INCOMPETENT!! The 800 line has helped us resolve with these workers!!!	Could process WCC app's by phone and then verify by fax/mail with in-the-system providers Be more AWARE of INF bonus and extended hours bonus. Often not processed without provider's insistence.	Individual licensed childcare provider.
Everything.		Individual in-home or relative childcare provider.
Maybe more training - I had two of them once talk to me and they weren't sure how to answer my question.	Include everything needed on the invoices so we can get paid faster and everything together.	Individual licensed childcare provider.
Always prompt and respectful.		Agency unknown provider type; 2 employees.
They're there whenever I need help.	I want to say thank you for all your help and the programs you provide.	Individual in-home or relative childcare provider.
Dianne and Cheryl have been wonderful about keeping on tasks with everything. The phone in has been very convenient.		Individual licensed childcare provider.
	Make signing up for direct deposit easier. Perhaps send all of the required forms.	Individual in-home or relative childcare provider.
They usually answer questions quickly and completely.	Automatically change half day (before and after school) to full day during summer.	Individual licensed childcare provider.
They get things done fast. Overall, they do a good job.	Could pay more for childcare, I provide childcare for a friend and it doesn't pay much.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They usually answer the phone if you call later in the afternoon.	Return phone messages, stop forgetting things so often, start asking their clients if there is anything they can help us with.	Individual in-home or relative childcare provider.
When I need to change the hours of work they do it quickly.	Everything okay- not have to wait long in making changes on the telephone.	Individual in-home or relative childcare provider.
Yes, they are very helpful.	Keep having programs such as childcare and medical.	Individual in-home or relative childcare provider.
	Answer phones more promptly. To be able to work with the same person whenever we have questions regarding payment on an account.	Agency licensed childcare provider; 14 employees.
Return phone calls promptly. Answer questions in a friendly manner.		Individual licensed childcare provider.
Friendly, available to help when needed.	Prepare (give me) files for their clients I see. Some staff also are very slow to make payments, although most are timely.	Individual psych evaluation provider.
Getting clients enrolled into the day care, making sure payment is inputted correctly.	To contact the parents employers on a regular basis to make sure those WorkFirst parents are working "regularly".	Individual licensed childcare provider.
N/A.	Answer your phone calls and the questions you ask.	Individual licensed childcare provider.
To work with me if I'm eligible.	It could do better if they help people if I lost my job, especially if I injured myself from work.	Individual other care provider.
When someone answers the phone - the representatives are courteous and helpful except (specific DSHS staff name) !!!	Respond more quickly when leaving a voice mail. It usually takes 2-3 calls to get a response.	Agency licensed childcare provider; 4 employees.
Providing assistance to parents for childcare - and most of the time they get answers for me when I call about a child's payment.	Speed up the process of authorizing new children into day care - sometimes I wait 2 months to receive payment on newly enrolled children. Also the wait time on the phone is always 15-20 minutes.	Individual licensed childcare provider.
Clear, treat you equal.		Individual in-home or relative childcare provider.
Staff who work in Olympia, are respectful and courteous.	Caseworkers need training in customer service. Training for providers on their invoice system would be helpful also.	Agency licensed childcare provider; 50 employees.
Usually answer my questions.	Some of the workers will not go beyond a single step to try to solve a problem or answer a question. Others will make the effort.	Agency licensed childcare provider; 10 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	I don't believe they care as long as the parent has a job. Doesn't encourage the parent to better themselves when they could be going to school: education should come first so they could get off welfare.	Individual in-home or relative childcare provider.
Licenser is great.	Quick enrollment - I have to wait too long to get kids onto invoices - Also, often mailboxes (phone messages) are full!!!	Agency licensed childcare provider; 6 employees.
Good communication with most caseworkers. Background info; records; specific referral questions are helpful.	Remember to obtain past records in advance of psychological evaluations. This allows time to review clients history. Specific referral questions are helpful. Also appt letters may help reduce the "no shows" (i.e. failed appointments).	Individual psych evaluation provider.
Excellent and highly efficient employees Sue Scott and Gordon Merritt at the King North CSO (Ballard) Office. (Seattle) They are the BEST!!!	Other Seattle caseworkers at Capital Hill, Rainier Ave and Alderwood waste too much time by being disorganized and having to call providers back 2 and 3 times for same information furnished during first call.	Individual licensed childcare provider.
Approve childcare quickly.	Less wait time on phone.	Individual in-home or relative childcare provider.
Call center has needed information.	Shorter wait time for telephone authorization for providers would be helpful.	Agency licensed childcare provider; 25 employees.
It seems that the staff has gotten much better at just getting things right and done the first time, and if something is missed they have been really good at getting it fixed. The attitudes are much better as well and that makes it less stressful to have to call up and talk with you there.	If the staff at DSHS continues to improve, as they have over the last year, it would be great. I have seen your staff go from people that I had to fight with to get things taken care of to a group of people that I have come to work well with. There are still a few that need to understand that providers are employees of the State just as you are; but the majority of you have been really good to work with this last year. Thank you.	Individual licensed childcare provider.
Gets back to my clients and families within a day.	Lower co-pays and raise max rates for children in preschool.	Agency licensed childcare provider; 25 employees.
Provide information for me.	Be somewhat nicer. Once in a while I come across a rude person. Either helping me direct my call or on a question I had.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They send us a reminder letter that childcare is up.	Have 1 person we contact about all our clients. Not to have to be on hold so long. Also, they need to have school child(ren) authorized automatically for 14 extra 1/2 days during the summer (June, July, August). Also, if the case numbers could be on their childcare authorization - since when we call about our clients, first thing they ask is their case #. Also, since we do get 5 no show days per month, we should be able to call our invoices in anytime after the 28th of the month, especially if it's a weekend.	Individual unknown provider type.
To work with me.	Help me because I do not know the processing to get payment after I fill out the paperwork for the parent of the kids.	Individual licensed childcare provider.
Nothing.	Get paperwork out faster to us, also return phone calls sooner, have a back-up to do paperwork if your caseworker is gone for the day or more.	Individual licensed childcare provider.
The new training classes out of the Everett office done by Candy Latimer are great (Stars Training)!!	When I go into a DSHS Office I am made to feel like the workers are better than me. I have seen some workers attitudes change when they find out that I am not a recipient. Workers are also slow at returning calls and sending mail.	Individual licensed childcare provider.
	Very difficult to get through on the phone lines. Need more staff to answer phones in a timely manner.	Agency medical provider; 17 employees.
I really appreciated the assistance that I receive when I need help.	Work with case faster and need answer quickly.	Individual in-home or relative childcare provider.
My contact with GAU workers at the Everett and Alderwood Offices are always professional.		Individual psych evaluation provider.
Always willing to explain things to me.	Need ideas and help with difficult clients - collecting co-pays should not be our responsibility - clients are abusive and tend to not follow our rules - we can only terminate them. We take them to help the children.	Individual licensed childcare provider.
Paperwork is always sent in a timely and informative manner.	? Everything seems to work well as is.	Agency licensed childcare provider; 12 employees.
Tries to notify me on clients status. But not always.	Let us know more ahead of time when a child is no longer eligible.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Payments are made in a timely manner.	Provide us a consistency of the same worker to handle the input of clients - be able to establish a working relationship with 1-2 people instead of getting a different person each time. Maintain the same process for a longer period of time - it has taken up to 3 calls to correct input on some cases, creating a 2 month time period to be paid for 1 month of services.	Agency licensed childcare provider; 18 employees.
Since the new call system has been activated, we've had very prompt responses to our inquiries.		Agency licensed childcare provider; 80 employees.
DSHS helps me by mailing payments on time.	N/A.	Individual unknown provider type.
At times, a few times, I would have liked to have seen this person in person to see if they looked as miserable as they sounded and were being.	Find workers who are more willing to help providers. Not look for any reason they can to stick it to you or your clients.	Individual licensed childcare provider.
The childcare workers are very courteous to me.	When a parent has been terminated from childcare services, providers need to know right away. We have been sent termination letters 3 weeks after childcare services have already been provided for!!! This has been on a regular basis for the past 3 months.	Agency licensed childcare provider; 9 employees.
Incapacity specialists are caring in their work with clients.	Some referrals from Children's Services (for psych evaluation or parents) have been confusing and unclear to me and to clients.	Individual psych evaluation provider.
Customer/Client services are processed in a respectful manner.	Require DSHS staff to work closer with childcare providers providing care for children in "the system", coordination, feedback, etc.	Agency licensed childcare provider; 8 employees.
	Lately? I have trouble even getting them to call back after leaving messages - Sometimes call back 3-4 days later. They could be less condescending; listen a little closer. Not try so hard to stick it to everyone.	Individual licensed childcare provider.
Courteous, answers questions, mostly pleasant.	I have gotten different information from different workers - confusing at times.	Individual licensed childcare provider.
Resolve problems in a timely manner.	Ensure the accuracy of the rates authorized. We've had several authorized at last years rates, and if we don't find the error it never gets fixed.	Agency licensed childcare provider; 22 employees.
It is nice to have a call center to help both providers and clients, but everyone you get does their job differently.	They could be more helpful on the phone, give a hoot about their clients rather than their job.	Individual unknown provider type.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The first person we talked to in order to start childcare reimbursement was very polite, kind, and knowledgeable.	No one is ever available by phone. . .it's busy or no answer. My daughter increased her hours, turned in the extra pay stub, but I was way under paid (sad face) and no one is available to talk to in order to remedy this problem - given wrong number.	Individual in-home or relative childcare provider.
The office in Kent is better than Federal Way.	They lose just about everything brought in to them. They leave personal informative documents on the counters. In an age of identity theft they don't care about privacy issues.	Individual in-home or relative childcare provider.
They are real good about calling back when I call and leave a message.		Agency licensed childcare provider; 8 employees.
	Teach the employees how to treat people with respect.	Individual in-home or relative childcare provider.
Helps get authorizations through quickly.	Better communication when authorizations end.	Agency licensed childcare provider; 18 employees.
The phone call-in feature is excellent.	Not have an attitude and treat white people with respect instead of favoring Hispanic culture.	Individual licensed childcare provider.
Kind.	Better and more communication when changes occur with parents to day care providers.	Individual licensed childcare provider.
	To fill out the mileage on Form A-20-AE REF 7/99 is a waste of paper. It takes 4 lines per client, 3 clients per sheet. Change it back to 1 line, this would help. Thank you.	Individual other care provider.
They do what they are supposed to do.	?	Individual in-home or relative childcare provider.
	Stop reassigning cases - I had more workers in the past month than I did the whole time I had childcare help.	Individual in-home or relative childcare provider.
They answer all my questions and get what I need done.	Also to help with getting our day care names out to the public (word of mouth - bulletin boards - handout sheets with addresses - etc.).	Individual licensed childcare provider.
Nothing.	Get information put into the system right away and get it right. My checks are mostly always wrong.	Individual in-home or relative childcare provider.
DSHS does a good job of helping people who need their assistance.	DSHS could do better by sending the unlicensed providers stickers or coloring sheets that kids could use.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They actually answer the phones now. . .They ask about activity fee and registration which sets books up from the start.	Notify licensed in home providers before clients are terminated for fraud or nonrenewable. Why should providers lose out for clients not following guidelines. This form could ask more questions.	Individual licensed childcare provider.
	Get rid of the new phone system - I prefer to deal with DSHS on a more personal level - not a new person in another County every time I phone in.	Individual licensed childcare provider.
Yes.	Direct telephone number to the person I need to talk to.	Individual licensed childcare provider.
	Finish paperwork on pending cases before going on vacation.	Individual licensed childcare provider.
Answer in a reasonable amount of time.	Nothing, because every time I call they answer in a reasonable amount of time, and that helps me out so much.	Individual licensed childcare provider.
I like the new system that takes less paperwork and completes enrollment over the phone.		Individual licensed childcare provider.
Mostly everything they do to help me, they do well, EXCEPT for returning and answering my calls.	Give good information when I can reach them.	Agency licensed childcare provider; 1 employee.
They answer my questions when I ask and steer me in the right way. . .if I ask.	Maybe be a little more helpful and give me information on things that are not normal before I have to ask. Overall. . . I'm satisfied!!! (smiley face). Be at their desk more too!!! (smiley face). Q. #5. We're neither.	Individual licensed childcare provider.
Refers people to me. Responds to questions.	Doing fine now! Sandy Murray at Smokey Pt. Does a great job. Clients like her too.	Individual psych evaluation provider.
	The problem is they take too long to answer phone calls. To answer phone calls faster (smiley face).	Individual licensed childcare provider.
Call Center people are very helpful.	The rules they are working with for childcare do not work well with childcare. Please stop changing the rules and how the rule is interrupted, without advanced warnings. Give us the rules and let us help interpret them.	Individual licensed childcare provider.
The Call Center.		Agency licensed childcare provider; unspecified number of employees
Knowledgeable and helpful when I call.	Doing well for the size of its programs!	Agency more than one type of service provider; 10 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
N/A.	You should employ people with better attitudes and more respectful. Get better services because it takes a long time for them to answer a call.	Individual licensed childcare provider.
Answers all my questions.	Don't put people on hold all the time. Phone is always busy, busy, busy. . .	Individual licensed childcare provider.
Very Well!	Send historical records before I see client.	Individual psych evaluation provider.
Some caseworkers are very helpful in getting us information that we request.	Return phone calls left on voice mail.	Individual licensed childcare provider.
Yes, they always direct to whatever you have requested of me.	Nothing that I am aware of.	Individual in-home or relative childcare provider.
Answering my question when I need explanations.	No comments.	Individual in-home or relative childcare provider.
Help with medical for son, help with childcare.	Get someone in our office that is more prepared to help elderly people.	Individual in-home or relative childcare provider.
Sends me a payment within a reasonable time.	Answer phones more often - Pay better rates - Send out notices of discontinuing services sooner - Call us back quicker - Pay half-time at 5 hours or less, not 6 hours.	Agency licensed childcare provider; 10 employees.
	Pay more attention to questions and information we provided to DSHS office.	Individual licensed childcare provider.
	Return my calls like you say you will. The Lynnwood office people are "cool" to "cold". They refuse to let me know if they received an application and finally inform me that they have 30 days to work the claim. If I am watching 3 kids from 1 family and I have to wait 30 days to see if they qualify, I could go broke! If the Everett office can always be courteous and work a claim within a week, why can't Lynnwood???? I am a small home day care.	Individual licensed childcare provider.
William Marchan in the Everett DSHS Office almost always answers his phone, returns calls, and works claims within 3 - 5 days.	Nothing that I can think of.	Individual licensed childcare provider.
I have the best childcare caseworker.	Nothing.	Individual more than one type of service provider.
Answers all questions.	Get the hours right for each month of childcare.	Individual in-home or relative childcare provider.
Return calls and quickly look up current children's subsidies.	Be caught up with paperwork.	Agency licensed childcare provider; 50 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Because I run an in home day care, when I call, they call me right back, even with my nephew that lives with us, they contact me quick.		Individual licensed childcare provider.
Polite on the phone.	Not making us or the families pay back the workers mistakes. It should cost us. Quicker call backs.	Agency licensed childcare provider; 100 employees.
	Pay more attention to questions and information we provided to DSHS Office.	Individual licensed childcare provider.
	So far I have always had problems no matter which office - Lynnwood or King Co. CSO. Treat us like human beings - return our phone calls PROMPTLY!	Individual licensed childcare provider.
I am very happy to see the changes that have occurred in the past 6 months.	I think the childcare rates should be higher.	Individual licensed childcare provider.
It is convenient to call.	The people answering could be more helpful, instead of discouraging. No one seems to be on the same page.	Individual licensed childcare provider.
William Marchand is very prompt, respectful and makes sure that everything goes smoothly.	Stick with clients as long as possible (keep switching case managers to a minimum).	Individual in-home or relative childcare provider.
	Most of the time they make you feel that they don't have time for you. Make you feel like you are a person and not a pile of dirt.	Individual in-home or relative childcare provider.
Return calls.	Return calls.	Individual in-home or relative childcare provider.
Usually quick to return my calls and quick to authorize case. I am satisfied.		Agency licensed childcare provider; 23 employees.
When I can get through - I'm helped.	When I call on billing questions your answering machine hangs up after a long wait if no one can help me then - FIX this problem.	Agency other care provider; 6 employees.
Nothing.	Work with me and help me.	Individual licensed childcare provider.
I like the automated system.		Individual licensed childcare provider.
Several years ago we had a complaint - the Licensor was supportive and I did NOT feel guilty until proven innocent.	I'm on my 2nd or 3rd licensor without having met any of them. I feel completely out of the loop - any new laws? Any new areas of concern? Etc.	Agency licensed childcare provider; 3 employees.
Payment is prompt, consistent award letters, good at returning calls.	Better communication about change, Consistency with caseworker for clients, invoice express training.	Agency licensed childcare provider; 48 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The caseworkers that I have done business with have been very competent and responsive.	Pay same rate for all children under 2. The licensing categorizes them as the same, why shouldn't we get paid accordingly?	Individual licensed childcare provider.
They give me the authorization data I need to keep enrollment status active.	Return phone calls more promptly.	Agency licensed childcare provider; 13 employees.
Linda C. and Marcella Gross are great, (specific DSHS staff name) and (specific DSHS staff name) are awful - it's a nightmare to get my pay from them for children I have watched.	Listen to the customer. If they honestly don't believe the parent, call employer to verify (instead of dropping the ball and not paying providers). This happens all the time to me. Plus, they make me wait until the end of the month to mail in copies of calendars of children's schedules this also keeps me from getting paid.	Individual licensed childcare provider.
Call me back and listen to what I am saying.	Let me know when co-pays change before the 1st of the month. I'm expecting a certain amount, but when co-pays change, I need to change my budget.	Agency licensed childcare provider; 5 employees.
When I've dealt with Linda C. or Marcella Gross things were great. When I've dealt with (specific DSHS staff name) or (specific DSHS staff name) it's a nightmare.	Get rid of (specific DSHS staff name) she stretches her job and does things that are not right. I haven't been paid on time in the last 6 months because of her. I have bills too.	Individual licensed childcare provider.
Bellingham CSO is always very helpful and also email replies are helpful and friendly.	Maybe have an extension or number for just general billing questions or clarifications. It's nearly impossible to get through on the 1-800 provider line.	Agency medical provider; 200 employees.
They get the checks out fast.	Have the DSHS web site up to date. As I have referred people to DSHS for help and they don't want to go unless they think there is a chance I have a new form as to what their income should be, but could use a new one and don't know where to get it.	Individual licensed childcare provider.
The new system over the phone is great.	Through the years I've lost thousands of dollars by parents or caseworkers not doing their paperwork.	Individual licensed childcare provider.
Explains procedures clearly, pays promptly and I love Invoice Express!	Your rates could be a tad bit better, could allow larger ratio of children vs. provider as experience in years increases.	Individual licensed childcare provider.
	Speak clearer on the phone, especially the gentlemen.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I work with Region 5 Call Center. My calls are always answered.		Individual licensed childcare provider.
Make sure my hours of childcare are correct.	Check childcare hours for summer vacations for school age children.	Individual in-home or relative childcare provider.
Are usually very considerate and understanding toward your problems.	Take walk-ins more often.	Individual in-home or relative childcare provider.
Tries to understand any problems I have.	Automatically switch hours for school kids when summer vacation begins. Give me hours for when the kids are sick.	Individual in-home or relative childcare provider.
	They could talk to me instead of everything going through(specific DSHS staff name).	Individual in-home or relative childcare provider.
Prompt payment. Over the phone conformation of information is great!	Answer calls quicker and with better information. Respond to parents applications quicker. We often let your parents know at the very beginning of our quarters that they have a spot with us. Sometimes we don't hear from you for the better part of two weeks.	Agency licensed childcare provider; 25 employees.
DSHS - Tacoma office are very helpful in answering phone calls and giving information.	Caseworker should be more helpful to childcare provider and should notify the providers if the family is terminated with the program 2 weeks prior.	Individual licensed childcare provider.
Force me to work while I have a problem of English language. I must work to listen to them.	Review my income and help me get benefits.	Individual in-home or relative childcare provider.
Depending on the problem they help direct me to the proper person to get an answer.	Get the regulations straight. I often get conflicting answers to the same question by different staff. Enter data correctly into the computer. There have been instances when completely wrong information was in a client file.	Agency licensed childcare provider; 7 employees.
The phone in system for reporting childcare hours is great. I call in my hours (days of childcare provided) and within 5-6 days I receive my payment. It's fast and accurate.	I have no helpful suggestions at this time. I think things are working well. When a change occurs in a parents status I'm always informed in a timely manner, which I appreciate.	Individual licensed childcare provider.
	Be accessible.	Individual licensed childcare provider.
They answer my questions promptly and advise me well.		Individual licensed childcare provider.
Prompt payment once invoice is called in.	Return phone calls in a more timely manner.	Individual licensed childcare provider.
I am a provider and they help me as much as they can with the family that I provided care for. Keep up the great work!		Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
With the new call center in effect, response time is excellent!!! Fast and efficient!!!	At the time the service is great, no recommendations.	Agency unknown provider type; 15 employees.
Get new children enrolled at setup and fixing errors.	If we could be paid for co-pays that never got paid and the parent disappears.	Agency licensed childcare provider; 10 employees.
Have eligibility for subsidized benefits done and authorized as soon as they can.	Mail out notices to provider when child is not eligible any longer or up for review.	Individual unknown provider type.
Update and renewals over telephone and invoice express.	NVA.	Individual in-home or relative childcare provider.
Payment is very timely. When I call the receptionist tries to be helpful.	Its difficult to reach our caseworker. I ALWAYS get her voice mail and she NEVER calls me back.	Individual in-home or relative childcare provider.
Calling in payment plan is great.	The caseworkers never returns calls or follows through. I have been waiting almost a year for an enrollment fee check. I have talked with her many times.	Individual licensed childcare provider.
Has worked for me.		Individual other care provider.
They are nice in helping me out over the phone.	Returning phone calls on time.	Individual licensed childcare provider.
	Answer your phones! Never can get through!	Agency unknown provider type; 52 employees.
When I've needed help they've been there.	So far nothing.	Individual licensed childcare provider.
Usually efficient processing of payments.		Individual psych evaluation provider.
Same old, same old. NOT MUCH. Just more of the poor mans mentality.	More than \$20.00 a day for childcare - I charge \$27.00 a day - FAIR WAGE OR STRIKE (Nationwide walkout). "We're not glorified babysitters". DSHS keeps working moms poor.	Agency more than one type of service provider; 5 employees.
Explaining answers to ALL of my questions.	There is a bit of confusion under trained staff at the Mason County (Shelton) location.	Individual licensed childcare provider.
I think DSHS is a pain to bill, too many nit-picky things have to be done to get claims paid - too time consuming	Shorter hold time/waiting.	Individual medical provider.
Answer questions and help me out, and childcare helped to pay.	Nothing for me.	Individual in-home or relative childcare provider.
Phone is service for payment.	Increase payment to childcare providers; minimum wage. Childcare is hard to find (good stable childcare). Upping pay would help recruit people and keep the good ones we have.	Individual in-home or relative childcare provider.
Explain clearly.		Individual in-home or relative childcare provider.
Takes care of questions and problems when called on.	Screen or give references on clients. Info on any violent background.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Return phone calls quicker. Issue caseworker phone numbers every few months so my list doesn't become outdated.	Individual licensed childcare provider.
I like your payment claim system with phone call in. It makes calling in claims much easier.	Can't workers return phone calls?	Agency licensed childcare provider; 7 employees.
They help me with parents that are getting approval to allow me to fill my slots - before the kids leave or come.	Return calls faster. When they are there, answer.	Individual licensed childcare provider.
They always tell parents about my day care.	Please, please lower the parent co-pays, please.	Individual licensed childcare provider.
Childcare.	I don't know.	Individual in-home or relative childcare provider.
When I call on the phone they answer all my questions.	Nothing.	Individual unknown provider type.
Don't have much contact with them.	Return phone calls when they are not in office.	Agency licensed childcare provider; 14 employees.
Billing and payments are prompt and reasonably accurate.	Eliminate the CALL CENTER - frequently we are on hold exceeding 10 minutes. Are unable to talk to THE caseworker assigned to a file, get conflicting information from various workers. Find the system a HUGE waste of time and energy.	Agency licensed childcare provider; 18 employees.
Invoice express - prompt payment.	Childcare workers not accessible to answer questions about client subsidies.	Agency more than one type of service provider; 16 employees.
Return calls.	It took too long to become licensed. I think most people would have given up and gotten a regular job.	Individual licensed childcare provider.
Responds quickly. Very informative.		Individual medical provider.
	Be more patient - WE SOMETIMES DO NOT KNOW THE PROCESS. Make services local so I don't have to contact someone 100 miles away when there is a DSHS office 6 blocks from us.	Agency licensed childcare provider; 14 employees.
Response is quick.	I've had a positive experiences with DSHS.	Agency licensed childcare provider; 5 employees.
My caseworkers (Sue Shales) is always helpful, nice, respectful, and quick in returning calls or getting me information or resources. I appreciate her!	Make the re-certification process easier.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Through the help of DSHS, we are able to support our families and children better. We appreciate your services.	How DSHS could help me better is: returning our authorization in a more timely manner.	Agency licensed childcare provider; 8 employees.
Answer questions, send out forms promptly.	Make it easier for parents to fill out grant forms.	Individual licensed childcare provider.
Caseworker does well.	The support staff is NOT well informed.	Individual in-home or relative childcare provider.
They give advice and options on different kids of situations.	Be more polite and be more patient. Be less involved with phone calls while people are waiting.	Individual in-home or relative childcare provider.
	Return calls. Not give me a run around. I have really only had one person (specific DSHS staff name) that I seem to have a problem with. She seems to treat me and my client like we are STUPID! This bothers ME! Get rid of her.	Individual licensed childcare provider.
	Let the state know it pays only 2/3 of what the cost is for other children.	Individual licensed childcare provider.
I don't deal with DSHS.	I don't deal with DSHS.	Individual in-home or relative childcare provider.
Answer their phones well most days.	Need a better system for parents and center to track parents on program; we don't know if parents are going to classes; they bring child to care. Then we don't get paid for that child for that month, because they didn't go to classes, or we didn't receive a phone call or paper saying they are terminated, or they have been re-instated on certain conditions, (speak to a caseworker who says they can start and because they didn't get back to us we will not get paid and that is final), to make parent liable but that parent can't afford to pay to us. This is hurtful for small centers who can't afford a collection agency to do the job.	Agency licensed childcare provider; 4 employees.
Listens well, takes my concerns seriously. Allow me to act on my own most of the time.	Keep me more informed as to plan for child and parents.	Individual licensed childcare provider.
Help me get all the information that I needed for childcare.	I think you (DSHS) are doing all that we need already. Thanks for your help.	Individual in-home or relative childcare provider.
Always returns my calls relatively quickly.	Pay closer to my rate. Make the parents have to be a little more responsible for their time.	Individual licensed childcare provider.
Payment for my clients. They are doing a great job!		Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Allowing providers to use the phone system to log in hours. Response time in getting \$'s is within 5 days.	Have all paperwork on same family come in one envelope - too many times I get piece meal stuff days or weeks apart on children of same family.	Individual licensed childcare provider.
	Be more available when I call - specifically childcare caseworkers. They never seem to know what I'm talking about. Sometimes I get wrong information from workers who don't know the system well enough.	Individual licensed childcare provider.
So far everyone that I have worked with (caseworkers) have been very good about answering questions and returning my calls.	Let us know when clients are approved sooner.	Individual licensed childcare provider.
Make it easy to work with.		Individual in-home or relative childcare provider.
Extremely helpful with childcare for my child.	Problems connecting with phone service.	Individual in-home or relative childcare provider.
They help pay the consults of the doctor.	Always be sending more coupons.	Individual licensed childcare provider.
Always have an answer to all my questions or find someone who can answer.	So far everything has been wonderful.	Individual in-home or relative childcare provider.
Answer questions interview over the phone (This is good, because I don't have to go into any offices or wait in lines.)	Provide more phone services.	Individual in-home or relative childcare provider.
Once the staff is on the line, they are able to quickly retrieve information.	The only problem I encountered was when I changed my provider. It wasn't until 3 months that my provider was paid (due to investigation, etc...).	Individual in-home or relative childcare provider.
To tell you the truth - I have never ever been treated with courtesy and respect by anybody at DSHS.	It took a long time (6 weeks) for all the paperwork to go through for me to get paid. I kept calling and so did my employer. They kept putting us off until I finally asked to speak with a supervisor. That is not right.	Individual in-home or relative childcare provider.
Prompt answers and payments, needed services. Friendly caseworkers.	Cannot think of anything at this time.	Individual licensed childcare provider.
Being able to call in invoices and supplements.	Send letters of care that is no longer approved sooner. Caseworkers more available to speak to and help with co-pays.	Agency licensed childcare provider; 15 employees.
I am still finding this out. It varies widely on who can help you and what they will do.	Provide a phone line for provider. Why must we wait for information on the phone. I have children to care for not time to sit on hold.	Individual licensed childcare provider.
Voice - invoicing.		Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Return phone calls.	Agency licensed childcare provider; 30 employees.
They return call ASAP.	Get people approved quicker.	Agency licensed childcare provider; 16 employees.
I really like the phone application instead of paperwork.	Have courteous people on phone lines at ALL times. Don't put people on hold for more than 10 minutes, other than that all goes well.	Individual in-home or relative childcare provider.
I'm able to talk with a person vs. voice mail with childcare services.	DSHS case managers of TANF Medical could call back sooner. Usually takes 10-14 days.	Individual in-home or relative childcare provider.
It is always possible to reach Letta Bragg or Gloria Ellis. I depend on these two ladies a lot.	Provide cell phones for the caseworkers so they may be reached when needed.	Agency licensed childcare provider; 8 employees.
Returning phone calls and helping with discrepancies in billing and authorization forms.	Provide adequate award letters and notices. Too many times people get authorized, I provide care, then the authorization isn't good and I have to pursue getting paid.	Agency licensed childcare provider; 32 employees.
Sometimes.	The DSHS staff need to understand what client means. They don't treat well and not respect at all.	Individual in-home or relative childcare provider.
Communicate to get an understanding or get the situation solved.	When given hours of time provided, worker needs to get referral or check hours and submit payment within 2 weeks.	Individual in-home or relative childcare provider.
Responds in timely fashion - researches problems/resolves. Thank you.	Have a way to automatically switch rate of pay for school age children when summer/fall comes.	Agency unknown provider type; 4 employees.
I like the childcare call center.	Get the DSHS workers and the call center in sync with each other.	Individual licensed childcare provider.
They have improved their promptness and it is SO MUCH nicer to make one phone call instead of 15 to reach certain caseworkers.	1st come, 1st served! If I have to wait on hold for 5 or more minutes! Should get ALL of my business handled. Should get ALL of my business handled. Having to hang up and call back is absurd.	Agency licensed childcare provider; 17 employees.
	Collect the co-payments directly instead of having DC having to collect.	Agency licensed childcare provider; 5 employees.
Voucher and payment.		Individual licensed childcare provider.
Seems organized		Agency licensed childcare provider; 11 employees.
Invoice Express.		Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The workers in the Olympia office seem more interested in being friendly and helpful than those in the Grays Harbor office.	It would be helpful to have calls returned (though some workers do) and to be treated with kindness and patience (again some workers do).	Agency unknown provider type; 100 employees.
Call me back within 1-2 days. Answer my questions or find out answers and call back fairly quick.	Make sure response times are ALWAYS made in a prompt manner.	Individual unknown provider type.
	Work with providers to explain rules. Stop the audits and re-look at the system instead of nailing providers for over claiming when rules were not presented 1st.	Agency licensed childcare provider; 8 employees.
DSHS did great and helps us a lot.	I need a transfer or endorsement of my child provider benefit or help in Vacaville, California because I'm moving on August 1, 2002.	Individual in-home or relative childcare provider.
Ballard CSO is wonderful and quick regarding requests.	Raise in-home licensed care rates to meet licensed center rates. With the services I provide and the employees and expenses that I have, I lose money when I accept children on DSHS.	Individual licensed childcare provider.
NOTHING - Everything is always late after termination date - NEVER get to speak with a worker when you call. Leave messages most time never return calls - Getting to point where we may stop DSHS clients.	When you finally talk to caseworker - too many caseworkers leave and new ones take place. Provide immediate access to all providers, phone call or website. Paperwork needs to be done sooner and sent to providers.	Agency licensed childcare provider; 10 employees.
	Return phone calls in a timely manner, even if we have dialed the wrong person. Give out correct social worker for clients.	Individual licensed childcare provider.
They don't. You're always talking to a machine and once you have them on a phone, they are RUDE.	Have all the resources for answers. Have good polite customer service manners.	Individual licensed childcare provider.
Having one number to call works great because I can speak to anyone about a problem and it can be taken care of now and not when the "caseworker" is AVAILABLE.		Agency licensed childcare provider; 10 employees.
Answer all my questions as best they can, or get the person I need to speak with.	Not change hours without notifying us.	Individual in-home or relative childcare provider.
Timely payment - good communication - 24 hr. service.	Nothing.	Individual licensed childcare provider.
My check was sent immediately. Took a while for the paperwork to get ???		Individual licensed childcare provider.
DSHS always work with me when I have a question that need to be answered.	Nothing at this moment.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They are all very helpful. If they do not have an immediate answer, they research and call back in a timely manner.	N/A.	Agency licensed childcare provider; 85 employees.
Provides information I need when I need it.	Not having to go through so many phone options to get what you need.	Agency licensed childcare provider; 4 employees.
They answer the phone and connect you with a person that can help. Sent out forms that are needful.	I believe that if we would be looked upon as ones with needs, not just as ones that are looking for a hand out. After all, when we are working it's our taxes that pay their salary.	Individual in-home or relative childcare provider.
	More phone lines!! It is hard to get through to DSHS with billing questions and claims.	Agency other care provider; 50 employees.
Fast reimbursements so far!	Free consultations and more referrals.	Individual psych evaluation provider.
If I need to talk to someone, I almost always get a return call the same day. I LEAVE A MESSAGE.	Stop transferring people from department to different departments. There is not the familiarity there used to be with any one person.	Individual licensed childcare provider.
I have yet to discover this.	Listen, make a special line for childcare providers, terminate (specific DSHS staff name).	Agency licensed childcare provider; 4 employees.
Finding information that I need.	Making the paperwork easy and faster.	Individual licensed childcare provider.
They really back up the provider - the support is great!		Agency licensed childcare provider; 15 employees.
DSHS has good efficient workers and they try their best to meet our needs.	DSHS could treat us with more respect and not treat us as if we were less.	Individual in-home or relative childcare provider.
Most staff are OK - to talk to - when and if I do get to talk to them. I've been mailing them corrections that need to be made - and then AGAIN because they still don't get it correct.	There are too MANY DIFFERENT workers to deal with. A LOT of MISTAKES are being made - EVEN AFTER I show them what should be correct. I'm STILL dealing with a May invoice that was not correct.	Agency licensed childcare provider; 6 employees.
Very good.	Yes.	Individual in-home or relative childcare provider.
Helped with problems on payment.	Pay main stream rates. Have checks sent on certain dates regularly.	Individual licensed childcare provider.
Payments promptly. Usually get questions answered when I do call.	Show original charge, then total allowed. It help to match up the correct dates and services.	Agency medical provider; 100 employees.
Kent office - Very efficient, prompt in returning calls. Federal Way - A lot of problems with rudeness, spending A LOT of time on hold tying up my business line.	Have a better phone system for "Providers" to contact you. We are running a business and do not have time to sit on hold for 15-60 minutes (Federal Way!).	Agency licensed childcare provider; 14 employees.
Nothing at all!	Improve customer service skills, finish paperwork in a timely manner, and return calls more often.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The Kent office always returns my calls.	The health nurse was very rude and saying to me that I shouldn't get pregnant because there's too many people in the system.	Individual in-home or relative childcare provider.
Return phone calls.	Everything seems to be working well so far.	Individual licensed childcare provider.
Keeps me informed, through notices and awards, about the status of my clients - Returns calls.	Extend benefits to serve more deserving clients who fall just above poverty - like KCCP used to do.	Agency licensed childcare provider; 23 employees.
They are sometimes hard to get in contact with, phone. Call and confirm clients status when they are applying.	Be more available.	Agency licensed childcare provider; 7 employees.
Monthly site meeting. Call center has been helpful.	Real look at payment issues 1/2 DS...full DS to center. Call center could be more up on regulations for teen parents.	Agency licensed childcare provider; 8 employees.
They contact the person I'm concerned about and solve the problem for me (like mothers that don't turn in their paperwork for childcare).	Sometimes, answers to questions could be a little faster when there is a paycheck involved! In other words (DSHS does not call you right away when you have a problem) It's always 2 days later or more.	Individual licensed childcare provider.
	Be courteous and prompt about errors. Train workers better.	Individual licensed childcare provider.
Helped with a program to fix my car. WorkFirst ? It was a 1 year program valid 1 year after going off welfare to keep a job.	Get more help. Be nicer not treat people like scum. I pay taxes now and I appreciate the help. Drug tests random. People buy crack while children go hungry. Help children. What about child abuse? Don't you care? Why are you so lenient? Programs. SCHOOL.	Individual in-home or relative childcare provider.
Always respond to request for client eligibility promptly and courtesy.		Agency medical provider; 20 employees.
Process requests in a timely manner.		Agency licensed childcare provider; 5 employees.
Not much.	Return phone calls and be polite. Some workers make you feel like crap for having to be on DSHS. My children's father works under the table and does not pay child support! He should be the one going to WORKFIRST!	Individual in-home or relative childcare provider.
They "always" call me back. We do communicate very well.	I have had several occasions where my check was wrong. I had children deleted who shouldn't have been, and then it's to late to connect before we get our check. This "NEEDS" to change.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Always directs me to the correct department to answer my questions.	No suggestions at this time.	Individual licensed childcare provider.
Nothing - since Terry Kaufman no longer handles childcare issues.	Have better customer service; in addition to calling people/providers back within a 24 hour period.	Individual licensed childcare provider.
Usually someone is available to help. Before it was "phone tag".	Get payment amounts correct.	Agency licensed childcare provider; 10 employees.
Referrals - Express phone payment.	Call me with client approvals so as not to hold up childcare.	Individual licensed childcare provider.
Most of the time they kind of help but we are always the last to know anything. We should get better pay, notices, info, and treated like people, not like the dumb baby-sitter. We are important.	Get letters out long before payment is stopped and for their review. Tell us when pay is being cut and why. Make co-pays easier to collect.	Individual licensed childcare provider.
Answer questions.	I am very happy with the service.	Individual in-home or relative childcare provider.
It is okay for a licensor to come to our site and say "You know what, you guys are doing a great job", instead of telling us what else we need to do. I feel like negativism always has to be there. I guess to show the file she has been here!	Our licensor needs to realize that we are a small childcare center and that it takes time to build to be a great one. Our kids are happy, our parents are happy, but our licensor can ridicule our center every time she's here.	Agency licensed childcare provider; 6 employees.
Reception at East Spokane CSO is very friendly and quick. I like express SSPS.		Individual in-home or relative childcare provider.
The WorkFirst program and childcare assistance.	I have a problem with the job search check-in requirements. By the time I get off work they are closed. Now I'm in sanction AGAIN!	Individual in-home or relative childcare provider.
Nothing. A child was left off my invoice and it took many calls. I finally got my money 7 weeks later. I have rent too and she kept stalling. I have watched her for 1 year.	Better communication to providers. The mother has to attend workforce and needs childcare; the provider can't get okay from DSHS. I've lost money.	Individual licensed childcare provider.
Info line is great to get coupon status, etc.	Sometimes coupons don't go back far enough. We have had surgery billings denied. Apparently coupons start when the paperworks in.	Individual medical provider.
They do everything well.	I can't think of anything that DSHS could do better.	Individual in-home or relative childcare provider.
Answers questions or works with me until answered.	More staff.	Individual licensed childcare provider.
	Nothing.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not much. They have underpaid me for hours worked.	Prompter service in answering questions and returning my calls.	Individual in-home or relative childcare provider.
Licenser, Jean Ksota, is extremely responsive to our needs.	Improve CRS.	Agency licensed childcare provider; 15 employees.
On the infrequent occasions something has gone awry with a career and wage ladder or childcare payment, I've found DSHS personnel to be helpful and prompt in straightening at the problem.		Agency licensed childcare provider; 18 employees.
They try to fix my problems but sometimes messages have not been successful to fix the problem of my stuff, being sent to the wrong address. I moved and some of my stuff including this card, was sent to my old address. Fix this problem. I moved 4 months ago and have called every month to have this fixed, still a problem.		Individual licensed childcare provider.
They are very cooperative and understanding of my childcare needs.		Individual in-home or relative childcare provider.
N/A.	Answer phone calls!	Agency licensed childcare provider; 12 employees.
They are courteous and help answer my questions quickly. Tana Morales is a very nice and helpful lady. She answered all my questions and was very nice and also quick. Keep up the good work.	The only bad thing is that when you call there, it is a long wait on the phone before they can answer your call.	Individual in-home or relative childcare provider.
	Too long of wait time on phone. Not being able to talk to a specific person, although Social Service Notices give a name to contact.	Individual licensed childcare provider.
Calling in invoices is easy and payment has never been a problem for me.	I usually have to call to verify authorization and often have to give information DSHS should already have.	Individual licensed childcare provider.
The call center staff are always very helpful with all our needs.	Pay more money for quality childcare.	Agency licensed childcare provider; 35 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Most of the time most people have been extremely helpful and understanding. They have put in the extra effort to make things happen. I would like to offer a HUGE Kudos to Sue Hines, Alliva Hayden, and Lenita ?. They have worked with me to adjust some mistakes I've made and have not only been gracious, but also professional in follow through. They have gone above and beyond to help our program and I want them to get recognized for their hard work. Thank you. (Client Name/Business on card)	Take the time to go into the files when we have a question.	Agency licensed childcare provider; 5 employees.
They help with childcare.	I currently need help getting out of my parents' house and getting my own place, but you and the housing authority will not help me!	Individual in-home or relative childcare provider.
When I call with questions about registered and working clients, I've received wonderful service.	I believe that DSHS should help us more with clients that run out on us owing money.	Individual licensed childcare provider.
On the call system, getting information to us immediately on new clients and calling us with the information promptly.	When someone calls to ask questions - treat those people with respect, not like we are under educated and not able to understand simple answers.	Individual licensed childcare provider.
Understands my temporary necessities with financial assistance, medical coupons, food stamps, etc. . .	Just to be friendly staff and cooperative.	Individual in-home or relative childcare provider.
	We need contact directory of phone numbers and email addresses. Also, employees not well informed of other agencies within DSHS.	Agency medical provider; 8 employees.
	In four years, I think DSHS has contacted me once. I wish I had at least a phone call when I get a new DSHS client.	Agency licensed childcare provider; unspecified number of employees
DSHS staff work in a professional, collegial, courteous way. Staff are always willing to go out of their way to be helpful.	Very little. My only concern is that budget cuts could dramatically increase workloads and diminish the quality of services we all provide.	Individual psych evaluation provider.
Has helped complete client papers over the phone.	More knowledgeable about the DSHS supplemental pages - why a payment has not been received after two weeks of waiting. What should a provider do? How long should we have to wait for payment?	Individual licensed childcare provider.
	Return calls immediately. Know more resources that can help me.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Great customer service.		Individual more than one type of service provider.
Sometimes they correct mistakes in coverage.	When rates change we get a change of amount. To be able to speak to one person at a time for a certain case.	Agency licensed childcare provider; 50 employees.
My childcare support "Sue Schale" is GREAT!!!	My case manager could be a little more up to date and helpful with more information, outlets, other help????	Individual in-home or relative childcare provider.
	Respond to calls. Often when I call and leave a message I have to call again rather than my call being returned.	Agency licensed childcare provider; 18 employees.
Call to clarify contract.	Be consistent with hours per month.	Individual in-home or relative childcare provider.
Assist with getting childcare payments in a timely manner, answers questions and help in solving problems.	I think they are doing a great job - always very nice and friendly and willing to work with you to help solve problems.	Individual licensed childcare provider.
They work to solve what ever problem comes up.	Nothing I know of. They've gotten a lot better.	Individual licensed childcare provider.
I have great working relationships with all staff and supervisors.		Individual psych evaluation provider.
Invoices are simple and easy to use.	Not reduce payment amount due to child absences. This is something we cannot control, yet we have to "hold" the child's space in our center. Also, increase money payments.	Agency licensed childcare provider; 12 employees.
	Be more helpful with parents, more courtesy and respect to families who are trying to get reinstated or approved, etc.	Agency licensed childcare provider; 14 employees.
	Listen!	Individual licensed childcare provider.
They take the time to figure out the problem.	Pay the full amount. The payments for our parents are never the correct amount.	Agency licensed childcare provider; 15 employees.
For day care things: Forms, change in half days clients to full-time clients. Diane and Cheryl are great and Martha is fantastic.	Everything is great.	Individual licensed childcare provider.
Return calls promptly. Very helpful with getting claims filed in timely manner.		Individual licensed childcare provider.
They try to help me when I have a hard time, especially in financial needs.	If there would be less paperwork, staff would be better, actually for me.	Individual in-home or relative childcare provider.
Fast with handling of paperwork.		Individual licensed childcare provider.
	Explain to me why two children the same age are paid different day care fees to me when the hours are the same.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Basically DSHS has always treated me well. I think DSHS does the best they can under the present circumstances.	Quicker "return" phone calls. Continue childcare assistance - one of the better ways to help the low income.	Individual licensed childcare provider.
Cindy Charlebors in Eastside CSO is VERY helpful!	Have the authorization process go more smoothly and quickly.	Agency licensed childcare provider; 23 employees.
	Get the renewals out earlier or at least on time. I have to tell mothers they can't come back until I hear from DSHS because they haven't been re-approved on time.	Individual licensed childcare provider.
Quick payment.		Individual licensed childcare provider.
	When you ask parents to pay so much to an agency, and you take that amount out of what we bill for you, you need to think more carefully about what the family is only able to afford and not what you would like to get out of paying. Sometimes your amounts are more than what the childcare actually costs for a month. Example: "Jane Doe's" childcare only costs \$207 for the month, but you guys want her to pay \$198. Does that sound fair to you? There is a reason she applied for assistance to begin with. . .she can't afford it!!!!	Agency licensed childcare provider; 10 employees.
Nothing, I don't know why they are so mean with providers.	Be nice to providers, and help us. Sorry, I am saying the truth.	Individual in-home or relative childcare provider.
Helped locate payments due and show problems with clients.		Individual licensed childcare provider.
Our "licensors" are extremely helpful.	It is hard to get ahold of participants caseworker. RETURN CALLS!! Explaining co-payments to DSHS participant. Payments must be received or out of childcare.	Agency licensed childcare provider; 60 employees.
Nothing - They act like it is a hassle to call and find out if a parent has been authorized.	Make sure our payments are on time, return calls in a timely manner, and mail authorization forms promptly.	Agency unknown provider type; 3 employees.
Give in home relatives who are caregivers a higher salary.	Make automatic deposits available for caregivers who are relatives in their names. God Bless America.	Individual in-home or relative childcare provider.
Helpful, tried to fix case changes quickly and explained things well.	Have the changes done accurately the first time. . . Not three months later.	Individual in-home or relative childcare provider.
Not much.	More communication, be respectful, return phone calls in a timely manner.	Agency licensed childcare provider; 15 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They return phone calls quickly. They process the paperwork quickly.	Provide the cash assistance and food stamp assistance, office workers with training so their clients could be satisfied.	Individual in-home or relative childcare provider.
The new phone reporting system is very good.	Help emphasize co-payment rules to their clients.	Agency licensed childcare provider; 12 employees.
	The DSHS workers, if you don't speak English they hang up on you or they put you on hold for 40 minutes then hang up. You need more Spanish speaking people. You have to speak Spanish and not be rude to the person.	Individual licensed childcare provider.
Nothing, they are rude and hang up on you if you don't speak English.	They have to be nice and speak Spanish.	Individual licensed childcare provider.
The payments are prompt after one phone call in the invoice information. Ken Fung, Terri Kaufman and Miguel Ramos are helpful and polite.	Return phone calls during the times I leave the message. That is when I will be available. Use e-mail instead of the phone? Two employees are really depressed and share their personal problems I really just want to talk business.	Agency licensed childcare provider; 15 employees.
Sometimes it seems they don't know what they are doing.	Customer service acts like it's a business. Instead of treating clients like clients, they treat them like customers.	Individual licensed childcare provider.
	Try to be more helpful and positive.	Agency licensed childcare provider; 15 employees.
	Be more efficient.	Individual licensed childcare provider.
Pays when they say they will.	Answer their phone or return calls promptly.	Agency licensed childcare provider; unspecified number of employees
	Be more timely, positive, and respectful.	Agency licensed childcare provider; 10 employees.
Made sure I collected full payment for services I provided.	Return messages.	Individual licensed childcare provider.
Smokey Point Office is exceptional. Everett Office needs dramatic improvements. Sky Valley is doing well.	Authorize payments for parents who work overtime. Some DSHS employees could use better people skills.	Agency licensed childcare provider; 3 employees.
Call me back always!	I believe you are doing well!	Individual licensed childcare provider.
Phone in invoice service allows quicker payment into direct deposit.		Agency licensed childcare provider; 20 employees.
Invoice express service.		Agency licensed childcare provider; 18 employees.
Nothing.	Deal directly with the provider instead of me - send checks to the provider and send them on time with accurate payment.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They do both very well.	They so good working with me and helping me.	Individual licensed childcare provider.
They are helpful and respond to my questions immediately.		Individual licensed childcare provider.
	Not have such a tremendous jump in co-payment levels. i.e.: \$20 per month to \$130.00 per month is a hard one to deal with on a budget. Slow and steady increase is better.	Individual in-home or relative childcare provider.
No one ever returns phone calls.	Return phone calls, process paperwork faster - it took 2 1/2 months to be paid for services.	Individual in-home or relative childcare provider.
Answer questions, re: DSHS coverage and limitations, respond in a timely manner to calls.	It would be great to have provider forms filled out by e-mail or by phone. This would take one step out of the process in authorized childcare.	Individual licensed childcare provider.
Been most helpful with all my needs. Very courteous and pleasant to talk to.	Help get co-pay from parent that has "moved on".	Individual licensed childcare provider.
	Be easier to contact, and be more efficient.	Individual licensed childcare provider.
Not found.	1) Have better attitudes toward patients who do not speak English. 2) Process paperwork more efficiently. 3) Do not lose paperwork either.	Agency unknown provider type; unspecified number of employees
They offer assistance on completing forms and they answer questions that I have.	Everything is fine at this moment.	Individual licensed childcare provider.
Childcare - staff is patient over the phone. Don't feel rushed, very helpful to assist in any way they can.	Better trained staff at the office. They make you feel that people going there are taking their paycheck away when asking for assistance - short with people, rushing them in and out.	Individual in-home or relative childcare provider.
Answers questions thoroughly.	More prompt about notifying when someone is terminated.	Agency licensed childcare provider; 17 employees.
They are always courteous and helpful! I am sorry for how they get treated by others.	Keep up the good work.	Agency licensed childcare provider; 20 employees.
Your office - (888 telephone # below) were always extremely helpful. The Moses Lake DSHS office never answered the phone and their phone directory never worked. Your office helped me deal with matters quickly and kindly.	Your office is excellent. Moses Lake office needs extreme help.	Individual in-home or relative childcare provider.
Professional service - This is the only part of department that is not rude and demeaning to my clients.		Individual in-home or relative childcare provider.
In troublesome times they can really help. Especially if you lose your job or something happens, they really help.		Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Should do approvals 30 days before termination date so we know where we stand 30 days in advance. So if they're no longer eligible we would have 30 days to make arrangements or find non clients! If permanent June 30 I should know by May 30th.	Individual licensed childcare provider.
Not a damn thing worth talking about.	Listen to us when we have a concern, so that you can be of service to us.	Individual licensed childcare provider.
They have answered questions and given me info I have inquired about.	Don't assume a negative response after giving info which might be negative. Staff is probably used to seeing people take advantage, but remember not everyone is.	Individual licensed childcare provider.
	Listen to my patient. Not assume he is malingering. Payment to me was extremely slow!!!	Individual medical provider.
When I first began working with the DSHS, all my questions were answered clearly and quickly.		Individual licensed childcare provider.
Usually courteous and respectful.	Too long of wait time on provider line. Provider services don't always know the answer to billing, claims, or coding questions. I have been trying for over a year to find out how to bill DSHS secondary to CHPWBHP, for an FQHC. I still have not been able to find out. (Client name/phone number on card)	Agency other care provider; 100 employees.
Messages are received and returned. I received good and valid feedback and profession network with questions or my comments. Stars Program needs to be improved - classes are expensive.	Be realistic in the field. No childcare home or center is perfect. Give providers support and understanding. Not expect everything to be perfect. Mark down problems - not everything negative.	Individual licensed childcare provider.
	Make sure we know what's going on with the children we care for, such as: starting, ending, registration fees, and co-pays.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Puyallup office is disastrous to deal with!! Pam Hathaway-Peruc of So. KC office is the most efficient, helpful CSO I've ever dealt with in 24 years!! (specific DSHS staff name) of KCSO and (specific DSHS staff name) have been the most difficult to deal with and most incompetent I've yet to deal with. Thank goodness for 1-800 complaint line.	Give parent ALL necessary forms to start the WCC process! Expedite the process by verifying info over the phone with providers who have been in the system for several years.	Individual licensed childcare provider.
Everything is well organized. Excellent service.		Individual in-home or relative childcare provider.
Always helpful and speedy.	Phone waiting is VERY long when waiting (when you are working in a childcare center) to talk to caseworkers - that is hard. Childcare's own phone line to caseworkers different from clients #?	Agency licensed childcare provider; 11 employees.
	Be more available and keep open communication.	Individual in-home or relative childcare provider.
They always call back within 24 hours, frequently the same day. They are always courteous and knowledgeable.	Right now, nothing. We will be starting the customer service call center on August 10th for Working Connections info. We will see then.	Agency licensed childcare provider; 30 employees.
Very efficient. Some do apologize for the wait time.	Have a provider phone line - We are very busy and to wait is very difficult.	Agency licensed childcare provider; 50 employees.
They do get me money that I deserve when the paperwork gets messed up.	They need to raise their rates for the children that get paid by the State.	Individual in-home or relative childcare provider.
They do everything for helping me.	Everything is right.	Individual licensed childcare provider.
Not much - They have more personal problems than the needy.	Call backs would be nice before 2-3 weeks.	Individual in-home or relative childcare provider.
They explain things on the rules and regulations. They are very respectful too.	I really can't think of anything.	Individual licensed childcare provider.
Great to work with! They rock!		Individual licensed childcare provider.
Do not help me...I need to ask for a supervisor to get the help that I need.	Investigate medical claims further before denying.	Agency medical provider; 35 employees.
DSHS has always been a great help with any problems I have had. They answer my questions with solutions. I appreciate this.	I have had problems in the past with messages left and not responded to for several days. I have not had to contact them lately.	Individual licensed childcare provider.
DSHS staff are doing well. They are always very nice and helpful to me.	They are doing good.	Individual licensed childcare provider.
Seldom need to call.		Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Telephone invoice system is great! Checks come soon after invoice is submitted.	Phone calls are never returned promptly. It's impossible to reach workers. It's difficult to determine who the worker is for each client.	Individual licensed childcare provider.
Electronic billing.	Claim status by internet or more telephone representatives. Standard HCFA format on DSHS secondary claims - even Medicare cross overs.	Agency medical provider; 30 employees.
Worked to help with back payments after supervisor became involved.	Every time I call I get sent to voice mail. It would be nice to talk to a real person the first time - sometimes I can't wait for callback.	Individual in-home or relative childcare provider.
Making places (homes) a safe and fun place to be...however the WAC's are becoming too out of line for homes. We are not centers.	Licensors coming into OUR homes need to remember our Rights to PRIVACY. Coming in with the attitude they are going to stay until they find at least 2 things wrong is petty and taking away from caring and loving children. Washington State may be a leader in the nation for quality care, however, it will be the leader in losing good quality and loving home and centers due to pettiness and overzealous rules. WAKE UP!!	Individual unknown provider type.
	Keep providers up to date on phone numbers for caseworkers for 3rd party insurance.	Agency medical provider; 4 employees.
N/A.	N/A.	Individual in-home or relative childcare provider.
They answer my questions when I have them.	They need more people who can speak Spanish.	Individual licensed childcare provider.
	Wait times on the Region 5 call center line are way too long - I stayed on hold 45 minutes and finally hung up. If case # can be put on Social Services notice it would be helpful.	Agency licensed childcare provider; 7 employees.
Send paperwork on time.	Better and prompt service.	Individual in-home or relative childcare provider.
Paperwork is always lost or sometimes it's just barely getting finished.	DSHS can be a little more friendly and understanding when you enter the local DSHS offices.	Individual in-home or relative childcare provider.
Always answer the questions when we ask them.	If possible send the information in Russian.	Individual licensed childcare provider.
Not much, it's out of their league.	Take reports and make notes in files when they're called concerning the care their child gets from another parent.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Speed of service. Sue Shales, always returns my phone calls quickly. (The Olympia office)	It would be great if DSHS directly sent payment to provider.	Individual in-home or relative childcare provider.
?	Be an advocate - Understand our position.	Individual licensed childcare provider.
Tell us to stand behind the yellow line, have a seat.	Improve on courtesy, attitude, time waiting.	Individual in-home or relative childcare provider.
Understanding and does not degrade me - for asking for assistance.	They do a great job!	Individual in-home or relative childcare provider.
Disability evals are usually paid promptly.	Expedite claims process and credentialing processes.	Agency unknown provider type; 20 employees.
Keeps up with clients.	Let us fax or e-mail when we need help.	Agency licensed childcare provider; 20 employees.
Very prompt payments.		Individual licensed childcare provider.
They provide \$\$ to be able to afford childcare.		Individual in-home or relative childcare provider.
Local office does good job and info. Re: status, etc.	Make more lines and staff available on provider hot line.	Individual medical provider.
Very helpful when families fail to make co-payments or fail to give notice of service termination.	#1 - Shorter hold times - often spend up to 20 minutes waiting to speak to a person on the phone. #2 - More accurate payments - often registration fees missed.	Agency licensed childcare provider; 4 employees.
Answers my questions. Gets back when I leave a message.	Supply tax info.	Individual licensed childcare provider.
It is easy to contact caseworkers and they are great on returning calls.	Send info about workshops for foster and respite care providers.	Individual in-home or relative childcare provider.
I like the way we can phone in the amount now.	Return phone calls sooner.	Agency licensed childcare provider; 3 employees.
Answer questions.	Get more phone help -The wait is over 20 minutes at times! That's quite discouraging.	Individual licensed childcare provider.
	More respect and actually getting thru would be nice. You have the rudest people working there.	Agency medical provider; 200 employees.
Nothing! They screw info given them up, ask them impossible of us, then cut us off at the drop of a dime.	Better communication and more helpful information. Plus, once we've gotten a job, at least give us one more month of full grant to make sure our bills are paid or caught up to a full paycheck.	Individual in-home or relative childcare provider.
Answers all my questions.		Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The new call in system is working much better than the paper laden local office did.	1) Have a separate call in line for providers. 2) Don't send MULTIPLES of paperwork - So far 5 of these surveys. □ 3) When you send notice (re: rate comparisons) it would be good to have the rates on the form.	Agency licensed childcare provider; 17 employees.
Only report what they want.	Be more accurate no matter who calls.	Individual licensed childcare provider.
DSHS greets me with a smile and talks to me as I am a hard working single parent that is doing my best as a mom to do things that I'm suppose to.	Unknown.	Individual in-home or relative childcare provider.
To be honest, nothing. Because they had to wait until I almost collapsed to take me off the WorkFirst program. I'm a pregnant mother.	Call their clients to make sure they are giving them all the info. Return the clients calls as soon as they check their messages.	Individual in-home or relative childcare provider.
Too long on wait calls (often 15 min - 45 minutes).	Have contacts on files. I've e-mailed my rate changes 2 times and been asked to mail it again.	Individual licensed childcare provider.
No.	Be timely.	Agency licensed childcare provider; 13 employees.
Call us when they have issued approval to a client. Generally satisfied, occasional glitches as expected.	Do not call us when they have subsequently denied a client's coverage. Include activity for every child every month to save extra billing and processing time.	Individual licensed childcare provider.
Checks are always paid in a timely manner.	Assure when childcare is approved that it really is, and not just a worker saying so and then saying sorry, it's NOT approved. Need a better system.	Agency licensed childcare provider; unspecified number of employees
	Hire more staff so the workers aren't so bogged down that they can't answer their phones or process quick enough.	Individual licensed childcare provider.
Reliable, timely responses. Professionalism.	Nothing.	Individual psych evaluation provider.
Answer question, give referrals.	Waiting time is outrageous in office without an appointment.	Individual in-home or relative childcare provider.
Always return follow up calls on DSHS clients.	They work well now. I think they do a great job.	Agency licensed childcare provider; 20 employees.
Fairness with helping in collections of payment.	Realize that sometimes it's the social/case workers fault, not the client.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Some caseworkers will take an extra few minutes to answer questions on a case file.	That is a much larger question than perhaps perceived. Service needs to be personalized, families who are recipients need to be empowered to become independent of the system, and childcare providers should receive more support for the enrollment of a large number of subsidized children.	Agency licensed childcare provider; 127 employees.
	Raise subsidy rates! We are withdrawing from accepting DSHS because the rates are WAY too low and we don't like being stiffed when a child is sick or on vacation.	Individual licensed childcare provider.
I like the new format of being able to talk to whoever answers the phone at a CSO. Rather than playing phone tag with a specific worker. I'm not sure if this is available at all CSO's.	Call back faster.	Agency licensed childcare provider; 300 employees.
They pay on the dates they are scheduled.	Return phone calls on time and give us the correct answers to questions.	Agency licensed childcare provider; 12 employees.
They always try to solve the problem ASAP.	Foster care caseworkers need to get provider info inputted ASAP so we get invoiced in same month.	Individual licensed childcare provider.
Most of the case workers I have worked with are very informative and friendly. (Specific DSHS staff name) is rude.	Be on time with sending notices out.	Agency licensed childcare provider; 11 employees.
Not much.	Return calls more promptly and work with the provider instead of against us.	Individual licensed childcare provider.
Social and Financial services.	Job, childcare - especially support for childcare so that client can go to work or to school.	Individual licensed childcare provider.
Tries to be on top when I call in for info. Very polite. DSHS does well. It's the clients who fail the system and make it hard for both sides.	Increase pay with cost of living. If there are any updates send info in advance. Please make sure parents understand rules and regulations for them to receive payment for day care. Send providers a list of parents to be considered for day care if they pay their co-pays or not.	Individual licensed childcare provider.
Respond to my requests.	Process applicants more efficiently and quicker.	Agency licensed childcare provider; 10 employees.
Local DDCEL - Look for common solution, community building. DCFS - Local office looks for common goals.	HQ - Be more open to ideas, "Listen".	Agency licensed childcare provider; 70 employees.
Try to answer any question that I may have.	Make sure the provider get paid on time.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Get their act together. Have caseworkers provide clients with proper paperwork.	Have staff better trained.	Individual psych evaluation provider.
Once contact is made they seem to follow through.	Most often it takes several days to a week or more to make contact and get a reply.	Agency licensed childcare provider; 22 employees.
Already done survey.		Individual licensed childcare provider.
Helpful with licensing rules - issues.	Work with day care provider (re: getting paid for services rendered when parents fail to turn in proper paperwork).	Individual licensed childcare provider.
They are prompt in returning my calls and answering my questions.	Too many mistakes on invoices, which cause a delay in our payments.	Agency licensed childcare provider; 3 employees.
	Your staff is friendly and courteous but I have a very hard time understanding the English of some of your employees.	Individual in-home or relative childcare provider.
Take and process paperwork. The automated payment system is good.	Be more courteous and helpful. Give complete and ACCURATE info at all times!	Individual in-home or relative childcare provider.
Cooperates, listens to assist in day care help.		Individual in-home or relative childcare provider.
They are very accurate with their information.	Not make us wait over five minutes on hold. I've been on hold for over 40 minutes before.	Individual in-home or relative childcare provider.
Calls centers are working great, fast and effective.		Individual licensed childcare provider.
Shows understanding.	For everyone to be on the same page.	Individual in-home or relative childcare provider.
With 1/2 of the information.	Have better friendly way of explaining than thinking its their money.	Individual in-home or relative childcare provider.
The invoice quick telephone report system is great and I have never had a problem with it.	Return phone calls when messages are left for them. Be very clear about parents that do not have benefits left.	Individual licensed childcare provider.
Quick payment.	Better communication with childcare provider - alerting us to changes within the system.	Agency licensed childcare provider; 48 employees.
Answer most of my question and help to resolve dispute.		Individual in-home or relative childcare provider.
They listen to me, give me advise, nice to me.	Nothing.	Individual in-home or relative childcare provider.
	Pay more.	Individual licensed childcare provider.
I've have both positive and negative caseworkers. The last worker worked with me to get parent set up and promptly returned my phone calls.	Return phone calls and treat day care providers with respect. Raise rates where needed! Not try to deny infant bonus - question why you want.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Gorden Merritt is fab - always responds promptly, payments are timely, paperwork is easy.	It would be nice if we could get reimbursed what a phone call costs - but that's up to our legislature isn't it?	Individual licensed childcare provider.
Call centers are great - very nice to have a real person to talk to and have your questions answered at the time of the call. Even better when DSHS staff identify themselves.	Ensure that DSHS line workers have the support they need to do their jobs effectively. Also good to keep human contact in the mix - don't automate EVERYTHING.	Agency licensed childcare provider; 10 employees.
A good caseworker treats us like an even - others we hate to call because they treat us like clients, not evens.	See above.	Agency licensed childcare provider; 23 employees.
Payment clerks Shaundra Rogers and Shawdell Short of King South DCPS N43-4 deserve a huge applause for the customer service they provide. Cannot say enough good things about the way they've gone above and beyond to confirm and correct payments.	Caseworkers could return calls.	Agency licensed childcare provider; 100 employees.
Listen to what I'm saying or asking.	I have never had any problems.	Individual licensed childcare provider.
I have had no such great luck with DSHS but lately they have been better.	Answer the phone and/or return calls.	Individual licensed childcare provider.
Always friendly and courteous.	No change.	Individual psych evaluation provider.
The call center has done absolutely an awesome job.	Help us with getting award letters faster.	Agency licensed childcare provider; 15 employees.
Gets the paperwork and payments to me on time. That's a big plus.		Individual licensed childcare provider.
	The paperwork flow is confusing. I am not sure who could explain the flow. It appears different for each State agency.	Agency medical provider; 400 employees.
They are very prompt in returning my calls.	You pay us less - but make us payout \$ constantly to stay in business. Delete some of the ongoing trainings that cost us \$. The pay scale should be the same, period. Since we all must meet the same requirements to be licensed - area/location all not fair - 1 pay rate for all homes and centers.	Individual licensed childcare provider.
	YOU SUCK...	Individual unknown provider type.
Every time I had a question about their rules or about one of their cases, they are very helpful.	Would like to have help with getting more types of help with getting day care names in the area. Such as a list of us to give to their cases instead of them trying to figure out who to watch their children.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Schedule changes.	Notify providers when care is terminated with a phone call. BE NICE!!! Respectful!!	Individual licensed childcare provider.
They answer all my questions.	Answer the phone sooner.	Individual licensed childcare provider.
Provider services staff fully explain until I have no other questions.	Have more provider services personnel so they don't seem spread out so far. Get rid of the 1-800 male voice that states all customer service reps are busy, please try your call later and then hangs up!	Individual medical provider.
It doesn't matter what a person wears into their office. They could be dressed nice for a job interview or heading back to work. People wouldn't be there if they didn't need that little bit of help. We most.	Be a little bit nicer. Just because people get Government help doesn't mean they have shit on their shoes.	Individual in-home or relative childcare provider.
	Quit using the call center and go back to calling local workers PLEASE.	Individual licensed childcare provider.
Shirley Kuchta and her staff assist me greatly with their observations and consultation regarding our mutual clients. Shirley has been helpful in securing needed space for my assessments.	Loosen up! Relax some of the rules and regs when dealing with experienced and reliable vendors.	Individual psych evaluation provider.
Supplemental, childcare subsidy applications, and renewals.	DSHS (in the past few months) have been friendlier and more eager to help. A bit brusque in the past.	Agency licensed childcare provider; unspecified number of employees
Ken in customer service is wonderful and very helpful and nice.	Get rid of (specific DSHS staff name) and (specific DSHS staff name) they are very rude!!	Agency other care provider; 200 employees.
Automated system - so I know you have received my pay amount and haven't conveniently lost it.	Pay more for childcare. The amount paid is what I charged 20 years ago for baby-sitting - pathetic. My check also sat on a workers desk for 2 months - even though she had my new address. DSHS also lost my paperwork twice and refuses to back pay me from Jan-Apr. This was not my fault as I was still watching the baby. My SSN and WDL are floating around DSHS God knows where.	Individual in-home or relative childcare provider.
CERTAIN staff members are helpful with information and answering questions.	Communicate client status information to me on time and not a month late. Also, try to return phone calls and answer questions as soon as possible.	Individual licensed childcare provider.
Some people are nice, others need help.	Be more available, call people back.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Can never get ahold of anyone.	I can NEVER get through on the phone - always a recording. Coupons are sometimes incorrect or a voucher comes back saying no coverage, but we have a coupon in the chart.	Agency medical provider; 16 employees.
They are helpful when I have a question.	They should be more bilingual. Help.	Individual licensed childcare provider.
	Have more provider reps to answer phone inquiries. Have them well trained in billing procedures AND be able to give out billing problem advice.	Agency medical provider; 13 employees.
I was going to high school and I had a baby girl and they helped me to pay a baby-sitter, and with that help I was able to graduate from high school. Thank you very much.	No comment. I think you guys do good already.	Individual in-home or relative childcare provider.
Alison Eaton, incapacity specialist at the Capital Hill CSO is outstanding!	Too many of our acute/emergent type of O.B. Gyn surgeries are being denied by (Provider name on card) in Olympia. This area needs to be more closely reviewed by other physicians.	Agency medical provider; 50 employees.
Get verbal authorizations.	Get authorizations to centers faster.	Agency licensed childcare provider; 22 employees.
Help with paperwork.	Payment should be equally the same between east coast and the west. The same job is being done.	Individual licensed childcare provider.
	Go back to letting us call local workers instead of the call center. It is highly inefficient. I'm required to repeat the same info over and over again.	Individual licensed childcare provider.
They try to answer and be of assistance when I call them.	They can try to answer phone calls more rapidly.	Individual licensed childcare provider.
They let you know what's going on.	N/A.	Individual in-home or relative childcare provider.
Pretty good with returning phone calls and payments are received quickly.	Better communication with childcare providers alerting to changes in policy.	Agency licensed childcare provider; 48 employees.
Finally providing information on claiming policies.	Stop the audits. Realize that DSHS drops the ball on training and information. Clean the slate and say from this point on you all now know!	Agency licensed childcare provider; 4 employees.
	Provide the trainings before you audit. Not afterwards. Stop setting providers up to fail!!	Agency licensed childcare provider; 6 employees.
	Need to identify whom we are speaking with.	Individual medical provider.
	Everything is fine.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
I like the automated way to do the invoices.	The people at DSHS (the helpers) could be nicer so we feel like they are trying to help us, not trying to find a way not to help.	Individual licensed childcare provider.
They answer all my questions.	Nothing.	Individual licensed childcare provider.
Answer questions about vouchers and clients subsidy.		Agency licensed childcare provider; 25 employees.
They orientate me. The classes that they give me.		Individual licensed childcare provider.
	Getting rid of call center. Get individual caseworkers.	Individual licensed childcare provider.
Answer questions fully and are always helpful.	I know the caseworkers are busy, but phone calls could be returned more quickly.	Agency licensed childcare provider; 50 employees.
Help parents with childcare costs.	Call back sooner.	Individual licensed childcare provider.
Answer questions.	Be courteous.	Individual in-home or relative childcare provider.
They return calls when they can.	They are so understaffed and every week or so the alphabet changes, so you have a different caseworker and end up bothering the wrong person on a regular basis. They are so backlogged and you can tell by the stress in their voices! But at all times they are working hard for the providers and doing their best!	Individual licensed childcare provider.
Return calls promptly and mail out paperwork.	Less frequent re-applying - seems redundant and not necessary.	Individual in-home or relative childcare provider.
Mailing a LOT of paperwork. I do like the phone in payment that is the best thing DSHS ever did.	Be courteous #1!! WORK with the providers to get our clients set up in a timely manner so we don't have to wait two months for 1st payment.	Individual licensed childcare provider.
Friendly, efficient, love the "wait" music.	Wish the call line wait time was never longer than 3 minutes. Not all staff I talk to have the same knowledge base about families that work program.	Agency licensed childcare provider; 10 employees.
They usually make call backs within 48 hours.	Not lose paperwork or get behind.	Agency licensed childcare provider; 6 employees.
In the past re: problems receiving checks, DSHS was able to track it down and advise me of the problem and how to fix it.	It would be better and more convenient if checks could be made out or sent directly to the provider.	Individual in-home or relative childcare provider.
Prompt once you are set up.	Shorten the 4 to 5 months it takes to enroll.	Individual in-home or relative childcare provider.
Payments on time.	Return calls.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	I think more staff to answer phones. I think clients should have same pic #. In past it was that way, now it changes.	Agency medical provider; 9 employees.
1) Signs up parents for day care quickly. 2) Solves problems with billing quickly.		Individual licensed childcare provider.
Employees are very willing to check information for me.	Not everyone I talk to knows what to do with childcare. Time on hold is often over 5 minutes.	Agency licensed childcare provider; unspecified number of employees
Friendly and helpful on phone. Very fast and efficient.	Keep 13 year olds covered. They are not old enough to stay alone.	Individual in-home or relative childcare provider.
They normally return calls within 24 hours. The payment is pretty prompt.	They - only (specific DSHS staff name) - sometimes act like recipients of "WorkFirst" are welfare parents. Do cost of living adjustments on rates. My rates in my region haven't been raised in 3 years. They could bill the activity fee at 20 units with an authorized rate of \$1.00 so I could phone my billing in each month. It never comes out to \$20. (specific DSHS staff name) is efficient, but he's very suspicious of WorkFirst clients - he needs to treat them with respect and dignity.	Individual licensed childcare provider.
Return phone calls promptly. Willing to go the extra mile when a problem occurs.	I think you do a super job. You have a HUGE workload - yet I feel like I'm an important client when I call.	Agency licensed childcare provider; 8 employees.
Some workers call right back. - Problem solving. - Communication.	Have one caseworker who gives out information.	Individual licensed childcare provider. Agency licensed childcare provider; 8 employees.
Nothing! They are rude and try to find ways to make sure you are eligible for nothing.	Not be so condescending and bitchy.	Individual in-home or relative childcare provider.
If I have a problem - they help to solve it.	Know policies better.	Individual licensed childcare provider.
Phone response greatly improved.	Informing providers of services - new, ongoing, and changes - not cutting off childcare before provider is informed. Following a universal standard for qualifying for services.	Agency licensed childcare provider; 7 employees.
Notify us with "end date" reminders. Helps us to collect co-pays if client has left with a balance (clients would need to pay off outstanding balance before beginning a new day care center).	It is hard to work with a "call center" instead of a caseworker. Not getting notified in writing any more if a new client is eligible for childcare before they use the center.	Agency licensed childcare provider; 21 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Response line is very well informed and can answer most questions. Case managers often have info on clients on file.	Response Line - be able to access case manager files. Case Managers - RETURN PHONE CALLS within 24 - 48 hours.	Agency more than one type of service provider; 18 employees.
Some workers are so great! Many ARE NOT! Sometimes they answer the phone sometimes they get the job done.	How about a call line for ONLY childcare providers? SO people like (specific DSHS staff name) don't answer and tell me he is only trained on #2 and #3 and put me back on hold to push #1 which is Spanish. Hello (specific DSHS staff name), some of us don't remember all our high school Spanish!	Individual licensed childcare provider.
There are some workers that will go out of their way to work with us to help the clients.	It would be easier to call a specific worker, instead of going through the switchboard and changing who we talk to each time.	Agency psych evaluation provider; 25 employees.
I always call in on the phone.	Not be so stiff about things!	Individual licensed childcare provider.
Caseworkers are sympathetic to the difficulties of working with many of the DSHS families.	Let providers know more (Re: non-standard hours, etc). Be more accessible, answer their phones more often. Randi Connorly is great at being accessible. I find lots of mistakes and inconsistencies with authorizations - things missed.	Individual licensed childcare provider.
They help make sure I have enough hours to cover childcare expenses. They listen when it gets tough when I'm in training and working. They give me faith and hope to become more independent.		Individual in-home or relative childcare provider.
It's hard when they know nothing about your case.	Give it back to the counties to handle cases in their areas.	Individual unknown provider type.
They try to help, but it's not personally their case, so they have to know facts (repeatedly).	A 20 minute wait on the phone is too long. What happened to 3 minutes?!? The old way we got help from someone who was familiar with the case, GO back!!!	Individual licensed childcare provider.
Takes time to answer all concerns.		Agency licensed childcare provider; 14 employees.
Make referrals in advance so I can schedule them.	Provide available background information.	Individual psych evaluation provider.
Local office is very helpful!	The phones - it is so difficult to call DSHS. After listening to all the messages you're told all lines are busy - call back. Either put us through or give us a busy signal. Better yet - let us get through on first time!!!	Agency medical provider; 4 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer any questions I have with courtesy.		Individual in-home or relative childcare provider.
Helps me with day care allowances, I am dearly grateful!!!	Not have me on hold too long!	Individual in-home or relative childcare provider.
For the most part they are okay.	Get checks out faster. I had to wait 2 months and that put me in a hell of a financial bind. Not cool at all.	Individual in-home or relative childcare provider.
	Answer phone calls more promptly.	Agency licensed childcare provider; 1 employee.
Gets checks out on time.	Make child approval by "FAX" to assure payment. Because one worker gives approval and then reneges. That one worker is (specific DSHS staff name).	Agency licensed childcare provider; 7 employees.
Send pertinent information to childcare worker via e-mail, so I don't need to report to another office.		Individual in-home or relative childcare provider.
Phone appointments are a great help!	I will call for help on my day OFF in the morning and not get a call back until the next day or other day. I am working usually the next day and will miss the call and have to try again on my next day off and same thing happens. Same day call back would be a GREAT help! Thanks.	Individual in-home or relative childcare provider.
Pays us in a timely manner, unless (specific DSHS staff name) did the approving.	Fire (specific DSHS staff name) - makes her own rules! Approves - then says they are not approved.	Agency licensed childcare provider; 10 employees.
Returns calls within good time. Research items of question. Gives advice.	I'm happy.	Agency licensed childcare provider; 13 employees.
They return my call within 24 hours. They always answer all my questions. . .THEY'RE GREAT!	Let us know of terminations sooner. We need faster notification of approval - some start work the next day.	Agency licensed childcare provider; 15 employees.
DSHS gave help to needy person and day care to child.	Benefits.	Individual in-home or relative childcare provider.
Licensors are Great, especially Jane Hill. Responds quickly, gets our vouchers out to us and payment in a timely fashion.	Sometimes your employees change the rules to hide a mistake they have made. Yes approved, then NO approval - we suffer at their mistake.	Agency licensed childcare provider; 6 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Generally call back in a timely manner.	Providers must receive notice of ending benefits at least one day (if not a week or two) prior to the cut off date! Parents do not share their info with us and we lose out because we continue to provide childcare until we receive notice (usually about 1 week after care benefits have ended). We generally do not get paid for our work!	Individual licensed childcare provider.
Provide information and classes.	Provide more help to parents filling out forms for first time, i.e.. Make it simple.	Agency licensed childcare provider; 8 employees.
Always polite and very prompt. Always responds within the same day.	Nothing that I can think of at this moment.	Individual in-home or relative childcare provider.
Always returns calls promptly and stays in touch until the problem is solved.	When information is entered into the system, have it update the information in all the systems within DSHS.	Individual licensed childcare provider.
Prompt payment. Easy voucher/"Computer Sheet".	Teach parents more about their responsibility to change hours for children, etc...like end of school year from HALF to FULL DAY.	Individual licensed childcare provider.
Pay on time and are accessible.	Pay the going rate for day care or at least closer to it. I am paid \$10.00 less than when I am paid by other people for each day.	Individual licensed childcare provider.
Returns my call quickly and answers my questions.		Individual licensed childcare provider.
Providers pay for my sons childcare. Something I wouldn't be able to provide on my own.	I'm happy with the way things are. Other than caseworkers being switched without notice.	Individual in-home or relative childcare provider.
Family medical - and re-scheduling missed appointments promptly.	Show a little more compassion, more help for single moms with two or more children.	Individual in-home or relative childcare provider.
I guess they try their best.	Let parent know about co-pay and that they MUST pay it!	Agency licensed childcare provider; 25 employees.
Answers questions thoroughly. I like the calling in program.		Individual licensed childcare provider.
Return calls - Investigate problematic situations - explain policies - follow through.	Provide confirmation of eligibility more quickly, including co-payment requirements and expiration dates.	Agency licensed childcare provider; 3 employees.
The help line is usually good.	Pretend they are working with me and not against me. I'm not their enemy.	Individual licensed childcare provider.
Give enough information.	They do everything OK.	Individual licensed childcare provider.
When always need to ask something relative to the child.	Yes. The only thing is, I can't see the people I talk with - they are very kind.	Individual licensed childcare provider.
Calls to verify information.		Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Nothing. Usually when I call they are not too helpful.	They can have more polite workers. Some don't really care about helping the caller.	Individual unknown provider type.
They seem to be well informed of the things that we are able to do and not do, and there has only been once or twice where I felt that I needed to explain things to them.	I feel that if the staff continues to improve the way they have over the last year that would be the best thing in my opinion that you all can do.	Individual licensed childcare provider.
	Install some telephone "back lines" for provider use, to avoid lengthy holds on CSO main phone number.	Individual psych evaluation provider.
	Return calls, speak to me in a respectful manner, discuss what services are available to my clients.	Individual licensed childcare provider.
If we make a mistake, tell us, we'll rectify. How about the same courtesy? If the workers have a cruddy day - stay home, we DON'T DESERVE their slack!	I chose yes before 7/18/2002. Be nice! We're people. (Specific DSHS staff name) at Spokane CSO SW told me rather rudely and definitely harsh and firm she would answer 2 questions and to fax the rest. 7/19/2002 Peggy answered 3 questions and then checked to see how many callers were waiting. Then told me nicely she would do one more. 7/19/2002 Murry/Moses Lake answered happily and answered 5 questions. 7/19/2002 was a better day for me! Thanks Peggy and Murry.	Agency licensed childcare provider; 30 employees.
Usually payment is on time by the 5th when things are normal.	Have a better way for the childcare providers to have access to a (live) person and able to answer questions about a child's verification of childcare, NOT HAVING TO PLAY PHONE TAG, CONSISTENT CASEWORKERS.	Individual licensed childcare provider.
By giving good information, and helpful and polite workers.		Individual in-home or relative childcare provider.
The major programs, the public does seem to know exist. Help the poor who are in need.	If I had known about the program (to care for my children now 19 and 17 when they were small) years ago it would have helped.	Individual in-home or relative childcare provider.
The supervisors try hard to keep mistakes to a minimum. The workers seems too busy to be bothered. I know their caseloads are heavy but I don't always need to hear about it. I've provided my services and want to get paid.	When a worker has made a mistake (re: payment) instead of trying to fix it, they make us wait until the next month.	Individual licensed childcare provider.
So far everything is done by mail or phone.		Agency licensed childcare provider; 5 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer my questions.		Individual licensed childcare provider.
	Treat people with respect.	Individual in-home or relative childcare provider.
Searches for and gives needed information	Nothing I can think of at this time.	Individual licensed childcare provider.
When you reach someone they are helpful and most care about our families.	Answer their own phones - or call back within 24 hours.	Agency licensed childcare provider; 35 employees.
I call into TAS and get various workers. Most are extremely helpful and pleasant. I appreciate when they offer to call me back if they don't have an answer for me. Thanks.	Call Center takes 7-15 minutes to answer - shorter call time would be helpful. Once a person has sent in info needed (such as wage re-certification) it has taken a couple weeks, in some instances, for the info to be put into your system.	Agency licensed childcare provider; unspecified number of employees
	It's always been a hassle having to call for needed paperwork. Phone etiquettes. Stable computers - always down when I call. Stop constantly moving cases to other people.	Individual licensed childcare provider.
Prompt payment.	Better information for providers.	Agency licensed childcare provider; 48 employees.
Yes, when you can reach them on the phone. I think the 1-877-980-9180 DSHS verification line is the greatest. It's worth the wait.		Individual medical provider.
Offers over the phone enrollment.		Individual other care provider.
Prompt payment.	Better information on changes in system to provider.	Agency licensed childcare provider; 48 employees.
Request the information they need to process pay.	They said that we did not qualify anymore, and gave us 3 days notice! Then they said we do qualify, but we had two weeks of not knowing because the paperwork waited on someone's desk.	Individual in-home or relative childcare provider.
Send out invoice and payment in a timely manner.	Return calls quicker, know and be more familiar with issuing childcare (only for some workers).	Individual licensed childcare provider.
Well - to be honest, this whole childcare experience has been confusing and difficult to get straight.	Information when its asked for would be a benefit. And why am I not getting paid for BOTH of the children? They are listed on the voucher but NOT on the payment explanation. How come???	Individual in-home or relative childcare provider.
I never deal with DSHS other than the payment by phone.		Agency licensed childcare provider; 35 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	Organize the office, call clients back, PAY DIRECTLY TO PROVIDER instead of parent, hire motivated people who care and will keep track of paperwork.	Individual in-home or relative childcare provider.
Helps me with my childcare.	For me nothing.	Individual in-home or relative childcare provider.
I am very satisfied with everything.		Individual in-home or relative childcare provider.
Claims audit.	Reduce hold time for call center.	Agency medical provider; 140 employees.
	Help with co-pays. Parents often change centers instead of paying, and DSHS doesn't help get it or hold them accountable for late fees.	Agency licensed childcare provider; 24 employees.
When I call I am informed of the client status.	We, as providers, do not receive information about client negligence until after we have provided services of childcare. Phone calls to us would help. Client wrote a letter describing processing of paperwork problems, lack of payment issues, and no formal grievance process. Letter is attached to survey form.	Individual licensed childcare provider.
Courteous and helpful in resolutions. But on initial contacts, follow through on special situations doesn't make it to hard copy.	Service and accuracy have really fallen off the last couple of months. Wait time of 4 minutes is okay, but not 17-22. June billing was missing 7 children. Not on June supplemental either. Had to call TAS and now waiting for resolution.	Agency licensed childcare provider; 5 employees.
Answer my questions and help me with my problems in a timely manner.	?	Individual in-home or relative childcare provider.
Co-pay, exp. dates.		Agency licensed childcare provider; 8 employees.
Fine.	We have been receiving denials on clean claims because the scanner @ DSHS reads them wrong and no one DOUBLE checks.	Agency medical provider; 3 employees.
Responds to queries quickly and courteously.	? Personally, I always am shown respect.	Agency licensed childcare provider; 15 employees.
Pays me on time.	Pay higher wage.	Individual in-home or relative childcare provider.
Nothing.	Be available, return calls.	Individual licensed childcare provider.
Gail Robertson: Always makes time to deal with concerns I have and does her best to make sure paperwork is entered in a timely manner!		Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Coming up with the R5CC.	Have everyone be like the R5CC.	Agency licensed childcare provider; 80 employees.
The DSHS helped my family about: 1. Learn English language. 2. The childcare when I have a job.		Individual in-home or relative childcare provider.
DSHS has gotten much better about returning phone calls.	All workers need to know all the rules and regulations. Need to be consistent.	Individual licensed childcare provider.
Sometimes workers don't understand to give us hard time, I have to deal. DSHS give me money to pay childcare worker.	To helped me paid childcare. I'm not worry when I at worked. The DSHS helped most low income family.	Individual in-home or relative childcare provider.
They answer any AND all questions for us as they arise.	Presently, I cannot think of anything. We feel very fortunate with the DSHS staff we're working with. Thanks.	Agency licensed childcare provider; 20 employees.
They are not interested in helping us! Nothing! I call as little as possible, I'm tired of talking to workers that hate their job. We are entitled to call and question if parent - children are approved for childcare payment.	When calling a caseworker to inquire about approval of a parents status - that are placing children in care - 99.9% of time caseworkers are rude. They talk down to us. We desire respect. Many of us have degrees. We work hard.	Individual licensed childcare provider.
Appreciate a lot of your employees. The service is good - checks are on time but you have one employee who approves care. Then says she never said that or it's the parents fault. Plus - I own 2 centers, separate corporations, separate address (specific DSHS staff name) will send out notices of termination to one center loaded with other termination papers for the other center. Just to save postage for the State! I have to courier it to other address. I don't think this is very professional for a State employee and I have complained to her.		Agency licensed childcare provider; 7 employees.
Usually fax authorizations if we need.	Understand we need written authorization before we accept the children.	Agency other care provider; 20 employees.
They work with you after you have to keep on them.	Not to keep you on hold for so long and not to pass the buck.	Individual licensed childcare provider.
Answers any questions I might have. Always polite.		Individual in-home or relative childcare provider.
Answers my questions.	Pay up to my own rate.	Individual licensed childcare provider.
Nothing.	Treat providers with MUCH more respect!!! Keep better tabs on WorkFirst clients who abuse the system.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	To pay providers with a faster pay system, so a person doesn't have to wait 3 months to get paid.	Individual other care provider.
Most everyone seems very helpful.	Just to have some support programs to help people stay off welfare.	Individual in-home or relative childcare provider.
I'm am always surprised how little the time is I wait on the phone.		Agency licensed childcare provider; 100 employees.
I work with one person at provider relations and he always helps me within a day, his name is Ken Lowery.	Do whatever possible to cut wait times on the phone and QUIT LOSING ATTACHMENTS! You lose one out of every ten we send in.	Agency medical provider; 4 employees.
Will research questions regarding payment amounts.	Take time to really look at files and cases, rather than giving pat answers.	Agency licensed childcare provider; 18 employees.
Finding good resources, helping me with my children's medical bills.	More social or caseworkers, so we can be contacted back more promptly.	Individual in-home or relative childcare provider.
Calling it in over the phone - quick payments.	It would be nice to get paid for all 23 days in the longer months - now we can only claim 22.	Agency licensed childcare provider; 12 employees.
When I have had a problem - which is rare - I have always been helped in a timely pleasant way.		Individual licensed childcare provider.
Many questions and changes can be resolved with just a phone call.	Make it easier to make that phone call - mine are long distance - an 800 number would help. (Listed on correspondence under the workers name).	Individual in-home or relative childcare provider.
She takes me everywhere, she does lots of things for me, she helps me in everything, and she takes very good care of my kids.	She does her best in everything.	Individual more than one type of service provider.
I'm still looking to find what it does well. At this point, they haven't done anything well.	Better communication between the staff, i.e....help line, caseworker. No one seems to be able to help me with the problems I've ran into. Not enough training between the staff. I was told by caseworkers' voice mail that if I needed to talk to someone right away to call the help line. But they don't even know how to pull up my info. So why tell people to call there?	Individual in-home or relative childcare provider.
They pay for day care. . . Smiley face.	Things could be faster.	Individual in-home or relative childcare provider.
	The payments when I moved caused a lot of turmoil, and enough notice was given to get everything changed. I have been moved for 60 days and the address is just now concrete.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Always available and quick response regarding childcare reimbursement.		Agency licensed childcare provider; 64 employees.
I am pleased with the way DSHS treats me and explains things.		Individual licensed childcare provider.
Listen to my complaint about not receiving co-pays and sending notice to parents to pay or be cut off. Thank you!!	Could have a toll free # for me to use concerning business, as I already take a cut in pay from accepting State pay.	Individual licensed childcare provider.
	Pay back moneys owed and stop giving me the run around, since I have PROVEN it is owed!	Individual licensed childcare provider.
Answering messages.	Sending forms that state the family eligibility is ending, before it happens. Allow the correct number of service days per month (23 day month only get 22 days; 20 day months lose two days pay) - already low dollar amount.	Agency licensed childcare provider; 10 employees.
Not much!!	Provide more info - they are limited.	Individual in-home or relative childcare provider.
They are always willing to assist, prompt, and courteous. I haven't spoken to an unpleasant worker.	They are already wonderful.	Individual in-home or relative childcare provider.
Send us the end date reminders.	Call the provider the latest info if no paperwork is sending out soon.	Agency licensed childcare provider; 50 employees.
Electronic billing is smooth, point share eligibility is helpful.	More phone lines - hold time is way too long. Communicate with Medicare on who is prime, also revise TCU (Transitional Care Unit) policy, as claims are always allowed once appealed, but it is a hassle to get paid. TCU is a part of the hospital that is highly skilled nursing care, yet is treated as a regular SNF. It is cheaper than keeping patients on the in-patient unit, yet DSHS can't seem to get it.	Agency other care provider; 13 employees.
	Treat people equally. Not everyone is low life and living off the government.	Individual in-home or relative childcare provider.
Good info on RA.	Pay more and pay for more admit codes for claims. Too hard to get through by phone. Employ people to speed up application process. We often need to do services before coupon is ready, and find out too late that the patient doesn't have appropriate coverage.	Agency other care provider; 3 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Most times understand that timeliness is vital to helping families.	More consistent standards of practice. Some people are just flat rude and others bend over backwards. Miss local people - getting to know each other.	Agency licensed childcare provider; 6 employees.
Looks in COB info from the provider instead of waiting for the client to call (like Medicare).	Update computer databases more often. Answer voice mail quicker.	Individual medical provider.
Most of the time they are very helpful and courteous. They try to work with the clients and explain the procedure.	When different situations arise, the employees need to check with supervisor before flat refusing to help. Often I am told one thing by one person and the next contact refuses to look into the situation.	Agency licensed childcare provider; 10 employees.
	Reduce multiple requests for previously provided data. Act on provided information.	Individual medical provider.
They return our calls in 24 hours. They would return our call sooner - if they had more help!!!	Need more DSHS caseworkers so we would get out paperwork on time and our invoices.	Agency other care provider; 14 employees.
Helps and give information, makes sure that sent notice on missing documents or incomplete papers so that we can submit on time.	I think they're doing pretty good.	Individual in-home or relative childcare provider.
Local CSO very willing to give us information by telephone...seemingly understanding of the challenges providers face when accepting DSHS funding.	Make major improvements in system that allows providers to receive reimbursement more closely aligned with how we charge private pay families.	Agency licensed childcare provider; 25 employees.
Calls back.	Have on line service, and be able to do invoices on line or check on payment on line.	Agency licensed childcare provider; 1 employee.
Ballard Office is superb. Lynnwood office sucks, especially (specific DSHS staff name)! Rude - rude - rude.	Pay the going rate for care. Pay \$50 supply and activity fee monthly without the necessity of paperwork.	Individual licensed childcare provider.
	Remove (specific DSHS staff name) from caseworking!	Individual in-home or relative childcare provider.
	More phone lines - your customer service line is always busy.	Agency medical provider; 35 employees.
Give the right information to the provider.	Don't take 3 days to call the provider.	Individual licensed childcare provider.
Call back on time now.	Don't take 2 days to call the provider. Whatever she (????).	Individual licensed childcare provider.
Supplies, forms, and workshop free or at a reduced cost.	Send worker or licenser out to licensed homes on drop-ins often.	Individual licensed childcare provider.
Took good care of me right away!		Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Call center is working great.	Realize that DSHS dropped the ball and didn't do their jobs for up to date surveys, stop blaming the providers and stop the audits check. Move on!!	Agency licensed childcare provider; 3 employees.
Case worker very helpful. <input type="checkbox"/> Pierce County Call Center. <input type="checkbox"/> Mr. Wellington - wonderful. <input type="checkbox"/> New caseworker Cheryl--wonderful	When providing (indecipherable comment) month please add 22 units with same authorization for the following month.	Agency licensed childcare provider; 20 employees.
Access to info via Point Share!	Answer their phones - Return calls - Realize the provider is NOT the enemy!	Agency medical provider; 50 employees.
Get payment when delayed for some reason.		Individual licensed childcare provider.
Whatever I need, I call Stephanie Pinkney, She's the only one I seem to get results from.	There's one person I can always count on to respond and get results, that's Stephanie Pinkney at the Renton CSO office.	Individual in-home or relative childcare provider.
Answer questions and explain well.		Individual in-home or relative childcare provider.
Let me know that I could re-sign up.	Let us know that they help with crafts and outings.	Individual licensed childcare provider.
I have found that your new 877 # is great. Calling for confirmation terrific - at this time I feel all you do is going great.		Agency licensed childcare provider; 26 employees.
They are helpful with my granddaughter.	Listen more to their clients and understand what they are going through and not to be so high and mighty.	Individual medical provider.
They can almost always answer my questions or change something right at the time I call.	Staff turn-over is terrible! Just when we get comfortable working with someone, they're gone!	Agency licensed childcare provider; 19 employees.
Get back to me by phone in a very timely manner.	Not sure??	Agency other care provider; 16 employees.
Polite when talking to anyone on phone. Just no complaints.	Just keep up the GOOD WORK!	Individual licensed childcare provider.
	Process claims in a more timely manner.	Individual psych evaluation provider.
(Very few employees) Try very hard to get your wait there pleasant and short.	Be honest! Stop with the run around, from one worker to the other, passing between everyone.	Individual in-home or relative childcare provider.
Answer question or find someone who can.		Individual licensed childcare provider.
Diane Englirst and Cheryl Annes were great, positive people to work with. Always helpful, pleasant, kind, and knowledgeable! Will miss them!	CPS could return call, period. Many times they do not call back at all, even after repeated messages. (Specific DSHS staff name) - Port Angeles and (specific DSHS staff name) - Port Angeles.	Agency licensed childcare provider; 25 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Listen to the problem and then help figure out a way to solve it.	Nothing I can think of.	Individual in-home or relative childcare provider.
	Work to solve the problem not prove who is correct or wrong.	Agency medical provider; 12 employees.
They try to assist with childcare program questions, but quality is not good.	1. Have live people and not automated machines. 2. When staff answers it takes a very long time to get back on a question. 3. It is very difficult to speak to staff.	Individual licensed childcare provider.
When they call me and they ask me if I'm going to take care of that specific person. We consider that.	I don't really know because they do everything well.	Individual licensed childcare provider.
	Return phone calls and be more courteous. They act like we are the problem.	Individual licensed childcare provider.
They return phone calls and if they have questions they call and help you get them answered.		Individual more than one type of service provider.
	Answer phone calls or return calls in a timely manner.	Agency licensed childcare provider; 9 employees.
I liked having local social service workers to handle problems more efficiently.	Continue the above.	Agency licensed childcare provider; 4 employees.
Pays claims promptly.	Return phone calls in general - answer the phone once in a while.	Individual licensed childcare provider.
They are patient and help me find answers.	However, there are always certain ones who are never at their phones and don't call back promptly. Be there when I call. So often I only have a few minutes of free time, and when they call back I'm busy. Often my question is brief and could be quickly answered, if someone could be available to answer generic questions. With the new system there are 20 to 30 minute waits even when calling early.	Agency licensed childcare provider; 11 employees.
Don't know.	Don't know.	Individual in-home or relative childcare provider.
Prompt replies and payments.		Individual psych evaluation provider.
They usually respond to messages or mail relatively quickly, especially John O'Conner - he was very polite and courteous.	We were cut off food stamps and our caseworker did not return ONE phone call or respond to correspondence (specific DSHS staff name). I still don't know why.	Individual in-home or relative childcare provider.
Nothing.	Answer the phone when I call my case worker, or even call back when I leave messages.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS response time is very quick and allows services for the children to begin ASAP!	No complaints - always very helpful.	Agency licensed childcare provider; 23 employees.
They are usually able to help with all questions and problems.	Some of the people are not very friendly. We had a very bad experience once with (specific DSHS staff name).	Agency licensed childcare provider; 7 employees.
	We won't be able to care for DSHS families any longer BECAUSE you don't honor our contract and we can't make it financially - on your terms. Also, too many mistakes being made since April - ? Undependable - Inconsistent - DSHS families. We schedule (and hire) staff, then several children don't show up as they were scheduled, etc... Also, we're CUT OFF without much notice.	Agency licensed childcare provider; 7 employees.
For childcare.	If have Chinese speak is better.	Individual licensed childcare provider.
DSHS staff returns my calls promptly so that I may get answers to my questions and continue my work.		Agency unknown provider type; 12 employees.
Very courteous and always available to answer my questions.		Individual medical provider.
	1. Keep paperwork up so they know what's really going on. 2. Inform providers - faster notice.	Individual licensed childcare provider.
Taking care of any misunderstanding, problem in no time.	I think you are great.	Individual in-home or relative childcare provider.
Informs me when client arrive and provide me with whatever assistance I request.	Have an area work space that is available consistently and near the office of the psychologist I work with.	Individual psych evaluation provider.
Find out if my clients are telling the truth about whether or not their paperwork is done completely for renewal. Doing a lot of registering on the phone for new clients, instead of requiring lots of paper to be returned by clients, that may not reach them.	Let you know if clients are no longer eligible for service before month closes, so that you can get your money from clients. They are waiting too long to let us know about these things.	Individual licensed childcare provider.
Becky is usually pretty good about returning calls - however, I had to call for 5 months in a row before the direct payment started because there was always some problem - and they tried to blame it on me not getting my stuff in - which it always was.	Make the caseworkers more accessible - no calls on T-Th and not available until after 10:00 am M-W-F - makes it somewhat difficult for those of us dealing with a house full of kids and trying to comply with paperwork issues.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Not much. The Burien CSO office is ridiculous. The right hand doesn't know what the left is doing!	Remember that WE provide care for children and are not in charge of watching over parents.	Agency licensed childcare provider; 10 employees.
When I do talk with someone, they are helpful and work with me to solve problems.	Call back - return their calls especially when it's time sensitive.	Individual licensed childcare provider.
When they answer the phone or call back soon.	They change the alpha so often. Who is the authorizing worker for who?	Individual licensed childcare provider.
Have good programs.	Have better trained staff to answer questions without being transferred to several different places and eventually hung up on - courtesy. Everything is a hassle.	Agency medical provider; 230 employees.
I really appreciate Abrik Akimor for listening to my needs. Doing all the paperwork on time. Very courteous on the phone!	1. There are lots of families working (who still depend on DSHS somehow) and there is no time to wait most of the time. 2. I have a big family. Accidentally, I've gotten pregnant again, that's why I applied. One of the socialworkers wasn't watching his manners and said to me "I hope, you're not pregnant anymore".	Individual in-home or relative childcare provider.
If a rapport is established they help, if not there isn't much motivation to be cordial.	Childcare providers work hard. It would be nice to know that we are going to be paid.	Individual licensed childcare provider.
When a person I know can be reached we do OK. Most of the time the correct person cannot be reached with the new system.	My income is dependent on DSHS funding. It would be nice to know that the person doesn't have funding before you care for the child for 20 or 50 days.	Individual licensed childcare provider.
Gives me information on everything I need.	Improve telephone services. Before, each family had their own person to help; now they make us wait on the phone for hours.	Individual licensed childcare provider.
Researches for answers to questions. Fixes problems with authorizations.	They do a really good job! However, I wish they'd pay weekly and at our rates!	Agency licensed childcare provider; 10 employees.
	More \$.	Individual licensed childcare provider.
Tracking down payments - Resources.	Quicker response time.	Agency licensed childcare provider; 18 employees.
None.	Respectful, courteous, polite, listen. Send notification letter ahead of time before discontinuing medical.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
When they can help you most of the time they are very willing to do so.	The childcare call center has a ridiculous wait time - usually when I call it takes anywhere from 10-25 minutes. Also, when they lose your paperwork and they cut your benefit without even a phone call is ridiculous. And then when you call they tell you that it's your fault and are usually pretty nasty about it.	Individual in-home or relative childcare provider.
	Be more consistent and be more interested in the clients life.	Individual licensed childcare provider.
I have had no services provided by DSHS at this time. They seem to do a very good job.	No improvement needed in my opinion.	Individual in-home or relative childcare provider.
Most always I feel State should let providers take care of payments, as was done years ago. This hurt me as this is my only income.	In April, I took care of a 10 month old for 16 days - Mom wouldn't turn in pay stub to State, so I didn't get paid. Mom kept lying to me saying it was approved, when it wasn't.	Individual licensed childcare provider.
Always willing to help.	Waiting on the phone.	Individual in-home or relative childcare provider.
	I turned papers in the beginning of July and they were not processed until the end of July. My name and address changes should have been processed much sooner.	Individual in-home or relative childcare provider.
They never return phone messages. And not always do we receive the form letter, but information from the patient stating DSHS needs information faxed ASAP.	Return phone messages. Reg. Payments that patient states DSHS needs information faxed without DSHS request letter.	Individual medical provider.
Nothing - I have not received anything from them. No information. They call and tell me when not to baby-sit and that's all.	Give information for what I would get paid, when I can get paid, co-payments? Give a phone number. Right now, they are not doing good at all.	Individual in-home or relative childcare provider.
Some caseworkers are great and knowledgeable, some are not. I did not get a check with the remittance.	Follow through when a call is made.	Agency licensed childcare provider; 20 employees.
Answers questions - returns calls.	Be firmer with parents' claims - listening to employers who can document and support a false claim.	Agency licensed childcare provider; 73 employees.
Great.	No suggestions.	Agency other care provider; 10 employees.
They do good on the childcare.	In my opinion, I think they need to pay attention in family need program.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The staff gives 110%, but they have more clients than they can handle. Consequently numerous mistakes are made.	Get more employees. They are so over loaded with clients it takes weeks to get to the paperwork. And, there's numerous lost paperwork that the clients have turned in and have to prove they applied with their date stamped copies.	Individual licensed childcare provider.
Some providers are more helpful and probably better trained.	Return calls sooner. Not say clients stacked up on desk.	Agency licensed childcare provider; 9 employees.
Try to correct mistakes made within staff and interpretation.	Keep good communication. Work on communication with all providers the same. Go after unlicensed childcare, instead of finding fault in licensed care. We have done the required classes and training.	Individual licensed childcare provider.
Answer questions I need to ask from time to time.		Individual in-home or relative childcare provider.
Return phone calls, don't lose my paperwork, meet for scheduled appointments on time.	See #2. Also to stop bothering my landlord and employer when NOTHING has changed!	Individual in-home or relative childcare provider.
	Do paperwork on time, return phone within 24 hours like they say.	Individual licensed childcare provider.
By answering all my questions and help work out any problem I may have.		Individual licensed childcare provider.
Helpful info when I call.	Fix the phone lines.	Agency medical provider; unspecified number of employees
Love the calling in end of month days of service. And fast response.	List of DSHS phone numbers in Spokane.	Agency licensed childcare provider; 27 employees.
I like the phone system. It is so much easier to help my teen parents sign up for childcare help.	Less wait on the phone calls - but it is so much better than it was before.	Agency licensed childcare provider; 4 employees.
Correcting a mistake or a file not processed. Also calling with verbal approval of childcare so parent can start child right away.	Would be nice if each rate approved was consistent with the next agency. Sometimes rates are higher or lower than the next person's approved rate.	Agency licensed childcare provider; 12 employees.
Always answers any questions I have.		Individual licensed childcare provider.
DSHS always does their best to help me. I have always been treated very well.	DSHS is slow at times because they don't have the necessary man-hours to handle the sheer volume of their work.	Individual licensed childcare provider.
Get childcare started, medical back for myself.	Put the provider checks in the providers name.	Individual in-home or relative childcare provider.
Answering questions.	Easier to get ahold of.	Individual licensed childcare provider.
Answers questions, gives helpful info above and beyond call of duty.		Agency medical provider; 9 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Letting me know when date start for day care assistance.	Notify before termination of day services. Help collect money owed from cut off day to date received info.	Individual licensed childcare provider.
Very knowledgeable - understand the laws and requirements well.	Prompter "reply back" time.	Individual more than one type of service provider.
When I call they answer all my questions. Let me know where this family stands if they provide services to them all answer. Well answer.	Most times it's hard to get your call - it takes at least 20 minutes for them to get to your call.	Individual licensed childcare provider.
They will work with us on any questions we have.	Most of the staff are courteous and helpful. A few are not.	Agency licensed childcare provider; 100 employees.
If we have any questions or request additional testing for GAU then always get back to us with the authorization and if we have any questions on eligibility, they look it up for us.		Agency medical provider; 3 employees.
	To help provider if they have any questions, explain them.	Individual licensed childcare provider.
Try to help parents and clients not to reject them because of their lack of information.	Help parents to get more information and don't treat providers like they are pulling a fast one.	Agency licensed childcare provider; 15 employees.
Gives you all the paperwork needed and informs you when the deadline is.	No statement at this time.	Individual in-home or relative childcare provider.
Don't keep us informed and take people off who really need it.	Raise rates, way too low.	Individual licensed childcare provider.
They often fax us to let us know when a child is authorized. They provide affordable childcare for most of our clients.	Assure us that (specific DSHS staff name) does not verbally authorize care without paying for it in the long run.	Agency licensed childcare provider; 6 employees.
Confirm if parent has done their part.	Termination between parent and DSHS. Notify day care immediately.	Agency licensed childcare provider; unspecified number of employees
Answers my questions if parents have reported in.	Sending out termination letters and or changes. Sometimes I have given a month of childcare out before I know they are not covered.	Agency licensed childcare provider; 15 employees.
Answers my questions.	Let me know when parent terminates.	Agency licensed childcare provider; unspecified number of employees
Always.	Not sure.	Agency licensed childcare provider; 18 employees.
I like that many services are available by phone because the closest office is 45 minutes away.	Considering their workload, they do an excellent job now.	Individual in-home or relative childcare provider.
When DSHS employees are knowledgeable of the services it is straight forward, but otherwise applying and receiving services can be confusing.	Consistency of knowledge and of information. Many times the info you get depends on who you talk with.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Help with classes on new laws and rights for childcare.		Individual licensed childcare provider.
Worked often with DSHS in the past, but hardly deal with them now.	Work harder with parents and grandparents and relatives.	Individual in-home or relative childcare provider.
Sometimes they take the time to answer questions.	Train the people who answer the phones at the call center better. Sometimes you have to tell them the answer to a certain question is in your manual on pg. ?. Sometimes we know more than they do.	Agency licensed childcare provider; 8 employees.
Structured, timely, supportive.	Revise the ridiculous Psychological/Psychiatric evaluation form.	Individual psych evaluation provider.
Not a whole lot, usually just very frustrating and no consistency.	Make sure all employees know what they are doing and can ensure the most beneficial help to people.	Individual in-home or relative childcare provider.
Answer my questions.	More patience.	Individual licensed childcare provider.
I love the situation. I call my claim in and I get a check usually by the 5th of the month. Great!		Individual licensed childcare provider.
See if you can answer the phone quickly.	Send every 3 months - information about day care or people that take care of kids.	Individual in-home or relative childcare provider.
My licensor is understanding, yet firm. She is patient and willing to work with me to get info. on compliance with day care/childcare codes.	They could communicate by e-mail, because sometimes it is hard to catch up with them because they are in the field.	Individual licensed childcare provider.
Always is available to answer any questions or concerns I may have.		Individual licensed childcare provider.
Accepting my petition.	Orientating me in all the programs you have.	Individual in-home or relative childcare provider.
They have become more effective in their time of getting back to me.		Individual licensed childcare provider.
Answer questions.	Honor our contracts, notices, co-pays, dates, etc.	Individual licensed childcare provider.
Send paperwork on time.	Help people who need the help and are actually trying to get on their feet.	Individual in-home or relative childcare provider.
They get their checks out on time.	Get the address changes right the first time.	Individual in-home or relative childcare provider.
Someone always answers the phone when I call and calls me back when they say they will.	Pay up front and for holidays like everyone else.	Individual licensed childcare provider.
The last DSHS worker actually completed follow-up.		Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Computer invoice.	1) Freeze parents accounts for nonpayment of co-pays. 2) When I, a provider, calls in with missed invoice days and payments, IMMEDIATELY input them into the system so I get paid promptly. Usually it is four phone calls later, and I'm still waiting for payment for summer services 2001. Even though I have brought this to a supervisors attention at Ballard DSHS office. . .STILL WAITING!	Individual licensed childcare provider.
Approving childcare payment for children enrolled in my childcare program.	Few case managers are very unreliable in their promises and cannot be held accountable.	Individual licensed childcare provider.
Payments are received in a timely manner.	Paperwork regarding changes are often late in processing.	Agency licensed childcare provider; unspecified number of employees
	Working with RHC's and the encounter codes with the electronic claims.	Individual medical provider.
Don't answer phones and return phone calls.	Better client service!!! Acknowledge four-year students.	Individual unknown provider type.
Let me watch my granddaughter to help out and get paid.	Nothing right now.	Individual in-home or relative childcare provider.
Got me reimbursement in a somewhat timely manner.	1) Answer the phone. 2) With a real person who can help instead of passing me on. 3) Get back to me in a much more timely manner.	Individual licensed childcare provider.
Most everything.	Call back sooner.	Individual licensed childcare provider.
Sending statements of authorization.	Update the current "pay" for services as they are approved! Also, have a real person answer the phone!	Agency licensed childcare provider; 80 employees.
Make a lot of stuff easy by phone to save a long wait on the office.		Individual in-home or relative childcare provider.
They usually call while the parents are online with them. This helps to ensure everything is settled with fewer calls.	The call center doesn't have enough lines or something. The wait is sometimes 20 minutes or more. I make parents call and wait. I won't do it.	Agency licensed childcare provider; 300 employees.
	Answer and return calls. Treat people like they would expect to be treated - with kindness and understanding.	Agency licensed childcare provider; 9 employees.
I absolutely adore working with Ken Fung in Oak Harbor, if he doesn't have the answer he directs me to someone who does. He's friendly and helpful. A++	Return calls within a 24 hour period. Help get the word out to the general public of the services they provide.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
It was nice to have them come to our office after 20 + years!	Have more telephones and people to answer them.	Agency medical provider; 15 employees.
They do good follow-ups.	I am satisfied with the job they are doing.	Agency licensed childcare provider; 9 employees.
They answer my questions honestly.	To make sure to ask if I have the child(ren) during non-standard care.	Individual licensed childcare provider.
Depends on if the client I call about is a pain or not.		Individual licensed childcare provider.
Once on the phone - the caseworkers take the time to explain and answer questions.	Return phone calls in a more timely manner.	Individual licensed childcare provider.
Payments easy and come fast.	Communication - let us know if someone is accepted or rejected sooner.	Agency licensed childcare provider; 23 employees.
Helpful, knowledgeable.	I have had parents tell me that DSHS were very rude to them.	Individual licensed childcare provider.
Answers my questions.	Returning calls sometimes a day or two later.	Agency licensed childcare provider; unspecified number of employees
	It is sometimes hard when we can't talk to a local person without questions.	Agency licensed childcare provider; unspecified number of employees
Facilitates contact with social workers.	Provide information concerning referred client's health history and/or previous psychological/psychiatric exams.	Individual psych evaluation provider.
Make sure all the paperwork is done.	They could send paperwork faster.	Individual licensed childcare provider.
	Be better informed about the regulations relating to special circumstances funding for childcare.	Agency licensed childcare provider; 12 employees.
	Call center needs longer hours - not have a wait time. Another number for center to call.	Agency licensed childcare provider; 4 employees.
	I want my caseworker back! The new phone system takes too much of my time! First you wait 3-4 times longer, then they have to read all the notes and figure out where the last guy left off - too much of my time!!! No one ever seems to know what is really going on!	Individual in-home or relative childcare provider.
The check generally arrives on time to the childcare provider. Workers are generally helpful and courteous to the childcare provider my son has.	The tone is often one of condescension. I would appreciate being spoken to as an equal. It would be helpful if workers gave the same information.	Individual licensed childcare provider.
Follows through with application and demands.	Speed when applications are sent.	Agency licensed childcare provider; unspecified number of employees
Absolutely nothing - You suck!	Help people - Not be Rude - Do not Discriminate - Don't lead people on.	Individual other care provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
To make things easier by the phone.	To treat us with courtesy and respect and be there to help us and not treat us like they don't want to help us.	Individual in-home or relative childcare provider.
Authorizations have not been a problem.	Send reminder notices as authorization expire.	Individual licensed childcare provider.
I think that the most helpful upgrade has been being able to bill DSHS through the automated telephone system.	Offer the same pay that I charge to every other family in my care.	Individual licensed childcare provider.
Childcare and medical coupons.		Individual in-home or relative childcare provider.
In my case, follow up to let me know when the check was cashed and for what amount.	I care for my sister's little boy. The check is mailed to her address in her name. I feel this is crazy! She often keeps the money and never has paid her amount that is owed to me each month, which is \$89. When I called they said I could stop caring for my nephew and they (the State) would stop all payments of day care, so that no one else would get paid by the State until her debt was paid to me. But then my nephew really loses. If the State would pay the person who actually cares for the child, everyone would win. The amount the parents pay to the providers should be taken directly out of their check.	Individual in-home or relative childcare provider.
Not much.	Pay more appropriate childcare funding. Work with families so they have accountability for the benefit they are receiving.	Agency licensed childcare provider; unspecified number of employees
	Have better communication with their clients, so I don't have to call and check so often when they are still covered but you say they aren't.	Individual licensed childcare provider.
They have helped me support my family while I was looking for work.	Reevaluate the amount of services that single mom's get verses both parents working together for support.	Individual in-home or relative childcare provider.
Processing invoices in a timely manner.	Maybe send invoices electronically for easier backup documentations.	Agency licensed childcare provider; 320 employees.
Miguel is the best, he works fast and very courteous respect!	Get a faster way to approve them the clients a form to fax over! Some have to start right away.	Agency licensed childcare provider; 14 employees.
Miguel Ramos goes beyond the call of duty to give us prompt service.	Let us know immediately when someone's benefits are terminated. Continue to help get clients started promptly. Some cases take days, others weeks.	Agency licensed childcare provider; 16 employees.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
They pay funds for State kids to our day care.		Agency licensed childcare provider; unspecified number of employees
Providing us with information we request and helping us with the parents.	Have parents be more accountable for their childcare (maybe require volunteer work for each family).	Agency licensed childcare provider; 9 employees.
Sometimes.	Customer service skills.	Agency other care provider; 24 employees.
Not much because they always seem in a hurry and I don't feel as though they really listen or really care. Just get the paperwork done.	1) Listen 2) Treat each case as an individual case 3) Help people without keeping them waiting an hour to talk to them for fifteen minutes. I think they should make people aware of all their options, rights, etc. As a grandparent raising six grandchildren, I don't feel they help me very much at all. I get more information from my grandparents group.	Individual in-home or relative childcare provider.
	Easier to talk with over questions and concerns one might have. Help better in a timely manner. I personally have called three times with a question; still haven't heard back yet.	Individual in-home or relative childcare provider.
Return my calls promptly within 24 hours. KEN FUNG ONLY!	Make sure I get paid in a timely manner.	Individual licensed childcare provider.
They explain it all well.	Everything.	Individual licensed childcare provider.
Not too much. . .	Return calls promptly.	Individual licensed childcare provider.
Many parents wait until their award has expired to see their caseworker. Caseworkers have been great in faxing or calling about re-renewal so there's no or little disruption for the child. I'm happy! Good job and thanks for all you do for families and children.		Agency licensed childcare provider; 10 employees.
Someone is always available when I have a question.	Lower caseloads, which is unlikely due to funding shortages.	Agency licensed childcare provider; 9 employees.
	1) Help ensure compliance with appointments by making clients aware of slots. 2) Schedule longer appointments with interpreters - need more time.	Individual medical provider.
There was only one person that treated me kindly and with respect. Every else was rude and not helpful!	Make sure all caseworkers can speak English clearly! Also, they need to know what customer service is! We are people too and need respect!	Individual in-home or relative childcare provider.
	Make call backs more often.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Is our licensing agency for our before and after school age program?	Be a little more timely in returning calls and processing paperwork.	Agency licensed childcare provider; 20 employees.
Almost always follows through in a timely manner when changing or updating authorized services to my clients.	I have no complaints at this time. In five years I haven't had any problems. . . Thank you!	Individual licensed childcare provider.
	Answer or return phone calls, give people suggestions as to what benefits are available - Grandparents should not have to take time from work to check in - by phone.	Individual licensed childcare provider.
Courteous and helpful. Much better than it was local. There were not enough people before.	The recording repeats everything in Spanish even when you choose English. A little obnoxious.	Agency licensed childcare provider; 14 employees.
My childcare worker is always courteous.	Return phone calls and try to get all the information at once (not piece by piece and take forever).	Individual in-home or relative childcare provider.
Ken at Oak Harbor DSHS is always available to answer questions and get the answer back a.s.a.p. if he doesn't know.	More available staff.	Individual licensed childcare provider.
	Assign caseworkers who know what they are doing and care about the people they work FOR.	Individual in-home or relative childcare provider.
After all the confusion of my case and they are able to find someone to work my case it is done in a couple days.	Return calls within time period they say they will.	Individual in-home or relative childcare provider.
I like how I can call in my invoice - it's fast and easy.	Make paperwork less complicated and workers easier to get ahold of when I need to talk with them.	Individual in-home or relative childcare provider.
	Easier to call on the phone (too long waiting or sometimes very hard to get ahold of DSHS).	Individual medical provider.
Have many programs available to help peoples many needs.	Become more accessible on telephone communications - phones are rarely answered by a real live person!	Individual in-home or relative childcare provider.
DSHS is wonderful! Answers questions (regular DSHS office).	Children's services workers don't return calls hardly ever! Disappointing - needs work!	Individual more than one type of service provider.
Some of the caseworkers are sharp and professional.	They lose long applications every time! They can't figure out the notes on my case (on their computers) every time. They are impatient with me when they can't find the information and usually they eventually find it.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer phone calls.	Stop taking paperwork, giving a receipt, and then losing it. This is a very frequent problem at Kent and Burien.	Agency licensed childcare provider; 4 employees.
Some caseworkers are nice and direct to me - good.	To respect my language and turned back my phone calls and talk to me nicely. Stop ignoring immigrant people.	Individual licensed childcare provider.
Nothing, they make you feel beneath them.	Respond in a timely manner.	Individual in-home or relative childcare provider.
Some caseworkers are helpful and some are not.	Process clients that are just starting day care a little faster. Sometimes I provide care for almost two months before I receive any money.	Individual licensed childcare provider.
When there are things I don't understand, they explain it to me well and call me in a reasonable time.	More resources, literature, updates on the changes in law, services, and resources.	Individual in-home or relative childcare provider.
I, as a provider, appreciate the referrals.		Individual psych evaluation provider.
I always receive my invoice on time. Customer services helps give me the information they can and informs me what I should do.	It would help if paper flow would be processed quicker. Example: It took two weeks for one of my parents' information to get put into your system after it was received by fax.	Individual licensed childcare provider.
Helped me in my hour of need. Was understanding most of the time during panic time.	WORK FASTER in processing my claim, as I received \$170.00 less that could have went to utilities. Send out letters FASTER to those with no phone!!!	Individual other care provider.
	Hold time to reach someone could be shorter.	Individual licensed childcare provider.
DSHS is help me and my family with he gave me medical insurance, food stamps and money and also transportation.	When I need something and when I go to the staff of the DSHS office they help me.	Individual unknown provider type.
Answer all my questions. They are doing a good job.		Individual in-home or relative childcare provider.
They stay on the phone line until my questions are answered. If they are not sure of a question they get back in touch with me.	Inform employees better on how invoices work for providers.	Agency licensed childcare provider; 6 employees.
Payments are prompt, worker has been very available over the phone for questions and sources.		Individual licensed childcare provider.
Paycheck is on time. They offer good classes.	Pay more!	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Work out details of problems or just getting parents going on their DSHS part.	We need to find a better way to get prompt notification if a family is cancelled. Occasionally we don't find out for weeks that they aren't covered and then they don't pay.	Individual licensed childcare provider.
Most of the time they're organized and they're good about handling the paperwork.	Be able to stay with one service worker. They switch so much, sometimes you don't know the new caseworker and they don't know your case or about my family.	Individual more than one type of service provider.
They're fair about my needs such as overtime fees, non-standard hour fees.	Caseworkers could be there when I call. I just expect they'll be out of the office. Many times they're gone for days.	Individual licensed childcare provider.
They have been prompt on processing information which is a big improvement from years past.	Unsure - so far I am happy with the services I have received - (so far).	Individual licensed childcare provider.
Some caseworkers are very helpful and sympathetic to how difficult it so often is to work with so many of these troubled families.	Show interest when I have difficulty being paid for what I have earned. I have been under paid daily for one child since January 2002, but cannot get paid for the mistake before April 30th (which was the new authorization date). I know if I were overpaid it would all be subject to being paid back. NOT FAIR! (Provider license number enclosed on survey card) If you want to fix the pay back problem.	Individual licensed childcare provider.
Help as best as it can, they are there for you.		Individual in-home or relative childcare provider.
Provide info needed to get help: Phone numbers, forms, and instructions.	Get new accounts handled faster or send letters advising status.	Individual in-home or relative childcare provider.
I like invoice express.	Not change the case or service workers around so much. And some caseworkers are really hard to get ahold of.	Individual licensed childcare provider.
They do get whatever I need help with done.	It takes a long time for them to finally help you, they are rude, they act like they have better things to do.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
	<p>DSHS NEEDS TO KNOW. Need to understand the childcare in a relatives home is the best care for the child/children. Therefore, should be compensated at least comparable to licensed providers. I think the check should go straight to in home provider instead of client. I don't have a problem with my client, but I have heard stories of others. Customer service at call center needs improvement or new people. Some (not all) are rude and condescending to clients and providers. Admit you make mistakes. Make sure hours are correct, because it seems like every month I get a few hours short every time. My client has to call every time and the call center workers always have a problem supplementing the difference. I can understand they do not want to admit they are wrong. But they need to.</p>	<p>Individual in-home or relative childcare provider.</p>
<p>Nothing (I don't even know where I am at in the system).</p>	<p>I work approx. 30 hours a week and I still get State assistance. I'm not in Workfirst or in any workshops and I'm getting nowhere fast!</p>	<p>Individual in-home or relative childcare provider.</p>
<p>So far DSHS staff had been good and very helpful to me in many ways.</p>	<p>My best wishes goes for them. More power and keep up the good work DSHS.</p>	<p>Individual licensed childcare provider.</p>
	<p>It would be nice to be able to fill out invoices via internet. It takes a tedious amount of time to listen to the invoice express and process.</p>	<p>Individual licensed childcare provider.</p>
	<p>I get different answers depending on who I talk to...Some say "if the child shows up for all days, claim 22", others say "if there's only 21 days, claim 21"...some have 23???? I was approved to provide a client with care through 9/30/02. I called to verify - an extra step I usually take. My client did not send in her needed paperwork, thus you terminated her child's care on 8/06/02 - I provided care through 8/12/02 and now I'm out 4 days pay. It would be nice to be notified SOONER, or given a notice. It is very difficult to get through on the phone.</p>	<p>Individual licensed childcare provider.</p>
<p>Listen carefully to your situations.</p>	<p>N/A.</p>	<p>Individual in-home or relative childcare provider.</p>

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Advise me when information provided has to be clarified - psychological evaluations.	No complaints!!	Individual psych evaluation provider.
The invoices are usually correct and accurate and the billing by phone is very convenient and easy.	The caseworkers could do better follow-up when I call with questions or concerns.	Agency licensed childcare provider; 3 employees.
Everything seems to be in order monthly.	Send information in Spanish (this survey).	Individual in-home or relative childcare provider.
DDD workers treat you with courtesy and respect. DDD caseworkers are great. I always get paid on time.	CPS workers do not treat you with courtesy and respect. CPS could do better. CPS always pays late.	Individual licensed childcare provider.
The new phone line is great.	Hire more help, lighten caseloads.	Individual in-home or relative childcare provider.
	Give more information about public assistance.	Individual medical provider.
They will correct the invoice, if it is wrong, in a timely manner.	Pay the amount that the provider asks for, for each age group.	Individual licensed childcare provider.
They are patient and willing to work with you.	They could be better trained and have more knowledge of what they deal with on a daily basis - procedures, etc.	Individual in-home or relative childcare provider.
Take care of any problems that come up in dealing with confusion or mistakes made by mother of child I care for.	Only one person (staff - I think it was (specific DSHS staff name)) I called (to clear up some misunderstanding on part of mom) was rude to me and not a help.	Individual in-home or relative childcare provider.
Not much.	This is about eligibility workers in Vancouver who take care of my client's paperwork. Answer the damn phones!!!! Talk to us like we "Do" have a brain. Call us to clarify - sudden termination, without a reasonable time limit or good reason.	Individual licensed childcare provider.
They answer my questions whenever I have any!	Let me call directly to my caseworker, instead of a central number.	Individual in-home or relative childcare provider.
To be able to call in monthly hours - automated answering.	To be able to speak to the same person when calling in information.	Individual in-home or relative childcare provider.
I am not sure - I guess that the fact that they are usually pleasant is helpful?	I have missed out on payments for a child because you notified me late that child was no longer eligible. It's hard to continue to care for DSHS kids when payment is in doubt.	Individual licensed childcare provider.
You help me make it so I can go to school.	Tell me what all you want from me - as in school schedule, etc.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Caseworker Helen Johnson is wonderful! Randi Conerly and Miguel Ramos also helpful. They return phone calls, answer questions, and process client paperwork in a fast and professional way.	Have more caseworkers.	Individual licensed childcare provider.
Answer any questions I have, no matter what they are.	Be more available.	Individual in-home or relative childcare provider.
	Return my calls.	Individual licensed childcare provider.
I would like to thank DSHS... Yes, very well! They always answer my questions and respond quickly if I leave a message to return my call.	I have never (12 years) been paid late or had an invoice not in proper order. I can't think of any improvements needed.	Agency licensed childcare provider; 3 employees.
The Tacoma Call Center has been great! They answer my questions very quickly!	Make sure that all of your employees have the correct info. I have been given incorrect info. several times. But never incorrect info from the Tacoma Call Center.	Individual licensed childcare provider.
They don't! They try to find every way possible not to help, except when it comes to day care.	Raise the amounts to be eligible in the 2002 era, not 1980 era. The economy is more expensive now than before.	Individual in-home or relative childcare provider.
	Not so long wait on phone. One person to call, then they could contact whoever they needed to (if any one).	Individual licensed childcare provider.
Coordinate testing.	At times, quicker turn around on payment.	Individual psych evaluation provider.
	Have 1 person for each provider. Have a contact person for special needs children.	Individual licensed childcare provider.
Direct my questions to the right person. Call back when message left.	Leave me in the system as long as I am contracted. If our authorization is not renewed on time our voucher does not come on time. Therefore, payment is nearly 2 months between.	Individual more than one type of service provider.
Returns phone calls.	Faster service. Do not mail paperwork to teen mom's home. Send it to school.	Individual licensed childcare provider.
Some are supportive to a fault. Distribute papers supporting decisions.	Hold individuals accountable that are using the system for their own advantage. Limit others who need help. They could screen better or be more direct when meeting people(s).	Individual licensed childcare provider.
	They appear to be unwilling.	Individual in-home or relative childcare provider.
	There can be more open communication by phone or mail. I have problems getting paid.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Assist when I have changes or questions.	We are working through community jobs, and it would help if we could get transportation gas vouchers to help with gas and mileage reimbursement.	Individual in-home or relative childcare provider.
Send letter to provider when they get paid or when invoices are getting mailed out.	I have problems getting paid from clients. When they get their checks they only pay me half and keep the rest of the money. Sometimes I don't get paid at all.	Individual more than one type of service provider.
Nothing; they have bad attitudes, they never want to help, it's like they get their checks they don't care about you.	Be nice, caring people who actually want to help you.	Individual in-home or relative childcare provider.
Takes the time to answer questions. Understands the cost of childcare.	Faster appointment process. If parent is denied care...I need to know before I'm \$500 in the hole for a month.	Agency licensed childcare provider; 5 employees.
	Pay more than \$2.25 per hour for infant care and also pay for children up to 16 years of age.	Individual in-home or relative childcare provider.
Keeping my kids on medical. Telephone assistance!!	Better consistency regarding services. When re-applying I was first all good, then 2 weeks later I was dropped from medical.	Individual in-home or relative childcare provider.
Most of the people I have dealt with are far and above the nicest people.	So far they bend over backwards to be of great help.	Individual licensed childcare provider.
I always receive my payments on time.	Respond quicker when I leave a message about a situation.	Individual licensed childcare provider.
Nothing.	Put information into computers on time for invoice payments to arrive on time.	Agency licensed childcare provider; 2 employees.
They have helped me to understand how the pay system works and other parent/provider questions I may have had.		Individual licensed childcare provider.
They don't - They just do what they are supposed to.	Learn a lot of customer service, for one.	Individual in-home or relative childcare provider.
My worker Claudia Sheperd and Connie Wayland were always telling me how good I could do, to boost my self esteem. They are great!	When your worker is out don't let rude, inexperienced people make phone calls on other peoples cases.	Individual in-home or relative childcare provider.
Gives plenty of notice before a child's eligibility runs out.	Not make me wait so long on the phone, or answer the phone.	Individual licensed childcare provider.
Region 5's Call Center always helps to get the payment authorization set up right the first time.	I can't thing of anything.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Blake was very helpful today 9/5 and called back with answer 9/5. Jackie was very helpful today 9/5 - great attitude.	Follow up and return calls when answers can't be resolved in the first phone call! Take time to resolve multiple client problems in one provider phone call. Find a different way to gauge worker productivity, rather than volume of calls!	Agency licensed childcare provider; unspecified number of employees
The DSHS reps help us with any and all difficulties regarding benefits for our parents/children in a kind and friendly manner.	The only problem is getting through via phone without a 20 minute plus wait. Providers need a separate number for confirmation of claims.	Agency licensed childcare provider; 14 employees.
Calls me back - will find out the answer if they don't know.	I have never had a problem with the workers.	Individual licensed childcare provider.
System is working better now/centralized phone center though they sometimes are TOO generalized in explanation and not to specific individual calling.	Provide more detailed explanations on. . .for example: Payment schedule/details, number of children and how/what are hours they receive payment for. Unclear by just looking at paperwork because dollars/hours fluctuate each month per DSHS formula.	Individual in-home or relative childcare provider.
It seems that I am always for paperwork to get paid back very fast.	It seems that one case that has been sent to worker after worker and some of them forget to type in the changes for parents. When I call they don't have that info.	Individual licensed childcare provider.
Verifying childcare.	Get paperwork sooner for DSHS childcare.	Individual licensed childcare provider.
They do okay with medical for my daughters and childcare for them with WCCC.	Help people who are in-between. We have jobs but don't make enough to live. There are plenty of people who can work but don't because they're better off.	Individual in-home or relative childcare provider.
Invoices/payments are prompt - case managers USUALLY knowledgeable and almost always accessible. ESPECIALLY Cindy Charlebois, King Eastside.	Provide phone numbers to call with questions.	Agency licensed childcare provider; 12 employees.
	Give better notice when someone's childcare has been terminated.	Agency licensed childcare provider; 8 employees.
All the staff has been very helpful in person and on the phone.		Individual licensed childcare provider.
Usually respond quickly, usually easy forms and procedures.	Of course, pay providers closer to our actual costs!	Agency licensed childcare provider; 20 employees.
	Be polite, understanding, and supportive.	Individual in-home or relative childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Letting me fill out forms at home and mail them back so I don't have to take time away from work.	Not try to pressure single moms into naming the father and going for child support. If it was a good enough reason to leave him when he wasn't home, it should be good enough for you. Don't keep asking.	Individual in-home or relative childcare provider.
	Pay more to us providers. We take care of your children from DSHS. Often not paid for our work. If a parent fowls up, why hurt us, pay us. YOU deal with the parent, make them pay you, not hurt us providers - and this is true as it happened to me, for one.	Individual unknown provider type.
Provide only some support.	Have courtesy - like poor people are human also. Not all liars.	Individual unknown provider type.
It's usually easy to get an answer to a question. And also easy to make monthly childcare claims.	Give me some easy to read information that lets me know more about rates and claimable information.	Individual licensed childcare provider.
When they call to say someone is covered.	DSHS needs to stick to the same policies all the time (i.e. do the same for each client/center) and make sure providers are being paid the correct amount for their area.	Agency licensed childcare provider; 15 employees.
Calling to authorize children before they start - "good thing". (Hats off to Ina M. Carpenter in Kennewick. I think she really cares - good work.)	Get written authorization and cancellations out sooner.	Individual unknown provider type.
Very little. I feel as though because of the assistance I receive, the workers treat me as a third class citizen.	Have all employee's endure a mandatory homeless situation or "hard times" situation to give them an understanding of what clients go through on a daily basis.	Individual in-home or relative childcare provider.
Very courteous, if answer is unknown, DSHS is willing to say so and ask someone else.	Quicker 1st time clients when getting paid.	Individual licensed childcare provider.
Honestly, nothing...	Return phone calls in a more timely fashion and keep us more informed about our case.	Individual in-home or relative childcare provider.
Allow families to choose childcare providers of their choice.	Have a phone number available when invoices do not come for payment, so wait is not so long. Let providers know in advance payment amount.	Individual licensed childcare provider.
Nothing.	Nothing.	Individual in-home or relative childcare provider.
	Explain to providers rate of pay before accepting DSHS clients.	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer questions or direct us to who we need to talk to.	Return phone calls within 24 hours. Give notice of licensee replacements by phone or post card.	Individual licensed childcare provider.
Send my check in a timely fashion.	Staff keeps changing so you never get the same person and they all have their own rules.	Agency licensed childcare provider; 6 employees.
	The phone lines to call them are next to impossible to get anyone - often times for SEVERAL DAYS.	Individual licensed childcare provider.
Have trouble with getting calls returned.	Return calls in a timely fashion.	Individual licensed childcare provider.
	Make sure new providers fully understand the subsidy rules and regulations.	Individual licensed childcare provider.
	Payment for services rendered have become much more reliable. I had numerous un-reimbursed psych. evaluations in the past - even after contacting incapacity workers and resubmitting hard copies. That no longer happens (in the last 2 years).	Individual psych evaluation provider.
They answer my questions when it comes to questions about baby-sitting and they are prompt. (DSHS staff) Not the staff from the call center! Can't get ahold of anyone!	DSHS staff is wonderful! It's the "Region" call center that needs adjustment. For the region call center, I am very "DISSATISFIED" with their services. You can never get ahold of a representative to speak with. They have a special # to call and 90% of the time you'll get a "high volume", please try your call again!!	Individual in-home or relative childcare provider.
DSHS sends out info in a timely fashion.	DSHS is more impersonal than it used to be.	Individual in-home or relative childcare provider.
Setting up an account is easy.	Require that they give notice when leaving - the client. Add more phone personnel - too long a wait.	Agency licensed childcare provider; 14 employees.
They have returned my calls in a timely manner.	Get the correct form papers. I'm a non-responsible party applying for day care. Half of the application form I do not fill out because it does not apply. Part of it I fill out as if I were the child. Why can't they make a form that applies to the requirements?	Individual in-home or relative childcare provider.
Very courteous, prompt in returning calls, and filing needed waivers. Appreciate their concern for children's needs.	No complaints!	Agency unknown provider type; unspecified number of employees
	Return phone calls. Never once has a phone call been returned to me!	Individual licensed childcare provider.

ESA 2002 PROVIDER SURVEY COMMENTS

What does DSHS do well?	What could DSHS do better?	Provider Information
The call center people are generally helpful and follow through.	The Region 6 licenser (specific DSHS staff) is very rude, arrogant and condescending. When she is asked a question she gets angry and rude. We need someone who wants to be helpful and work with the care providers in a positive way!	Individual licensed childcare provider.
Sends payments on time.	Communicate better when there is a difference between what the employer sends in and the days I charge for, and not assume I have overcharged you.	Individual licensed childcare provider.
They don't know and worse if you are white or black. Mexican you get served. Not fair - not right! Let me tell you what. Tell someone they can't have food stamps because they once got into trouble 7 years ago on a drug charge and did all court things with PO and task for two years and never got into trouble again. But can't have food stamps. So now what? Go back to drugs so you can eat?	The person keeping the children should get the check sent in their name and to their home. Not to the mom or dad. They have to cash it for you. Well I never got paid, but no proof on my part. DSHS had copies and they were cashed. DSHS said I know you kept the child four months before all papers got in and I would get paid for that also. Never!	Individual in-home or relative childcare provider.