

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Return my calls, answers my questions.	I can't think of anything at this time.	Individual providing in-home caregiver services.
By underassessment. The client, resident, undercutting the caregiver's pay rate without concern for good care.		
	To help fellow citizens.	Individual providing unspecified services.
Receive payments on time for services. Helped with providing beds.	Short on follow-through. Have not been set up with a new caseworker and was not notified previous one was leaving or did leave. When I called was when I found out.	Individual providing foster care services.
	Suggest community resources and offer volunteer lists for people trying to get back to the workplace setting.	
Friendly and courteous.		Individual providing in-home caregiver services.
The caseworker that I work with is kind and helpful, but I don't deal with anyone else if I don't have to.	Not to think they are better than those they work with. Be better listeners. Be better informed about what is available for clients (as my caseworker is).	Individual providing in-home caregiver services.
Timely approval of proposed work, convenient and reliable invoice-by-phone system and prompt payment! (Far superior to Department of Labor and Industries.) Also, good communications from one consistent contact person.	Reward good service providers by disseminating name throughout agency and to similar State agencies, i.e. help us promote our business!	Individual providing environmental modification services.
Nothing.	Give us a raise and medical.	Individual providing in-home caregiver services.
	Help us get information on how services will be affected when client goes to work either full-time or part-time.	
Calls back promptly with answers to our questions.		Individual providing in-home caregiver services.
Answer all my questions and helps me with whatever I need for my client.	Get back to me sooner when I do have questions and concerns.	Individual providing in-home caregiver services.
Quick response.	It's good the way it is.	Individual providing in-home caregiver services.
Nothing.	Make it possible to get ahold of case manager.	Individual providing in-home caregiver services.
They are full of information.		Individual providing in-home caregiver services.
Most things.	Not much.	Individual providing in-home caregiver services.
	Keep modifying your parameters/paradigms to ensure the meeting of INDIVIDUAL needs (this probably requires a lower caseload for your caseworkers!).	
Listens to our needs, always available, understands our needs, facilitates solutions to our needs.		Individual providing in-home caregiver services.
	Be more flexible regarding exchanging or covering for each other when one caregiver has appointment, vacation, etc., without disrupting or having to train more caregivers.	
Resources - explaining hours and service plan.		Individual providing in-home caregiver services.

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Case managers are very helpful. Sometimes case managers are overloaded and it can be hard to get ahold of them, but are very helpful when I can get hold of them.	Don't overload case managers. If need be, hire more case managers.	Individual providing in-home caregiver services.
	The DSHS staff helps me on anything when I need it. The DSHS staff helps me on how to do some things. Very good for me. Thank you.	Agency providing in-home caregiver services; 1 employee.
Getting my check on time. Good about returning my calls and answering any questions I might have.	Increase my hourly rate.	Individual providing in-home caregiver services.
Always answers my questions.	To get us our checks faster.	Individual providing in-home caregiver services.
More pay.	No comment.	Individual providing in-home caregiver services.
	So far, they have done good.	Individual providing in-home caregiver services.
Go over paperwork and answer questions.		Individual providing in-home caregiver services.
	Return phone calls.	Agency providing assisted living services; 22 employees.
Provides support.	Nothing.	Individual providing in-home caregiver services.
	Stop sending you to three or four people before you get an answer to your questions.	Individual providing in-home caregiver services.
Sends medical coupons on time.	Home visits monthly to seniors.	Individual providing in-home caregiver services.
They help me take care of my mom.	They could pay me more.	Individual providing in-home caregiver services.
Kind and explains well.		Individual providing foster grandparent program services.
Helps with everything: patient care, referrals to doctors, and assistance.	More people to talk to - not just messages on voice mail.	Individual providing in-home caregiver services.
	Return calls quicker with answers to questions in less than three requests. Could provide classes in more locations and different times.	Individual providing in-home caregiver services.
Support for the job that we do.	Increase payment for clients so we can survive and continue to help in the community.	Individual providing adult family home services.
They help you find the right information as needed.		Individual providing in-home caregiver services.
Answers questions and offers classes to help the client.	More classes would be nice about dementia.	Agency providing adult family home service; 2 employees.
Provides Invoice Express services.	Provide medical plans for caregivers.	Individual providing in-home caregiver services.
Listen during visits, seems to be realistic about care needs.	Always show up...when they make the appointment.	Agency providing adult family home services; 3 employees.
Prompt in helping solve problems. Courteous with residents and staff alike.	Increase the rate of pay.	Agency providing adult family home services; 3 employees.

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	Purchase an in-ground swimming pool or hot tub, Jacuzzi, or sauna.	Individual providing in-home caregiver services.
Not much - I never talk with staff or see them.	Be more in contact with clients and care providers.	Individual providing in-home caregiver services.
Instructions are very clear as to what should and should not be done.		Individual providing in-home caregiver services.
My new caseworker is courteous and helpful.	Take time to explain questions.	Individual providing adult family home services.
	Less paperwork. I receive the same form at least three times a month - just in different forms.	Individual providing in-home caregiver services.
Always answers any questions and just very helpful.		Individual providing in-home caregiver services.
Answers questions. Phone reply is always there.		Individual providing in-home caregiver services.
Communicate, basically there when I need them.	Better pay, more hours approved.	Individual providing in-home caregiver services.
Getting my supplemental paperwork done for persons qualifying for childcare.		Individual providing in-home caregiver services.
Everything possible.	Return phone messages more often.	Individual providing in-home caregiver services.
Always helpful and understanding. Very capable!	Nothing.	Individual providing in-home caregiver services.
Everything.	Return phone messages more often.	Individual providing in-home caregiver services.
More hours when needed.		Individual providing in-home caregiver services.
They try their hardest to help whenever needed by answering questions that caregivers have.	I don't have any problems with DSHS, and at this time do not think they need to do anything better.	Individual providing in-home caregiver services.
Nothing so far.	Respite relief.	Individual providing in-home caregiver services.
Interviews my client often.	Interview clients every six months.	Individual providing in-home caregiver services.
Answer questions accurately and promptly.		Individual providing in-home caregiver services.
Returns calls, explains things. Have had many caseworkers; all have been caring and courteous.	Nothing.	Individual providing in-home caregiver services.
Phone express monthly claim (Invoice Express).	I have very little contact with DSHS.	Individual providing in-home caregiver services.
Nothing.	Answer telephone calls. Respond to letters.	Individual providing adult family home services.
Supplies necessary information if and when needed. Puts me in touch with good contact people.	Be a little more accessible.	Individual providing in-home caregiver services.
	Call or write when clients are in need of being reminded to upgrade or renew their benefits, so that nagging isn't totally up to the provider.	Individual providing in-home caregiver services.
Make sure I have access to any information that may be of help to me.		Individual providing in-home caregiver services.
Very approachable and easy to work with.		Individual providing in-home caregiver services.
Call me back right away and almost always has an answer to my questions.		Individual providing in-home caregiver services.

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So far everything - no complaints.	No complaints at this time.	Individual providing in-home caregiver services.
Good listeners!	Could pay better for sure!	Individual providing in-home caregiver services.
Caseworkers return calls in a timely manner.		Individual providing in-home caregiver services.
Yes.		Individual providing in-home caregiver services.
Haven't had to deal with the local office in the past five years.		Individual providing in-home caregiver services.
	Follow through on requested information to caregivers.	Individual providing in-home caregiver services.
DSHS does well: provides me with training and pays me on time.	Can't think of anything right now.	Individual providing in-home caregiver services.
	It is rare to contact someone.	Individual providing in-home caregiver services.
Early arrival of my stipend as foster grandma at Indian Center.	At present, none.	Individual providing foster grandparent program services.
Help to get supplies.	Make more funds available to disabled clients. Raise.	Individual providing in-home caregiver services.
Schedule training and visits to clients.		Individual providing Community Options Program Entry Services.
	Take FICA taxes from my paycheck. Pay us more.	Individual providing in-home caregiver services.
	Give a raise for work you do. More hours.	Individual providing in-home caregiver services.
DSHS issues and mails me checks for wages earned as caregiver through ALTC [Aging and Long Term Care].		Individual providing in-home caregiver services.
Call when there have been changes.		Individual providing in-home caregiver services.
DSHS knows how to solve different problems and works fast.	DSHS could work faster a little, and could have a few more interpreters.	Individual providing in-home caregiver services.
	When payday lands on Sunday, they could pay us the Saturday before.	Agency providing in-home caregiver services.
DSHS helps me solve problems with the clients.	The only thing, that they get our checks out earlier.	Individual providing in-home caregiver services.
	Not hassle people so much.	Individual providing in-home caregiver services.
Answer questions in a very professional way.	Could not ask for more.	Individual providing in-home caregiver services.
	Start taking taxes out, so I don't have to.	Individual providing in-home caregiver services.
Get phone response on financial questions.	Be here more often to do assessments.	Agency providing assisted living services; 22 employees.
Mr. Noberto is very kind and helpful to our whole family.		Individual providing in-home caregiver services.
Cooperative, quick response to questions.	All okay.	Individual providing in-home caregiver services.

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Make suggestions and answer questions to the best they know how.	I am not sure.	Individual providing in-home caregiver services.
Follow-ups are great - and quick, too!		Agency providing adult family home services; 6 employees.
Understanding of client needs. Answer questions of concern.		Individual providing in-home caregiver services.
DSHS gives me all needed information for my work, and provides education.	I don't know.	Individual providing in-home caregiver services.
Very responsive, always on time.		Individual providing in-home caregiver services.
No direct contact with DSHS, only through ACRS [Asian Counseling and Referral Service] caseworker.		Individual providing in-home caregiver services.
If I have any questions, they'll respond immediately.	No comment.	Individual providing in-home caregiver services.
All.	Same.	Individual providing in-home caregiver services.
They try to get everything done in a very timely manner.	Have better benefits for caregivers.	Individual providing in-home caregiver services.
Explains your options very well.		Individual providing in-home caregiver services.
	I have no problems with the work of DSHS. I do not want any changes.	Individual providing Food stamps and medical services.
Answer questions when I ask.	Have translator.	Individual providing in-home caregiver services.
Answer questions.	Get more pay per hour.	Individual providing unspecified services.
Case manager.	Need more communication.	Individual providing in-home caregiver services.
I only get paid \$4.66 an hour.	Won't even give me minimum wages.	Individual providing in-home caregiver services.
Provides professional and courteous social services worker.		Individual providing in-home caregiver services.
Yes, they do well.	Keep up the good work.	Individual providing in-home caregiver services.
I always get my benefits on time.	Provide more programs for young adults.	Individual providing in-home caregiver services.
Gave me information I needed to do what I needed to do.	Nothing at this time.	Individual providing in-home caregiver services.
Set me up with classes.	Insurance - medical and dental.	Individual providing in-home caregiver services.
Nothing.	Pay more.	Individual providing in-home caregiver services.
Return message calls promptly.	Change caseworkers less frequently.	Individual providing volunteer services with the Foster Grandparent Program.
	Could take income tax out of check.	Individual providing in-home caregiver services.
Social worker visits are always pleasant and helpful. Always returns phone calls in a timely manner.		Individual providing in-home caregiver services.

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Listens!		Individual providing in-home caregiver services.
	Return calls quicker.	Individual providing in-home caregiver services.
Answer questions.	More information.	Individual providing in-home caregiver services.
Too early to make judgment.		Individual providing in-home caregiver services.
My client's caseworker, Jim McGinty is always caring and very helpful when my client has questions or special needs.	I and my clients are very satisfied with Rural Resources. However, it would be very helpful to me if I could depend on the day my check would arrive in the mail.	Individual providing in-home caregiver services.
My supervisor listens to what I have to say; she wants to know if my client's doctors are treating her well, even!	Nothing.	Individual providing in-home caregiver services.
They don't treat me inferior.	Have phone-in reviews if circumstances are the same as the last review.	Individual providing in-home caregiver services.
	Seldom ever give call backs left on their voice mail or follow through on patient care plan. Do what they say they are going to do.	Individual providing in-home caregiver services.
	It could be more timely, such as advising us who my mother's new caseworker is - last one retired in August and we haven't heard a thing.	Individual providing in-home caregiver services.
Great with helpful ideas and informing what the client is allowed to get through DSHS to keep them home and more independent.	Help caregivers care for their own health by helping them with more affordable health insurance.	Individual providing in-home caregiver services.
Directs me to folks I need to make contact with - networks well between DDD [Division of Developmental Disabilities] and AASA [Aging Adult Services Administration] (I work with both).	Not much - I hate voice machines, but they are efficient and I have not had any problems with them. They are just like real people.	Individual providing in-home caregiver services.
If you get the right person on the provider line they are helpful figuring out why claims were denied.	Familiarize staff on what departments handle what claims and reduce hold time on the provider line.	Agency providing Durable Medical Equipment services; 12 employees.
They answer all the questions when you call or need help.	Make sure that our checks are on time so I don't have to pay late fees.	Individual providing in-home caregiver services.
Specific questions and answers that are relevant to my case. Returning our calls on the same day.	Keep up the good work.	Individual providing in-home caregiver services.
Home and Community Services offices are wonderful about questions and problems.	The DSHS office could improve on customer service skills.	Individual providing in-home caregiver services.
Being a home caregiver, I don't have to deal with the office, only the client and one caseworker that comes to the client's home to re-evaluate the client's condition.		Individual providing in-home caregiver services.

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Keeping up-to-date with me and client. When I had problems they were there to assist me. Understanding our needs - even if they can't help, very sympathetic!	Pay increase, pay for all the extra hours that I put in over and beyond; I truly don't mind doing this, but financially it's straining.	Individual providing in-home caregiver services.
When my check doesn't come through from Olympia they get right on it and take care of the problem.	I think they are doing everything they can.	Individual providing in-home caregiver services.
They couldn't offer me what I wanted, but they were honest and courteous about it.	Give more hours, because I go over and above the 18 hours. They know it, but that's the limit.	Individual providing in-home caregiver services.
Elsie Bittner is very prompt in looking into all matters I have brought to her attention. She is very courteous.	I have been trying to get old payments resolved for several residents. Ms. Bittner has been working to resolve the issues as well. However, we still have not received payments for old accounts.	Agency providing assisted living services; 32 employees.
They give me all information and monthly paperwork I need to keep me updated on everything.	Just keep up the good work! Thanks!	Individual providing in-home caregiver services.
If I needed help on some kind of information, they would help the best way they could.	More pay. There is a lot of work to caring in-home. Everybody that is working as in-home caregivers should have a pay raise.	Individual providing in-home caregiver services.
We work frequently with Russell Hilmo - he's always friendly and helpful, even if I just call with a dumb question. He also always returns my phone calls promptly.	Improve accuracy. Occasionally we get an incorrect amount - usually due to a change we hadn't been notified of yet - sometimes.	Agency providing assisted living services; 30 employees.
When I do have questions, they try to get back with me as soon as possible.	Not having a raise of some kind was devastating to our income. There could have been some sort of communication letting us know that DSHS cared - communication by division heads.	Individual providing in-home caregiver services.
I have little involvement with DSHS as an individual provider.	I would like more contact with personnel. I would like information about classes and caregiver support groups.	Individual providing in-home caregiver services.
Answer questions and give me support and fairness for the work I do.	Lobby to rid this state, to get rid of Gov. Locke, and take out federal taxes.	Individual providing in-home caregiver services.
Answer questions when called upon.	Be on the job more and able to reach a live person to talk with instead of leaving messages or pushing buttons!	Individual providing in-home caregiver services.
	Return my phone calls; (specific name) has not answered my questions...she's a case manager.	Individual providing in-home caregiver services.
Guidelines, training, and help when needed.	I don't know.	Individual providing in-home caregiver services.

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Prompt return and assist with needs of both resident and facility.	Easier forms.	Individual providing adult residential care services.
Good communication.	Need to be more informed about the times of the classes COPES [Community Options Program Entry Services] gives in order to plan ahead.	Individual providing in-home caregiver services.
Gives respect and courtesy at all times, regardless of needs.	Would like higher pay for work done, but I'm pretty satisfied with everything else. Thanks!	Individual providing in-home caregiver services.
The receptionist takes messages well and the case manager and nurses call back promptly, but they often MISS appointments - are they over booked?	Come SEE Momma (specific name) when we need a new assessment or consult. I realize the number of patients needing their services outnumbers the available nurses and case managers.	Individual providing in-home caregiver services.
As of now, I don't think they are doing well.	They could give respect to caregivers. We are working, not asking money from them. They don't need to hang up when we call because we will not call for nothing.	Individual providing in-home caregiver services.
Keeps updated on patient and caregiver needs (including classes available for class requirements).	Take income tax withheld from our paychecks.	Individual providing in-home caregiver services.
Keep you informed by mail of your hours and employment status, and checks are always on time.	Overall dental and health insurance - not just for 20-hours a week workers.	Individual providing in-home caregiver services.
Your social workers are great - they work well with us. The response time is great, the feedback for client is quick and accurate.	We need more contracts: DDD [Division of Developmental Disabilities] clients, Medical Personal Care. Also, we can provide services to Assisted Living and Private Duty Nursing.	Agency providing in-home caregiver services; 75 employees.
I think that DSHS is capable of doing great things, but fails to perform most of the time in a timely manner.	Provide a decent reimbursement rate for residents of Adult Family Homes. The rate is pathetic for what we as providers have to go through 24/7. Also, too many turnovers in case managers.	Individual providing adult family home services.
They are always very friendly to me. They really listen to all my concerns and try to help me with all they can. They always return my phone calls promptly, too.	They do the best they can with what resources they have. It would be nice if home health care providers could have cheaper health insurance.	Individual providing in-home caregiver services.
My caseworker, Patti Vosburgh is the best, and Benetta Scoop the licenser is always available if I have any questions. Both are great DSHS employees.	Change the system and pay for services better. Too many people get DSHS services while they still have assets that could be used first, before State pays for them. Raise the rates for AFH's [Adult Family Home].	Agency providing adult family home services; 5 employees.

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They do let me know if there is any change in my client's care. I like that.	Nothing that I can think of.	Individual providing in-home caregiver services.
Nothing.	Better understanding for people working with elderly people at home (parents).	Individual providing in-home caregiver services.
Helped me when daughter took all my time and was so very ill, such as medical direction, getting COPES [Community Options Program Entry Services], and how to file records for DSHS and Social Security.	They did all they could to guide me with hospitalization and proper home care, needs in the home.	Individual providing in-home caregiver services.
I do not have many comments.	To be more respectful to seniors and more understanding.	Individual providing in-home caregiver services.
DSHS workers respond right away when I need help.	Caregivers should be given benefits like health insurance and vacation leaves.	Individual providing in-home caregiver services.
I believe more employees want to try to be helpful.	I am constantly dealing with DSHS staff who do not understand how to get things done.	Agency providing more than one type of service; 45 employees.
My caseworker always adjusts as my situation changes and makes my job easier.	Always keep a positive attitude that "things" can be done. Keep a servant attitude like I have to.	Individual providing in-home caregiver services.
Try to coordinate with caregiver about client's needs; helps to provide services for clients (bath aide, etc.)	Raise our wages!	Individual providing in-home caregiver services.
Considerate and attentive to our needs for support.	Some case managers are not prompt in returning calls.	Individual providing adult family home services.
DSHS is always there to help me when I have problems and questions.	DSHS already does excellent work for me.	Individual providing personal care services.
No hassle situation. They don't bother me, just call me back if I call them for questions.	Follow through with answers to questions they're going to get back to me with. Unclear on some issues and would like clarifying, but no response as of yet.	Individual providing in-home caregiver services.
With one client I need help with bus fare - the job is part-time.	Give more clients to those who need more.	Individual providing in-home caregiver services.
Lets me know what needs to be done.	It UPSETS mentally ill and DD [Developmentally Disabled] clients to be interrogated, and afterward they are disturbed for a long time and disrupted WITHOUT NOTICE. Let me know when I will be inspected, so I can be ready (paperwork, etc.) and HAVE TIME SET ASIDE. Four hours out of my day hurts EVERYONE.	Individual providing adult family home services.
I don't speak English, so my agent helps me a lot. She is so attentive and enthusiastic!	I think it's okay right now, and hopefully will get the check on time every month.	Individual providing in-home caregiver services.

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Once the person is in the system, things go smoothly and payments come promptly.	There is a lot of government runaround many times. It would help to streamline it and make it easier. Also, if they could provide my son with a (indecipherable) for independence.	Individual providing in-home caregiver services.
I have very little to do with them except to hand in my certificate for on-going training.	Provide more variety of classes in Seattle area. Support better pay and benefits.	Individual providing in-home caregiver services.
Was a bit slow with client intake, but once started everything went smooth.	Provide other clients when requested. If more caregivers are needed there should be work for those who need clients.	Agency providing assisted living services; 1 employee.
The people are very kind and very helpful too, when they come. They do a very good job of talking to me to make me understand.	Oh well, everything's fine.	Individual providing adult family home services.
Pays for continuing education.	Better pay - this is not a living wage. Make relief caregivers easier to find and get. I haven't had a vacation in years. Allow me to get paid when I take my client on her vacation. Pay me for ALL the hours I spend with her - not just the minimum. Too many different caseworkers - please try to retain your caseworkers - a new one every few months means they don't know the client or her needs. I need health insurance, too.	Individual providing in-home caregiver services.
Helps me on my medical needs, assists me in my daily activities as a senior.	Helps me look on my physical and mental disability.	Individual providing in-home caregiver services.
The case manager is very helpful and timely when I have a problem.	Be given a list of agencies that could be of service.	Individual providing in-home caregiver services.
	Work for the abolition of some requirements that are not necessary, like keeping 3 gallons of water for each patient. We have an ample supply of water in Seattle, it is unlikely to happen that we will need water. Abolish the unannounced visit. A bad record can be seen whether or not it's announced or unannounced.	Individual providing adult family home services.
Maintain case managers that know their job well!	Raise our pay, take out taxes, give us benefits.	Individual providing in-home caregiver services.
They help me with my mom's care.	I wish we as caregivers received more money and vacation pay and sick pay.	Individual providing in-home caregiver services.
Always concerned with the status and condition of the individual being cared for.	DSHS is doing just fine. I just hope the hourly rate will be adjusted favorably.	Individual providing in-home caregiver services.

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They're concerned about our working situation, they respect us very much. Their relationship with us is extraordinary and I enjoy their respect and care.	Same as above (positive comments about DSHS caring about its providers).	Individual providing classroom assistance.
They usually return calls promptly and help with concerns.	The payment for elderly care should be higher - it's barely minimum wage.	Individual providing Community Options Program Entry Services.
Very kind, compassionate staff worked with myself and my sister to get her services as quickly as possible.	I am very pleased with the staff at Silverdale/Bremerton DSHS and I am a public health nurse who has interfaced with DSHS agencies in four States. You should be PROUD!	Individual providing in-home caregiver services.
Answers questions I might have.	Be available by phone more often. Too many times all I get is the answering machine.	Individual providing in-home caregiver services.
Helps with all problems when they come up.	Some caregivers need not take those classes.	Individual providing in-home caregiver services.
My mom's medical was messed up at her Blue Cross insurance premium pay; DSHS has not created any problems. Thanks!	Give me a better salary - my job is 24 hours a day, seven days a week.	Individual providing in-home caregiver services.
If I have any problems, they take care of them right away.	They have done very well by me in the past.	Individual providing in-home caregiver services.
They send my son's medical coupon on time.	If I have a question, they will help to answer it as best they can.	Individual providing in-home caregiver services.
Here in Western Washington, caseworkers and their superiors seem to do their jobs efficiently and know what's going on. Not always apparent in Okanogan county.		Individual providing in-home caregiver services.
I only have contact with them on an as-needed basis.	Show some degree of concern or interest in caregivers that is not required by the State.	Individual providing in-home caregiver services.
Patience is good. Explaining particulars. Good clarity in direction, okay.	Bookkeeping - paper records really lacking. Right hand doesn't seem to know what the left hand is doing.	Individual providing in-home caregiver services.
Our caseworker, Darryl Hundley, is so good to work with. He returns our calls almost without fail.	It is very difficult to find a dentist that accepts our Premier Blue Shield and DSHS.	Individual providing in-home caregiver services.
Prompt, timely service.	Suggest community resources and hand out volunteer opportunities to help people get used to working.	Individual providing in-home caregiver services.
Has a convenient way to get your information so you can get your paycheck quickly.	I need to know who I can talk to that could answer my questions. I don't know what I can do or what I should not do.	Individual providing in-home caregiver services.
Well, nothing I am aware of.	Be on time. If an appointment is at 9 a.m., they should see you at 9 a.m. (NOT 1 p.m.). It's crazy! Yet, if we are late, we lose our benefits!	Individual providing in-home caregiver services.

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Outstanding courtesy and respect. Always pleasant and very helpful on all billing errors.	The phones are usually busy and hard to get through. More phones needed.	Agency providing Durable Medical Equipment; 30 employees.
I get paid on time. The people were pleased to answer my questions. DSHS paid for my training.	Better pay, provide medical insurance, don't vote for President Bush.	Individual providing in-home caregiver services.
Workers are nice; phone and counter people need an attitude adjustment. Most workers help get what the elderly need.	Let us know of elderly services or benefits to make life a little more comfortable for them.	Individual providing in-home caregiver services.
Always respecting client's needs (Port Hadlock, WA).	Please don't change anything.	Individual providing Community Options Program Entry Services.
	Take forever to return calls. Don't listen, accuse you of lying. Care plan versus hours very unreasonable. Neglectful. Very unhappy.	Individual providing in-home caregiver services.
Not much!	Be more concerned about us as caregivers - give care providers respite care at a decent price.	Individual providing in-home caregiver services.
Provide medical and food stamps.	Increase wages per hour for caregiver. Medical for caregiver.	Individual providing in-home caregiver services.
The local COPEs [Community Options Program Entry Services] program is managed very well - they have always been very responsive to our needs and concerns.	Made it easier to know what programs are available and how to apply and/or qualify for needed programs.	Individual providing in-home caregiver services.
Good about returning phone calls and adequately answers questions. Assist with my medical health premiums.	In my opinion, over the last ten years, DSHS has continually improved communications and services. I think they are doing a great job and I can't think of anything else they could be doing better.	Individual providing in-home caregiver services.
Cambodian interpretation by Khang Lee: finding school, paperwork. Took time to explain things I didn't understand. Great services in all.	Can't see anything else.	Individual providing in-home caregiver services.
Always ready and able to answer my questions. Quick to respond to my needs and my mom's.	I'm really pleased and sometimes amazed with all they do. I hope the staff know how valuable they are!	Individual providing in-home caregiver services.
They are very helpful when a client needs stuff like a ramp, shower equipment, or when I needed insurance help.	They could send out a list of classes for the whole year, so I could get training that relates to clients or family members.	Individual providing in-home caregiver services.
This time the people have been friendly.	Make sure people are qualified to do the job and have patience and understanding.	Individual providing in-home caregiver services.

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What does DSHS do well?	What could DSHS do better?	Provider Information
By answering my questions and being very helpful to understand my job as a provider.	Since I have just started being a provider there isn't anything right now, except, when I need to take certain classes they could have them in Ocean Shores area too. It would be more convenient for me and others.	Individual providing in-home caregiver services.
Sending information about anything client might need to exist and also to providers.	I am satisfied with DSHS services at this time.	Individual providing in-home caregiver services.
Maybe one out of ten people are nice to you.	We feel bad enough having to ask for help then we are treated so rude.	Individual providing in-home caregiver services.
They send my check in a timely manner.	Make it easier to find out when and where my check is when it is late.	Individual providing in-home caregiver services.
A great licensor who is knowledgeable and is willing to work with the AFH [Adult Family Home] providers!	Provide more continuing education.	Agency providing adult family home services; 4 employees.
I need questions answered and they always have the answers.	As far as I'm concerned, they are doing pretty well at their jobs.	Individual providing in-home caregiver services.
I need help for health insurance, if possible.	Now serving me as well and everything they did now is excellent. Thanks to everyone who works in DSHS.	Individual providing in-home caregiver services.
Often you can get someone that will take time out and help you to understand.	Better understanding and a quicker payment.	Individual providing in-home caregiver services.
Usually a great job in any help we need for questions and concerns.	Mailing duplicate paperwork: one sent in resident's name, one mailed with our name for the same person. Just mail ONE copy of information being sent.	Agency providing adult residential care services; 23 employees.
Can't think of anything they do well.	Have your staff better trained in their jobs so they can answer questions on their own and give correct information. Have plans to help the caregiver in case of an emergency that a caregiver has, i.e. a heart attack, broken ribs, family emergency.	Individual providing in-home caregiver services.
Memorandums and policy changes SHOULD BE communicated properly and translated efficiently for easy understanding and implementation.	Inspections by the licensor is agonizingly long and disruptive to care giving. Should just be for 2 hours, not 5 - 6 hours.	Individual providing adult family home services.
	After ten years of service for the only client I will take, I would think the yearly classes for my sake could be eliminated.	Individual providing in-home caregiver services.
Help provide services.	Better phone lines to get through when requiring help.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer questions, keeps informed of training and classes, help client out.	Be friendlier.	Individual providing in-home caregiver services.
Caring and concerning.	They're always truthful, and they always ask questions if they can help more.	Agency providing in-home caregiver services.
Angel is very helpful, nice, and caring to our elders. Very nice and excellent to work for, except when the day is lousy!	Give us (caregivers) better pay.	Individual providing in-home caregiver services.
Customer service.		Individual providing part-time caregiver services.
N/A.	N/A.	Individual providing in-home caregiver services.
Answer the questions I need answered promptly.	Return phone calls more promptly.	Individual providing adult family home services.
They have been very helpful in getting a wheelchair ramp put in, plus other equipment that we needed.	Nothing I can think of right now.	Individual providing in-home caregiver services.
Other than a grudged payment once a month, in the 6 years I've been doing this they help with NOTHING!	How about giving us a scheduled payday. Maybe a relief worker one day a month, even help when we call and ask for it.	Individual providing in-home caregiver services.
Usually checks to see if all is okay, or need help. Or if we need to talk to someone, there is usually someone available.	Not too much, at this time at least.	Individual providing in-home caregiver services.
Answer questions.	Education programs.	Individual providing in-home caregiver services.
Helped me get services for client.	They do a great job!	Individual providing in-home caregiver services.
Reminds me if I forgot paperwork.	Education information.	Individual providing school services.
Answer all my questions, helps me if I have a problem, they are always nice and friendly.	Nothing.	Individual providing in-home caregiver services.
Keeps appointments and is courteous.	Increase State pay.	Individual providing adult family home services.
Keep in contact.		Individual providing in-home caregiver services.
Help, give recommendations in evaluating patient for caring and for care giving too.	Caregiver is a very strenuous job. Hours given is not enough. We have to deal for long hours to make it more comfortable for patient.	Individual providing in-home caregiver services.
Answer all my questions.	Nothing.	Individual providing in-home caregiver services.
Prompt information.	Better salary.	Individual providing in-home caregiver services.
Treat me always with kindness and respect.	Maybe be more prompt.	Individual providing in-home caregiver services.
In general, most times they are courteous, but not one person has ever asked "Is there anything I can help you with?".	Just simply ask, "Is there anything I can help you with?".	Individual providing in-home caregiver services.
Provide necessary equipment to make our job easier.	Come around more often, more money - we have low pay.	Individual providing in-home caregiver services.
Fantastic!		Individual providing in-home caregiver services.
To get the hours I need to help my client.	To help with adult protection.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS works with me and helps me.	Continue to be helpful.	Individual providing in-home caregiver services.
		Individual providing in-home caregiver services.
They are fine.		Individual providing in-home caregiver services.
Give me work when I most need it.	I need medical help.	Individual providing in-home caregiver services.
Answer all my questions and go out of their way to help me out.	I don't know.	Individual providing unspecified services.
	A raise please.	Individual providing in-home caregiver services.
Everyone is willing to communicate openly. They are thorough in their knowledge.	I have no complaints.	Individual providing in-home caregiver services.
They answer all my questions promptly.	Be a little more courteous and be a little more informed when answering my questions.	Individual providing in-home caregiver services.
My paycheck and helping me with my mom and her needs.	You're doing a great job.	Individual providing in-home caregiver services.
If I have a question about something they are quick to answer or find someone that can.	I don't really know, I have not had a problem. Well, maybe faster in returning calls to us.	Individual providing in-home caregiver services.
Return my calls in a short time. Have the answers I need.		Individual providing in-home caregiver services.
Understanding the needs that one has.		Individual providing in-home caregiver services.
My case manager is very helpful. She has her work cut out for her.	I think direct mail of checks would be nice, also if you took taxes out it would help.	Individual providing in-home caregiver services.
N/A - I do not work much with DSHS directly or very often.	I don't know.	Individual providing in-home caregiver services.
Both our AFH [Adult Family Home] Licensor (Valorie Colet) and DSHS social worker (Diane France) are prompt at returning my calls and answering questions very pleasant.	I'm often left in a bit of a haze concerning new provider letters and WAC [Washington Administrative Code] changes. I'd like summaries of the WAC sent out every six months that explain what is exactly required for: (1) Employee documentation, (2) Medication handling and documentation. I still feel that if any 10 AFH's [Adult Family Homes] had inspections by 5 different licensors - the reports would vary widely. This leads to a great deal of confusion. I'd like to see more objectives than subjectivity and everyone clearly understanding the same rules.	Individual providing adult family home services.
I have had great cooperation in every aspect of my dealings.	Wage is definitely an issue for the special type of work we do.	Individual providing in-home caregiver services.
Return calls, answer questions.		Individual providing adult residential care services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Good case managers, but too many clients per case manager ratio.	Basically good, overworked, don't answer phone calls very fast, need more staff.	Individual providing in-home caregiver services.
Provide answers when requested.	Provide feedback on how employees are doing.	Individual providing in-home caregiver services.
Good, quality caregivers.	Find resources available for clients. Help us to get better benefits, tax cuts, raises, and insurance.	Individual providing in-home caregiver services.
I have received help when I have needed it.	The Adult Family Home providers need a lot less regulations to deal with less paperwork, so we can just take care of our residents.	Individual providing adult family home services.
They're very prompt in phone calls and always available.	Very happy.	Individual providing in-home caregiver services.
My worker will work with me at my home, instead of going out.	No problems.	Individual providing in-home caregiver services.
They do nothing.	A paid vacation that I have never had and sick days paid!	Individual providing in-home caregiver services.
Return calls promptly, answer questions, help me find solutions to special problems.		Individual providing continuing education services for the caregiver.
They help me with suggestions about my mother.	Better communication.	Individual providing in-home caregiver services.
What they do is very satisfactory.	Nothing I know of.	Individual providing in-home caregiver services.
Regular visits and meetings with worker to keep up-to-date with residents.	Nothing.	Individual providing assisted living services.
	Return calls.	Individual providing unspecified services.
Very well indeed.	In my opinion, nothing.	Individual providing in-home caregiver services.
Provides care plans for patients.		Individual providing in-home caregiver services.
They visit and really are concerned for the client.	I seem to always lose their phone number, maybe a magnet on my refrigerator.	Individual providing in-home caregiver services.
	Give us a raise. A good one, since you only give a raise every two years, if even that.	Individual providing in-home caregiver services.
	Have more personal contact instead of answering machine.	Individual providing in-home caregiver services.
Case manager responds quickly and always has an answer or suggestion.	Clerical staff could answer questions and not constantly refer me to someone else, big run around.	Individual providing in-home caregiver services.
	Not to discriminate against me, and my sexual orientation, or threaten me.	Individual providing in-home caregiver services.
Respect older people.	Make sure DSHS check their mail better. When people return their paperwork, DSHS staff should keep it, not lose it.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer all questions.	Please hold income tax from wages.	Individual providing adult residential care services.
Return calls in a timely manner. Follows up on reports.		Individual providing in-home caregiver services.
Almost always, prompt answers. If they don't know, they will find someone who does or they will give you another phone number to try. There was one lady who was a sharp tongue at the Spokane-Post building, but that was a few years back.	I feel that every caregiver should have and wear a picture I.D. card to wear around his/her neck and have it updated every year at class time.	Individual providing in-home caregiver services.
Didn't have to wait on food stamp card, same day - goodie!	Hire more caseworkers, so the waiting period is not so long.	Individual providing in-home caregiver services.
	Better pay, return calls more promptly, more active interest with residents, send out class information for new year promptly, send out W-4 forms sooner.	Individual providing in-home caregiver services.
Answer questions quickly.		Individual providing in-home caregiver services.
They're very polite.	Give me more job opportunities.	Individual providing in-home caregiver services.
I am new, but so far "feeling welcomed". It helps.	Nothing so far.	Individual providing orientation services.
They get right on things if there is a problem.	They are okay for now.	Individual providing in-home caregiver services.
Everything.	I am happy the way things are done.	Individual providing in-home caregiver services.
Provide service care for my client needs when I ask for things.		Individual providing adult family home services.
Tatyana Tsimberov always answers my questions and helps me, polite and helpful (she is a human services representative).	I would like DSHS staff to help more, to be more patient to those people who have an English language barrier difficulty.	Individual providing in-home caregiver services.
They give me the information I need, when I need it. They send any paperwork I need as well. It's all on time too.	I would really like federal taxes taken from my check.	Individual providing in-home caregiver services.
When I let them know there's a problem, they are right on it - no problems.	If it were possible to return calls faster. I know one caseworker with a lot of clients, this makes it hard.	Individual providing in-home caregiver services.
	Realize people with permanent disabilities are not going to get better. Why should they waste money for reevaluations that are not necessary. If we need more hours we can contact our caseworkers.	Individual providing in-home caregiver services.
Everything I need.		Individual providing in-home caregiver services.
They stay away.	Disappear.	Individual providing in-home caregiver services.
Paperwork is always done in a timely manner.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers all questions - if I know what to ask.	A checklist, a short map of the steps one must go through, explaining which entity or agency needs to do what and when. Written down like a process or a map.	Individual providing in-home caregiver services.
I am SO THANKFUL for the training and support for being a provider. Seems like the agency truly cares about employee/employer - caring employees. Thank you very much.		
	The details - like correct spelling of names.	Individual providing in-home caregiver services.
They help when I ask about classes that I need to go to through in-home care.	When our checks get messed up of no fault of mine, due to taking off one program and putting us on another.	Individual providing in-home caregiver services.
Answers questions.		Individual providing in-home caregiver services.
I have no direct dealings with DSHS.	No idea - I don't work with them.	Individual providing in-home caregiver services.
They talk to you and help to solve the problems that you have.		Individual providing adult family home services.
They train you to be sure good care is given to others.	Wage increase would be great!	Individual providing in-home caregiver services.
Prompt - very satisfied.	Not much.	Individual providing in-home caregiver services.
Answer questions.	The more direct verse answering machine, the better.	Individual providing in-home caregiver services.
Mostly keeps me posted on my duties.		Individual providing in-home caregiver services.
They're all right sometimes.	They should be there for the people that work for them and their clients.	Individual providing in-home caregiver services.
They're there when I need them and they are friendly.		Individual providing in-home caregiver services.
	I would like to be able to get health care benefits for myself.	Individual providing in-home caregiver services.
Completely take care of all my problems, both physical and mental.	We are completely satisfied.	Individual providing in-home caregiver services.
Always has a good answer to my questions.	Provide better wages and medical.	Individual providing in-home caregiver services.
Inform what WAC [Washington Administrative Code] says and how we can follow it.		Individual providing adult family home services.
Service plans and answer questions I have.	Inform me about problem clients, before I find out.	Individual providing in-home caregiver services.
Answer questions accurately and good training programs.	All O.K.	Individual providing in-home caregiver services.
Answer my questions.	Answer phones promptly and return calls.	Individual providing in-home caregiver services.
Our caseworker is fine, we seem to be doing well, and I get my checks on time every month.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Eliminate once a year school, it really doesn't seem to be helpful.	Individual providing in-home caregiver services.
Telephone invoices are a great and efficient improvement over mail-in.	Reduce the amount of mail sent to us monthly.	Individual providing adult family home services.
DSHS can do well to work with me in order to help me.	Help me and assisting me.	Individual providing in-home caregiver services.
To have medical, vacation, and sick leave, 2002. I am already four years here. To receive on time salary, I am always late to pay my bills.	To deduct income tax. To have salary increase. I am here 24-hours a day, Monday - Friday.	Individual providing in-home caregiver services.
Invoice express is very good, excellent. Checks received on time (most of the time).	Ask Maureen George. She is an excellent DSHS case manager. Understands problems of providers/caregivers, listens, acts promptly. I commend Maureen George. She is the best. Follow her example.	Individual providing in-home caregiver services.
Return phone calls, acknowledges changes timely, sends checks quickly. Thanks.	Decrease amount of training required for family member caregiver that does not intend to expand activities.	Individual providing in-home caregiver services.
Respond rather quickly when I call with concerns of the whereabouts of my check usually.	Get checks out sooner than the 6th - 9th of the month, closer to the 1st - 3rd.	Individual providing I.P. [individual provider] caregiver services.
To get my check on time, but I wish if it ever changes to get paid twice a month instead of once.	No comment so far, everything seems to be working well.	Individual providing in-home caregiver services.
Help me with the people I take care of. They work with me as a caregiver. They should pay more - a nursing home would cost a lot more.	Pay us more money for in-home care.	Individual providing in-home caregiver services.
DSHS has always helped me with almost everything. They work with me to get things done.		Individual providing in-home caregiver services.
	They might work a little harder.	Individual providing in-home caregiver services.
No comment.	No comment.	Individual providing in-home caregiver services.
Mail the important letter home for information. Leave us the phone message when not available.	Send us the message via mail as soon as possible if we haven't sent in any requested document before the due date.	Individual providing in-home caregiver services.
It helps me to be able to do my job just a little bit better.	Help me to be able to find a job and stay on it.	Individual providing in-home caregiver services.
They are keeping me working.	Keep a person working with more work.	Individual providing in-home caregiver services.
Answers questions quickly and accurately.	Medical benefits, pay increase, and taxes withheld.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They let me stay home and send me the paperwork to fill out and send it back. This helps me - I am in a wheelchair.	I don't know.	Individual providing in-home caregiver services.
Keep in touch and are helpful when I call with questions.	Nothing specific, they are very helpful if I have questions.	Individual providing in-home caregiver services.
Answer all questions I have.	Nothing.	Individual providing adult residential care services.
Answer some questions.	Have more answers to most questions.	Individual providing adult family home services.
Sends time sheets in timely manner.	Financially, better pay to caregivers, withhold income taxes and medical benefits.	Individual providing in-home caregiver services.
	Not send paper during holidays, makes client upset to the point were they get sick.	Individual providing in-home caregiver services.
Have confidence! And cooperate with me and my client.	Rent a hall and have a gathering and potluck.	Individual providing in-home caregiver services.
They always have time to answer any questions.	I can't think of anything.	Individual providing in-home caregiver services.
I leave a message and they always reply. They are very courteous. They have been very helpful.		Individual providing adult family home services.
Answers all my questions, always there when I need something.		Individual providing unspecified services.
Keeps my client and me informed of changes, always returns calls.	Keep up the good work, I'm pleased so far. Could have more food stamps for clients, especially if they're on a special diet.	Individual providing in-home caregiver services.
Helped promptly with our situation, always helpful with information we need.		Individual providing in-home caregiver services.
Return calls promptly, answers questions as I need. Helps me find solutions to special problems.		Individual providing in-home caregiver services.
	Have more daycare hours so I can take care of a few things after work and for doctor appointments for self.	Individual providing in-home caregiver services.
Answers questions, refers me to help as needed.	Send qualified nurse once in a while to check on care.	Individual providing in-home caregiver services.
Help with schedule and finding clients.		Individual providing in-home caregiver services.
No, they make too many judgment calls. They have not helped me or the client.	I see no help from case manager when client needs real help.	Individual providing in-home caregiver services.
The telephone service is great, the person who answers is great.		Individual providing in-home caregiver services.
DSHS was not a part of my care for my mother the short time I was her provider (three months).	Yes, that would be so much better for the care of those persons we love and care for.	Individual providing more than one type of service.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Make sure the worker qualifies for the position. I haven't needed much help, but I have a good social worker, and he's very helpful when I need it.	To encourage the workers to do better at their job and increase pay, a raise above minimum wage would be appreciated by your loyal workers, word of mouth does wonders.	Individual providing in-home caregiver services.
	Too much red tape and rules.	Individual providing in-home caregiver services.
Gives good training classes. They help me to get the benefits I need and that are coming to me.	Go to the job site and go over the plan at the beginning of the job.	Individual providing in-home caregiver services.
Answer any questions I need answered. Yes, everytime I have called.	Nothing.	Individual providing in-home caregiver services.
They work with us and are helpful.	I can't think on anything as of now.	Individual providing in-home caregiver services.
Warrant procedures are acceptable and fairly timely - thank you!		Individual providing in-home caregiver services.
Teaching classes.	Answer phone messages.	Individual providing in-home caregiver services.
Oversees our tutoring activity and encouraging our work by videos and personal encouragement.		Individual providing tutoring services (reading in city schools/reading program).
They have been very informative about the problem I'm in and always willing to answer any concerns or questions I've had.	They always seemed to be on top of everything concerning the program I'm in.	Individual providing foster grandparent program services.
Everything.		Individual providing in-home caregiver services.
Nothing that couldn't be changed if they had more training.	A lot of things.	Individual providing unspecified services.
My caseworker comes by and goes over with us our needs - very helpful.	Already does a lot.	Individual providing in-home caregiver services.
No comment.	It could be better if the check would arrive on time, so we can pay our bills.	Individual providing in-home caregiver services.
	Pay at least minimum wage for State clients - (it would help you avoid the coming lawsuit if you do.) If we have to stay with them while they sleep at night, then we deserve the pay just like baby-sitters do.	Individual providing adult family home services.
They have been real good to us.	No complaints.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Mailing of up-to-date changes and announcements.	Training - both DSHS and providers. For every little and large rule change there should be training in each region and a few selected locations. Change rules once a year and not six to seven times throughout the year.	Individual providing adult family home services.
	To find out how the caseworker is getting along with the client's personal needs.	Individual providing in-home caregiver services.
They handle my concerns fast and completely!!! Most of all my concerns are handled over the phone, which means I'm not at the office always!	I really don't know. (smile)	Individual providing in-home caregiver services.
Respectfully explains things, good contact and communication, professional effort, compassionate.	Develop continuing education classes that are targeted to clients, alternative and culture specific, nutrition.	Individual providing in-home caregiver services.
Most are very courteous, however, still fear retaliation and humiliation from past experiences (specific name) - does not trust.	Do not call often for fear of retaliation. Licensor we have now has been fair. But doesn't like to be involved in calling.	Individual providing adult family home services.
I can contact caseworker at any time if there is ever a problem.		Individual providing in-home caregiver services.
To understand and appreciate the work we do for our elderly people.	Not to require care provider to do so much paperwork. For Licensors not to visit homes in the morning, which is the busiest hours of the day, especially for homeowners who provide care for clients themselves.	Individual providing adult family home services.
With questions and concerns about our dear seniors and diabetes.	Have yearly programs to help us learn more about diabetes and other concerns.	Individual providing in-home caregiver services.
Getting award letter and supplement payment done timely.		Individual providing assisted living services.
They help me find the answers or direct me to someone who can.		Individual providing in-home caregiver services.
Responds to questions in a cooperative way.		Individual providing in-home caregiver services.
	Get the checks mailed on the first of the month. My payments are always late.	Individual providing in-home caregiver services.
Do well with paperwork and good support when I need them.	Keep up the good work.	Individual providing in-home caregiver services.
Always helps find new residents when I have an opening.	Call back quicker when you have to leave a message.	Individual providing adult family home services.
Always answer questions in a very respectful and helpful way.	I can't think of anything.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Yes.	Allow people to get themselves medical, dental, and vision without paying through the nose.	Individual providing in-home caregiver services.
My caseworker does okay. There was only one month that was messed up. It was not fun having late payments because my invoice number was late.	It would be better if the caregivers could be paid more than what they get now. We don't get enough to live on; inflation, you know (hint - hint).	Individual providing in-home caregiver services.
	Faster CA's [Client Assessments] and financial assessments, follow-up on change of condition, complete annual CA's.	Agency providing assisted living services; 29 employees.
They are rude, nasty, and don't return calls.	Get medical supplies and needs faster, too much paperwork and writing for what patient needs.	Individual providing in-home caregiver services.
DSHS does well to respond and help to do well as a provider.	DSHS helps us to do well for one another.	Individual providing assisted living services.
Good training classes.	Pay health insurance and deduct income taxes from our checks as needed. And allow paid sick days.	Individual providing in-home caregiver services.
Some of the workers really try hard to help you in anyway they can.	Return phone calls more often. Help with other resources.	Individual providing in-home caregiver services.
They lowered the number of hours that I get paid for, but the work I do didn't change. So now I give more for less.	Pay for actual travel expenses for out of town doctor visits. Public transportation is impossible for some seniors.	Individual providing in-home caregiver services.
I rely on elder services, DSHS seems adversarial.	Act like they want to help.	Individual providing in-home caregiver services.
They hired a nurse to teach and manage the Nurse Delegation Program.	They could improve the process by which NAC [Nurse Assistant Certification] and CNA [Certified Nurse Assistant] licenses are checked for negative action.	Individual providing nurse delegation services.
Every question I have had has been addressed promptly, followed-up - and follow through is A+.	Not one thing - I am so pleased.	Individual providing in-home caregiver services.
Try to do what they can.	Everything is possible.	Individual providing in-home caregiver services.
DSHS provides my client with the stuff that he or she needs that other places wouldn't do.	DSHS should listen to what some caregivers have to say because they are telling the truth, but you guys seem to not listen and think they are wrong.	Individual providing in-home caregiver services.
I think they have done well in everything in their dealings with us.		Individual providing in-home caregiver services.
Call me back promptly, answers my questions.		Individual providing in-home caregiver services.
Return calls.	Assessments - not correct, raise levels, care, discharge from hospitals - poor.	Individual providing independent individual provider care services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are very "quick" to answer my calls and help us with all our needs - thank you.	I (we) have no complaints. We love our caseworker. We've all been working together for three years! Glory be to God! (smile)	Individual providing in-home caregiver services.
They do not respect people fairly, they do discriminate between Americans and other nations.	I hope they would be more respectful and treat people equally.	Individual providing in-home caregiver services.
DSHS showed flexibility with me when I needed to take my "Fundamentals for Care Giving" course a few days after the preferred deadline. I really appreciated this, as did my client who would have regretted my termination.	Show more flexibility (less, black/white, bureaucratic thinking) in all cases. People's needs are always different.	Individual providing in-home caregiver services.
They have been very kind and helpful.	At this time, I can't think of anything.	Individual providing in-home caregiver services.
No comment!	Better communication.	Individual providing in-home caregiver services.
Any questions or problems I have, they are always very helpful.	Wish that federal taxes were taken out of my check.	Individual providing in-home caregiver services.
Almost always.		Individual providing adult family home services.
"Supported Hopelink".	To get rid of Hopelink, because it screwed up all the interpretation services.	Individual providing in-home caregiver services.
I don't deal with them often.	Since they get their paycheck, just as well as the rest of us - their service could definitely be speedier. The workers tend to ignore people, thus slowing down our day, even if we come in for something very simple!	Individual providing in-home caregiver services.
Training is good.	More information on how to get started working for you, accessibility to information.	Individual providing in-home caregiver services.
Promptly return phone calls.		Individual providing assisted living services.
Offers excellent continuing education units through Aging and Long Term Care personnel for in-home caregiver.		Individual providing in-home caregiver services.
The training has been great.		Individual providing in-home caregiver services.
They are good at solving a problem and returning a call (usually).	I can't think of anything.	Individual providing in-home caregiver services.
The staff will answer any questions asked.	Make paperwork standard for all AFH [Adult Family Home]. Put out a SOP (Standard Operating Policy) to match paperwork.	Agency providing adult family home services; 5 employees.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Listens to what I say, even though they don't do anything about my problems.	Problem solve sooner. I've had problems since 7/1/02. Trying to get payment situations straightened out, as of today (1/6/03) still no success. The case manager states she will talk to financial but nothing ever happens.	Individual providing adult family home services.
Licensors and caseworkers should be understanding. Help providers, not pressuring and threatening providers. Maybe during inspections, they should not come during lunchtime because that is the busiest hour for us. Change rules of inspection by not coming to the door any day or time which makes us tense or have a heart attack. And increase rates for client, due to our liability insurance went up almost \$600.00.	It would be a big help to let accounting prepare payment checks for providers on time. Mail every 28th of the month. So that check will arrive on the first of every month. Now arriving to us late for 4 to 5 paydays. Main objective to pay on time.	Individual providing adult family home services.
Everything.	Nothing - thank you.	Individual providing in-home caregiver services.
Answers my questions or gets me in touch with someone who can.	Tell unions to stay out of this. I'm a Christian believer, satisfied, and not wanting their interference.	Individual providing in-home caregiver services.
They answer any questions you may have, and help you get what you need.	I can't think of anything, they do a very good job.	Individual providing in-home caregiver services.
Let me know when time for class, they do that well.	They could let me know ahead of time when a change had been made before I have to pay it back. The way it happened to me was wrong.	Individual providing in-home caregiver services.
DSHS does a pretty good job in helping me with a question.	It seems that when I call the caseworker he is always gone or not in.	Individual providing in-home caregiver services.
Not that I have seen yet.	Try to accomplish what you guys promise.	Individual providing in-home caregiver services.
Our experience has been knowledgeable, caring caseworkers. We are LUCKY!	Have supervisors and caseworkers more accessible, also revamp the time sheets - too insane.	Individual providing in-home caregiver services.
Advice and information.		Individual providing in-home caregiver services.
I feel the caseworkers have been so kind, considerate, and helpful. Answered my questions and returned phone calls in a timely manner. I feel I have a high respect for all parties involved.	The only thing that may be helpful in the beginning is, I was confused about the system. I didn't understand how it works and what to do, never receiving any kind of help before. I felt afraid. My lack of understanding.	Individual providing in-home caregiver services.
Always answer our questions and good if help is needed.	They're doing good.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Checks up on me and my "employer" regularly to see if all is going well.	It is a real pain to have to write the actual hours I do things for my "patient". There isn't near enough room. It would almost take more time to do that than to care for him.	Individual providing in-home caregiver services.
Have not had much communication or correspondence with DSHS. Need to know how claim is working out, otherwise - they are doing well by me.	Communication with caseworker, get checks to us sooner. Can we call-in earlier than the last day of the month?	Individual providing in-home caregiver services.
My father's caseworker has been very helpful.	You could pay a little better for caregivers.	Individual providing in-home caregiver services.
They're always helpful and do provide answers to questions I have at times.	Less repetitive paperwork at times.	Individual providing in-home caregiver services.
	They could listen. Many times I just need some information or I just need to know someone cares about the situation I am in.	Individual providing in-home caregiver services.
Finding better communication between DSHS and provider. And helping resident understand what we both provide.		Individual providing adult family home services.
Answers my questions when I call.	Give more accurate information on which agencies have contracts with DSHS.	Individual providing in-home caregiver services.
	Higher pay to care providers.	Individual providing in-home caregiver services.
They have taken me step-by-step through the program with love and respect. I appreciate this because I was new to this program - their patience and kindness was wonderful.	I worked in a hospital in Montana for 17 years, our problems, like this, are understaffed and not enough money.	Individual providing in-home caregiver services.
They are there anytime I have a question and willing to answer it and ready to help.	I can't think of any.	Individual providing adult residential care services.
Answer questions promptly.	Pay us better. Stop changing the rules all the time. We seem to get communication every week, it makes more stress.	Individual providing adult family home services.
Answers all your questions that you can understand. Helpful in telling you what else you need.	Get the government to pay more.	Individual providing in-home caregiver services.
I always have an answer from DSHS immediately when I have a question.	I don't know.	Individual providing in-home caregiver services.
To send the check on time.	Contact us frequently.	Individual providing volunteer services.
They listen to my questions and are always there when I call.		Individual providing in-home caregiver services.
Don't know.	Don't know.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Memorandums are great, but the website would probably be better if it was easily accessible.	Put denial errors and how to fix them on the website with more information and easy to access.	Individual providing more than one type of service.
Guidance, explanatory, checks up on me.	Nothing.	Individual providing in-home caregiver services.
Their staff all know their job.	Not sure!!! My social worker is fine.	Individual providing in-home caregiver services.
Provide special hours for special training courses.	Return calls as soon as possible.	Individual providing in-home caregiver services.
Any questions I have, they go out of their way to answer. Also, I get sent to school to further my education.	More money in the paycheck, help in finding another job when client enters rest home or dies.	Individual providing in-home caregiver services.
Caseworker is very friendly and helpful.		Agency providing assisted living services; 30 employees.
Should respond right away.	Should send the payment right after it's called in, not seven days after it's called (express payment).	Individual providing in-home caregiver services.
Yes, doing well to work with me to ensure good quality of life.	To give good support, whenever a hard way will arise.	Individual providing adult family home services.
Yes, often.	The caseworker did her job and home care person did her work, but client did nothing.	Individual providing in-home caregiver services.
Let me know that I'm needed to be a caregiver.	Could be able to reach them better.	Individual providing in-home caregiver services.
I can always leave a message on a machine and maybe get a reply in a timely manner.	Maybe a person could talk to an actual person instead of a machine, and a call back more quickly.	Individual providing in-home caregiver services.
Leave us alone to pursue our own way of arranging care.	It's fine now, so don't know what to improve.	Individual providing in-home caregiver services.
Very helpful and accommodating.		Individual providing in-home caregiver services.
	More money, faster service.	Agency providing adult family home services; 5 employees.
Supplies caregiver to bathe my mother twice a week.	Supply a nurse to come to the home to take care of incidental wounds.	Individual providing in-home caregiver services.
I am new at DSHS billing and they are always patient, kind, and courteous.	? It's perfect now.	Agency providing assisted living services; 32 employees.
Gives immediate answers to inquiries.	Just maintain good service.	Individual providing in-home caregiver services.
They respond to my questions fast and accurately.	Offer continuing education classes that are more relevant.	Individual providing in-home caregiver services.
For the worker? Not much. More for the client.	Keep track of workers looking for a client and a client looking for a worker! Ask how worker is on the job... honest, on time, intimidator?	Individual providing in-home caregiver services.
Return calls, explain in common language.		Individual providing adult family home services.
They help with our questions.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Case managers are great. Call-in reporting is great.		Individual providing adult family home services.
Social worker very compassionate, understanding, helpful, and easy to make suggestions for additional aid (such as hearing aid, dentures, etc).	Raise the amount of pay for services, benefits such as sick leave, health insurance, and tax benefits.	Individual providing in-home caregiver services.
Always returns my calls and gives me the answers I need.		Individual providing in-home caregiver services.
Talk on the phone.	Courtesy in office.	Individual providing in-home caregiver services.
DSHS officials meet with our organization quarterly and on special needs such as defining the WABO [Washington Association of Business Organizations] Form.	Not make us hold beds for thirty day leave without proper restitution.	Agency providing adult family home services; 4 employees.
I have no complaints.		Individual providing in-home caregiver services.
Stay in contact with us. Always willing to work with us to better help the residents.		Agency providing boarding home services; 60 employees.
They return calls, but you can't ever reach them directly.	Lower the caseload for social workers so they can help the clients more efficiently and faster. They don't have time to do assessments!!!	Individual providing adult family home services.
Yes, it works very well.	Checks were sent to me in time.	Individual providing in-home caregiver services.
Helped me with all the questions that I ask and much more.	As an in-home caregiver, DSHS should give me a health care coverage for myself and my kids.	Individual providing in-home caregiver services.
	Be more phone available.	Individual providing in-home caregiver services.
Providing childcare options.	Return phone calls that were left multiple times.	Individual providing in-home caregiver services.
They answer questions I ask.	Return calls.	Individual providing in-home caregiver services.
Ask questions, give us good answers to ours, always make us feel we are doing something truly worthwhile.	At this point, I don't know a thing.	Individual providing in-home caregiver services.
Fine, informative staff. Always lets me know what new devices they have that may help my employer.		Individual providing in-home caregiver services.
Feel comfortable with workers.		Agency providing nursing home services; 100 employees.
As in the Senior Companion Program, they listen to my needs and the needs of my clients, and helped all they could.	Keep the program with the State. I think it worked to keep a lot of people in their own homes.	Individual providing assisted living services.
Senior Companion Program.	More training.	Individual providing Senior Companion Program Services.
Have been doing everything pretty well to help.	Be patient with me as I don't comprehend many things.	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Helps to see that checks are on time and the people are very polite.		Individual providing in-home caregiver services.
Keep me posted on the news.	Can't think of anything that they haven't done.	Individual providing in-home caregiver services.
Cooperation with client placement and concerns is outstanding.	Get out of the licensing business.	Individual providing adult family home services.
Our caseworker is wonderful and takes good care of us and her clients here.	DSHS should collect the COPES [Community Options Program Entry Services] client participation from the client. It shouldn't be the provider's responsibility when it is your client.	Individual providing assisted living services.
Problem solving, information, and resident placement.	Upgrade care level to 5 - 6 - 7.	Individual providing adult family home services.
Mail checks promptly.	Take federal taxes out of paychecks.	Individual providing in-home caregiver services.
Not much.	Pay us \$10 per hour - what the voters want us to receive! Pay us by the 30th of each month, makes me wait until the 9th of every month, even though my bills are due on the first. Three times made me wait two months for my pay, not make us wait months to get paid sometimes. Their mistake, mostly very incompetent. Believe us when we report elder abuse, not make paperwork mistakes. Train us before two years have passed while we are expected to do the job anyways.	Individual providing in-home caregiver services.
The automated invoice call-in works well.	Withhold income taxes.	Individual providing in-home caregiver services.
Yes.	Pay better.	Individual providing in-home caregiver services.
Helped me to fill out paperwork, explain to me the forms.		Individual providing in-home caregiver services.
Attends to me when I have questions or problems regarding my work.	Nothing.	Individual providing in-home caregiver services.
I don't know.	I don't know.	Individual providing in-home caregiver services.
My caseworker does a great job in Yakima.	Be patient with the new guys.	Individual providing assisted living services.
When I have had questions, I feel comfortable calling and inquiring.	I feel they were always doing their best. I don't think people should waste their time unless it is important.	Individual providing in-home caregiver services.
Answering questions or finding answers to my question for my client.		Individual providing in-home caregiver services.
They make themselves available and answer questions and work well with us to provide help where possible.	At this point I am not sure.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Provide us better health coverage, i.e. dental, eyes, physical therapy.	Individual providing in-home caregiver services.
They always are perfect for workers and clients! Don't change a thing, except give them a raise. They are the greatest!	Perfection needs no improvement.	Individual providing in-home caregiver services.
They are always ready to help. A wonderful bunch of women.	They already do a very good job.	Individual providing in-home caregiver services.
	It is hard to get in touch with the caseworker.	Individual providing in-home caregiver services.
	Train their employees and hire more. The previous caseworker had to constantly "check things out", and took a week to get back to me. Messed up my pay paperwork several times. It took three months to get resolved. Now my new caseworker is taking forever to follow through. Anything that has to do with DSHS, I have to constantly be on the phone with them to get anything accomplished in a timely manner and constantly ask questions several different ways to get what I want, that I should have gotten with the first question I asked. DSHS is a frustrating experience for myself, my employer, and anyone I have ever spoken to that has tried to obtain services from them.	Individual providing adult family home services.
It did well until January 1, when Hopelink started their interpreter services.	To eliminate (to get rid of) Hopelink!!!	Individual providing in-home caregiver services.
	Return telephone calls faster.	Individual providing in-home caregiver services.
Willing and helpful in addressing my questions and concerns.		Individual providing in-home caregiver services.
Answers questions when information needed.	Have more listings for affordable senior housing.	Individual providing in-home caregiver services.
Depends on your caseworker. The one I have is very helpful, but new to us all.	More consistency in caseworkers. I don't like constant turnover and always trying to introduce new ones to my home, clients, and myself. About the time you do they're gone, and you have a new one.	Agency providing adult family home services; 2 employees.
Provide the funds to allow myself to care for my brother the way any human being should be taken care of when they are sick, by people that have loved them their whole life.	Can't think of anything at the moment.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	It would have been better if the State would have continued to support the Senior Companion Program.	Individual providing Senior Companion Program services.
Return my calls, answers my questions.		Individual providing in-home caregiver services.
Very little.	Come and be with the volunteers more often, and answer questions.	Individual providing volunteer services for senior citizens program.
Phone contact and home visit when needed. Communication by walk-in or mail & phone.		Individual providing in-home caregiver services.
Case manager is very helpful and answers all questions quickly.	Have more literature with county information on classes to take to keep more informed.	Individual providing private duty nursing services
Nothing, caseworker appears only once per year.		Individual providing in-home caregiver services.
I don't know, but I'm always happy.	None.	Individual providing unspecified services.
We have had wonderful case managers who have helped us with all of our needs.	More class information and opportunities.	Individual providing private duty nursing services
Answer my questions or gathers information in a timely manner.	Can think of nothing.	Individual providing in-home caregiver services.
1) Case management (Resident) Payment. 2) Financial approves (resident) system. 3) Surveys and certification.	Doing great - thanks for the local new director.	Individual providing assisted living services.
	They wait until there is a severe emergency before they do anything at all.	Individual providing in-home caregiver services.
Our case manager is wonderful to work with and most helpful.	I have no complaints, but can't think of something that needs work!	Individual providing in-home caregiver services.
Clears up problems for client quickly, so that we do not have to spend a lot of time calling people.	Explain to people that no matter how much you want to help, some people must help themselves.	Individual providing adult residential care services.
I don't believe I have ever called with a question they could not answer or tell me who to call who could answer it.	Take steps to keep good workers or get more. Caseworkers changed constantly or the caseworker I was familiar with was doubling caseload and over stressed, but nice anyhow.	Individual providing in-home caregiver services.
The people are very friendly and always willing to help.	N/A. Am satisfied with them!	Individual providing in-home caregiver services.
	Not send letters that mean nothing to your case or telling false information.	Individual providing in-home caregiver services.
Answer any questions I may have or they will refer me to those who can.	Courtesy phone calls; I don't know my case manager very well.	Individual providing in-home caregiver services.
Answer my questions right away.	Better pay and insurance.	Individual providing in-home caregiver services.
	Stay more in contact.	Individual providing in-home caregiver services.
No.	Yes.	Individual providing in-home caregiver services.
Okay.	OK.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Everything.		Individual providing in-home caregiver services.
They always try to answer my questions as soon as possible.	I think they are doing a good job now.	Individual providing in-home caregiver services.
Helping me with new clients. To serve them with knowledge and respect.	More clients.	Individual providing in-home caregiver services.
The Port Orchard crew is tops in providing help for us thanks.		Individual providing in-home caregiver services.
Any questions are dealt with quickly.	Thus far, I don't know.	Individual providing in-home caregiver services.
Anytime I've called, had answers then (or shortly). Been great!	Like above [refence response to quesiton 2], five years and no real big problems.	Individual providing in-home caregiver services.
The therapists that they send out are very helpful and help get things going.	Be a lot more courteous and understanding of people's situation. Not be so judgmental.	Individual providing in-home caregiver services.
Nothing so far.	Pay more.	Individual providing in-home caregiver services.
They provide to my father a big help and respect to him, I'm so glad.	I'm (specific name) wife, so grateful for everything. May God bless you.	Individual providing in-home caregiver services.
	Return a phone call. Be quicker in issuing award letters, currently takes up to 12 weeks.	Individual providing adult residential care services.
	Maybe call or visit the provider to find out if everything is fine with the client. Don't wait until something bad happens - some clients abuse providers too. We are not slaves.	Individual providing in-home caregiver services.
Not anything.	Not anything.	Individual providing in-home caregiver services.
Seems very efficient.	I don't know because I haven't had a problem yet.	Individual providing in-home caregiver services.
They offer suggestions to simplify care.	I feel at this point, DSHS does well to work with caregivers to provide good care for the patients.	Individual providing in-home caregiver services.
Helpful with obtaining additional benefits.	Sometimes slow to respond. Additional funding is needed to pay caregivers, employers must supplement with own funds to get quality care.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	<p>Not returning calls or not keeping their word, when you say you will check on something and call us back to let us know. Keep your word and don't lie out of something, be polite and courteous. Get workers to treat clients and disabled like humans, not stupid dogs, and people on SSI [Supplemental Security Income] have feelings. Most of us physically disabled would rather be able to work. That's bad enough without being talked down to. DSHS workers need to remember that without us there would be no DSHS jobs. Ask yourselves, "Would you like to trade places with one of your disabled clients?". Them saying, "Good morning or good afternoon", and smile, you would feel better yourselves.</p>	<p>Individual providing assisted living services.</p>
<p>Most go the extra mile and are always courteous. They are always willing to answer your questions and if you call, if they are busy, they promptly call you back. This makes a difference for all concerned and they are special people.</p>	<p>I don't think they need any improvement. The whole staff seems to be very dedicated to their job and they truly care about the workers and the seniors. Good job!</p>	<p>Individual providing in-home caregiver services.</p>
<p>DSHS helped me to be a good person to my client and provide the care they need.</p>	<p>DSHS is a good agency to work with. The person that told me about DSHS is nice to DSHS. Send my check on time.</p>	<p>Individual providing in-home caregiver services.</p>
	<p>Have something different in-home caregiver classes, instead of the same old thing that they do. I'm sick of repeats.</p>	<p>Individual providing in-home caregiver services.</p>
	<p>Return phone calls and show up for appointments.</p>	<p>Individual providing assisted living services.</p>
<p>Knowledgeable in WACs [Washington Administrative Code].</p>	<p>Pay bed-holds. Allow us to charge State late payment fees.</p>	<p>Individual providing adult family home services.</p>
<p>They come out to my mother's home when they are needed.</p>	<p>Return calls.</p>	<p>Individual providing in-home caregiver services.</p>
<p>Provide me with class schedules every year, and the classes themselves.</p>	<p>Who can cut my mother's toe nails professionally? I do all of it, but afraid it's not properly done. I have done it almost all my life for my mom.</p>	<p>Individual providing in-home caregiver services.</p>
<p>They are very patient to listen to my problems.</p>	<p>I wish they could get more help.</p>	<p>Individual providing in-home caregiver services.</p>

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We need the rates on the State's client to increase in order for us to afford these people's demand.	They need to send us the invoice on time and when we submit for payment so we can receive our payment on time too. We always receive them late.	Individual providing adult family home services.
Everyone treats me with courtesy and respect, except (specific name) who is condescending and rude. Our case manager is great and supporting, works very well with staff and residents.	Return phone calls, not back date services or service changes, stay more up-to-date with knowledge, etc.	Agency providing assisted living services.
Whenever we are in need, DSHS helps us out.	Once in a while, give us a phone call to know about the work.	Individual providing in-home caregiver services.
Supplies (mainly for client), answer questions.	Nothing at this time.	Individual providing in-home caregiver services.
Cut my care provider's wages and give me my copy of signed papers two weeks later.	Pay my providers what they are worth so I get the care needed.	Individual providing in-home caregiver services.
Marci Bynum is awesome! She's very quick and courteous.		Agency providing adult residential care services; 250 employees.
The caseworker, Peggy Greybill, understands my situation and provides emotional support.	Reduce the paperwork! For those who are stable in good situations, do assessments much less frequently, i.e. every two years for those in more difficult circumstances. Pay more attention.	Individual providing adult residential care services.
Keeps me well informed about my client's daily care and health conditions and medications.	Take taxes out of paycheck. Last year I had to pay \$2200.00 and it is hard for me to do.	Individual providing in-home caregiver services.
Answer questions, ensure we meet high standards, and set guidelines to follow.	Make standard all required forms. Best thing ever done was to standardize contracts.	Individual providing adult family home services.
DSHS always sends warrant system on time and other paperwork.	In my opinion DSHS works well.	Individual providing in-home caregiver services.
Kept well informed.	Doing fine. Thank you.	Individual providing in-home caregiver services.
Sometimes returns the calls that are important.	Answer calls when they are left on their answering machines.	Individual providing in-home caregiver services.
	Answer phone more quickly.	Individual providing assisted living services.
They are courteous. Make every effort to assist in getting to appointments, and/or doing phone interviews. Answer any questions I have.	Nothing that I can think of.	Individual providing in-home caregiver services.
Always answers my calls and questions promptly and courteously. My licenser is very polite.		Individual providing adult family home services.
Open communication, advice, and support.	Be less busy with paperwork, have more time for providers.	Individual providing in-home caregiver services.
Always ready to help when needed.	No change - doing great now.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Gets things done quickly.	Double things up in envelopes to save money, often I'll get 2 - 4 things from the same address on the same day that could have been put in the same envelope and saved postage.	Individual providing in-home caregiver services.
To give the opportunity to take care of others, especially family members and being able to get paid for it.	Raise the wage and add benefits.	Individual providing in-home caregiver services.
Always answer questions promptly and return calls on a timely basis.	Provide either respite care or pay for services and provide for my client when I take her out of state with me on my vacation! I never get time off without losing pay. My client is unusual (with multiple personalities), and I feel I should get continuing education credits for all the time spent in learning to deal with her special needs, i.e. I attend all weekly therapy sessions in order to manage her mental health in a proper fashion. Exceptions should be made to the yearly 10 hour classes required. (specific name and phone number).	Individual providing in-home caregiver services.
The DSHS helps me and learning when I need something or with my person when I need it. Thank you.	The DSHS helps me on everything they do, help me.	Individual providing adult family home services.
Returns phone messages, answers questions.		Individual providing in-home caregiver services.
Takes the time it takes to listen to solve my problem at the time.	Nothing.	Individual providing in-home caregiver services.
Answered all my questions, and it didn't feel like helping me was any problem at all.	Nothing, they were really very nice and friendly to me. They made me real comfortable in my job.	Individual providing in-home caregiver services.
Everything is good.	They do fine.	Individual providing in-home caregiver services.
They teach me how to work with people who can do something for themselves.	I think everything is excellent.	Individual providing in-home caregiver services.
Ask questions regarding our needs.		Individual providing in-home caregiver services.
	It is sometimes difficult to reach caseworkers.	Individual providing in-home caregiver services.
Answer my questions, they help my client when she needs it.	Nothing.	Individual providing in-home caregiver services.
My caseworker is really a nice person.	The yearly classes are really a waste of time.	Individual providing in-home caregiver services.
They pay (for the most part) on time.	They could have a more efficient staff to answer questions.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Continual problems with being paid correctly. Financial worker and case manager do not communicate well. Changes not processed timely or at all.	Agency providing EARC [Enhanced Adult Residential Care] services; 6 employees.
Always helpful and friendly.	Easier to contact caseworker.	Individual providing in-home caregiver services.
Support staff helpful (nurse consultant, Q & A [Quality and Assurance] Olympic Area Agency on Aging Nurses), respectful, and caring to residents.	Offer payment for special conditions and circumstances involved in the care of elderly whose needs dramatically change.	Individual providing adult family home services.
Sending communications on any matter. Returning calls.	I am content with DSHS.	Individual providing individual provider care services.
Provided training. Sends out communication about changes and expectations.	Send more clear notice about pay status changes for my client. Sometimes my check is a surprise and I have to investigate why the changes.	Individual providing in-home caregiver services.
I attended several training services, to make me handle proper procedure to adults.	I'm very much content with the training and services afforded.	Individual providing in-home caregiver services.
Provides information and answers to questions.		Individual providing adult family home services.
Cooperation.	Can't think of anything.	Individual providing in-home caregiver services.
They answer my questions.	Pay me to care for my mother with cancer.	Individual providing in-home caregiver services.
They TAKE the TIME to understand complex situations for those who give the care, as well as receive the care.	Maybe a better resource list for those in need of care; who are on fixed incomes.	Individual providing in-home caregiver services.
DSHS has been slow in responding to issues.	Be quicker in responding to needs. Example - nurse delegation for a resident.	Individual providing adult family home services.
They're all friendly.	When I first applied, they took 3 months to tell me that my brother was approved and 5 months to get my first paycheck. In other words, they should be calling clients and letting them know what's going on with the application.	Individual providing in-home caregiver services.
Give a great support and solve the problem well.	They always respond right away whenever we need help.	Individual providing in-home caregiver services.
Returned calls are made promptly. Problems are solved every time. Thanks.		Individual providing in-home caregiver services.
Helps you be responsible for the disabled people and to help others.		Individual providing in-home caregiver services.
	Nothing.	Individual providing in-home caregiver services.
Finding answers to my questions.	Take income tax out of my checks (health insurance).	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Kind and courteous. Listens to any concerns. Do not hesitate to help with any problem and act on the problem immediately.		Individual providing in-home caregiver services.
I like the new way you call-in for your payment.	The check could get here faster. I get my check before my friend gets duty-muster deposit.	Individual providing in-home caregiver services.
Information and assistance as fast as possible.	Nothing.	Individual providing in-home caregiver services.
Makes the invoices easy to use.	Provide once a month food vouchers for the food banks, like they do for so many other places.	Individual providing in-home caregiver services.
Returns calls, however, no one has any ideas. I feel that staff should all know the same things.	Look at the resident and the residents capabilities, history and present decline.	Individual providing adult family home services.
	It is very hard sometimes to get in touch with your caseworker, but I really think they are on overload.	Individual providing in-home caregiver services.
If and when they return my call, they are helpful.	I make a lot of calls lately that aren't returned for days, if ever. My employer's health is at stake if I don't know who to talk to.	Individual providing in-home caregiver services.
DSHS positively responds to all our needs.	I need an interpreter.	Individual providing in-home caregiver services.
Don't take taxes out for pay and so far has a track record of late payment.	Get payment on time, i.e. payment from (specific name) was final payment from October 5, 2002. It would be nice if federal taxes can be taken out as well.	Individual providing in-home caregiver services.
Helps me find the resources and supplies I need to care for my mother.	Reduce the yearly training requirement and provide more classes locally. Be less intrusive and come when I need them, not when they want to show up.	Individual providing in-home caregiver services.
Caseworker is easy to talk to. He and licenser are very helpful when I have a question.	Could take into account mental illness.	Agency providing adult family home services; 6 employees.
	Social worker needs to go to the AFH [Adult Family Home] on time to assess residents. It takes them a few weeks (sometimes months), even though you called and made an appointment. Slow service when their attention is needed immediately.	Individual providing adult family home services.
Great customer service - always available to help when I called.	?	Individual providing adult family home services.
Not much.	Make more EPA [Environmental Protection Agency] codes available for DME [Durable Medical Equipment]. Be more compassionate towards the patients.	Agency providing DME [Durable Medical Equipment] services; 23 employees.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Pleasant to work with all staff members. Linda Johnson (S.W.) [social worker] did awesome home visit and offered tremendous professional expertise, help, etc.	Organization with files and records to expedite their time and my time.	Individual providing in-home caregiver services.
Advocate for more fair compensation. We do not have as many beds as nursing homes to cover fixed costs!!	Also - we are required to evacuate the house in 5 minutes and yet I have S.W. [social worker] call to place people who need to be moved by a heavy lift!!	Individual providing adult family home services.
DSHS helped me to take care of my father.	DSHS is doing great.	Individual providing in-home caregiver services.
The nursing and administrative staff (associated with Good Sam - Puyallup) are angels. They are SO, SO good with Dad.	Michelle Bollinger, caseworker, is superb. She really cares, as do the nurses.	Individual providing in-home caregiver services.
Some reps listen well.	Hire staff who have worked in the industry and understand how it works, rather than degrees and no experience.	Agency providing assisted living services; 36 employees.
Nothing, everything is an overdrawn process designed to make people quit trying and therefore, up their statistics of getting people off aid.	Streamline repetitive paperwork and communicate with other department's within DSHS. Need more "people skills". Realize the "manual" is not "God" and have the ability to do more than rubberstamp.	Individual providing in-home caregiver services.
I am hard-of-hearing and need to contact on e-mail more often, because sometimes they never call back.	I want them to do better answering from TTY [Teletypewriter]. Sometimes they never answer.	Agency providing in-home caregiver services; 2 employees.
Always, DSHS positively responds to our needs.		Individual providing in-home caregiver services.
Some of the employees were very friendly, and went out of the way to help me. Only one recently was rude.	Just remember that most of the people receiving your services are disabled, not stupid. Please, take the time to respect us and to help us understand.	Individual providing unspecified services.
Always, DSHS positive responses to our needs.	We need to have an interpreter.	Individual providing in-home caregiver services.
Donna Freidas is just amazing. She does everything within her power to see that people are cared for. She is so caring.		Individual providing in-home caregiver services.
DSHS was very kind from the beginning in helping me establish home care for my mother. They offered suggestions for other services, i.e. meals on wheels), and took time to answer all my questions.	They've been very helpful: I know I can call my mother's caseworker at any time if I have problems or need assistance.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Provides information on possible needs or helpful aids that could be useful in an emergency (such as helpline and the Telephone Assistance Program).	Provide quicker response from caseworker when questions arise or information is needed.	Individual providing in-home caregiver services.
	Support from course of knowledge to help us in-home caregivers more, and send payment on time.	Individual providing in-home caregiver services.
Daphne Davis (social worker, HC [Home & Community] Region 4) represents DSHS admirably. Explain coverage, explain the need for caregiver to attend classes and offer it at the same time.	More update letters to keep us advised of changes.	Agency providing assisted living services; 42 employees.
Help me.	Help me.	Individual providing in-home caregiver services.
Keeps me informed.	Nothing.	Individual providing in-home caregiver services.
	The staff needs to be more knowledgeable about programs/needs available to clients and if not, find out and return a call.	Individual providing in-home caregiver services.
My daughter couldn't understand why caseworkers check on her, but I tell her I'm glad they do, as I have seen how some are mistreated.		Individual providing in-home caregiver services.
Informative, fast, and pleasant.	?	Individual providing in-home caregiver services.
Getting in touch (by phone) as to expectations in giving care to the person concerned.	Send checks on time.	Individual providing in-home caregiver services.
Provides medical for client.	Provide medical for caregiver.	Individual providing in-home caregiver services.
Answer calls quickly, offer help for my client's needs, supportive attitude.	Explain the program more thoroughly to client. Pay more. MOST IMPORTANTLY, deliver checks on A specified date!	Individual providing in-home caregiver services.
Supplies information, phone numbers, appointments with counselors, etc.	I can't think of anything.	Individual providing in-home caregiver services.
Don't really speak to them often.	Haven't worked with them long enough to think of anything.	Individual providing in-home caregiver services.
They are willing to help and educate.	To give us good suggestions on how to maintain good services towards our client.	Agency providing adult family home services; 3 employees.
They seem genuinely concerned about any concern I may have, even if they cannot help.	I'm satisfied.	Individual providing in-home caregiver services.
Very well.	I'm happy with the service so far.	Individual providing in-home caregiver services.
Answers my questions.	Nothing.	Individual providing in-home caregiver services.
They are caring well for us. When we are tired, encourage us and kind to us.	If you pay a little bit more then it will be helpful for me.	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
My social worker always returns calls promptly and is encouraging. She knows what I do and acknowledges all my efforts.		Individual providing adult family home services.
Provide medical help for my son and myself. Also help in childcare provision.		Individual providing in-home caregiver services.
I feel sorry for all the "paperwork" DSHS has to do.	They do a super job.	Individual providing in-home caregiver services.
Follow up on phone calls.Re: award letters.	Eliminate participation for at least the first three months when in a SNF [Skilled Nursing Facility]. Too much paper chase.	Agency providing DME [Durable Medical Equipment] services; 250 employees.
I am very pleased with the SSPS [Social Service Payment System] payment system.	The caseworkers at HCS [Home and Community Service] are not always timely in contacting me after I leave a voice message requesting that they do so.	Individual providing nurse delegation services.
	Already everything is good.	Individual providing in-home caregiver services.
Keep in touch, offer medical, pay well.		Individual providing in-home caregiver services.
N/A.	N/A.	Individual providing in-home caregiver services.
They always call back after I leave a message. They go the extra mile to get answers for questions I ask, when I need advice or help.	A larger staff, so more available to help caregivers.	Individual providing in-home caregiver services.
Return phone calls in a timely manner (same day or next).	Do more to protect the AFH [Adult Family Home] system and not cut our pay (considering the millions of dollars the AFH's save Washington State alone).	Individual providing adult family home services.
Care for others when we needed help.	It's very nice to respect other people.	Individual providing in-home caregiver services.
Works hard on getting paychecks out in a reasonable amount of time, polite and clear on the phone.	Nothing. Satisfied.	Individual providing in-home caregiver services.
Be more like Jamie Ingalls. Great worker, the one who took her place should have been mentored by her.	Return phone calls concerning clients. At least pretend to give a damn about the clients needs.	Individual providing in-home caregiver services.
Almost nothing.	Stop thinking that they are better than everybody, and do their job to help people like they're supposed to, and stop being so rude and self-righteous.	Individual providing in-home caregiver services.
Return a call back within 1 hour later!		Individual providing in-home caregiver services.
Pay me money.	Pay more.	Individual providing in-home caregiver services.
Everything is fine.	Everything is fine.	Individual providing in-home caregiver services.
Everything so far.	Nothing.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Good support and assistance.	Benefits - like vacations, sick days.	Individual providing in-home caregiver services.
Social worker always answers questions and helps in anyway she can.	Licensors could be respectful and all interpret the WAC's [Washington Administrative Code] the same.	Individual providing adult family home services.
When we first started, my daughter needed a lot of help and needed housing badly. The RN [Registered Nurse] that came out was very bad and did not give us the help we needed and it took almost 3 months for me to get my first check. But once she left, we have received great help.	Check on your RN's [Registered Nurse's] that go out to homes and see that their clients are happy with the services they provide. The only person I knew to call was the person that wasn't doing her job.	Individual providing in-home caregiver services.
I have work from DSHS.	Give me benefits, especially dental.	Individual providing in-home caregiver services.
Staff is helpful with any questions and referring phone calls quickly.	Be more reliable about receiving paychecks and pay workers more than merely 50 cents more than minimum wage.	Individual providing in-home caregiver services.
I have only had 2 people to help me when I needed help. The others didn't want to be bothered.	They could have more people to help and work with us. Someone who is willing to work.	Individual providing in-home caregiver services.
Anything they can do, or if I ask, they are there for me.	?	Individual providing in-home caregiver services.
If we have any questions about anything, they do their best to help out.	I haven't had any problems so I can't say.	Individual providing in-home caregiver services.
Classes that helped me learn how to take better care of my mother.	Advise us of the services we qualify for. We have had some rough times and had we known, we could have had some help.	Individual providing in-home caregiver services.
They are usually available to answer questions and settle problems.		Individual providing adult family home services.
Help make it easier to provide for my mother.	To provide people like me with information or inform us of things we are eligible for and the different changes as they come up.	Individual providing in-home caregiver services.
Help me always.	Help me.	Individual providing in-home caregiver services.
Our local person with DSHS is very efficient.	Pay our asking fee. We can hardly make it with your cuts.	Agency providing adult family home services; 2 employees.
Being connected with us by phone; person-to-person connectedness!		Agency providing adult residential care services; 6 employees.
Especially helpful with State funded clients and the difficulties encountered with the financial system and clients.	Most, but not all, inspectors could lose their intimidation tactics and start treating people decently!	Individual providing adult family home services.
Informs me of what I need to do.	Nothing.	Individual providing in-home caregiver services.
Finding residents to keep our home full and happy.	Have licensors be nice.	Agency providing adult family home services; 1 employee.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS is always there when I need it. Thank you!	DSHS is doing great. I would not change anything.	Individual providing in-home caregiver services.
Very polite, they try to answer questions or find out answers for me.	Pay better.	Individual providing adult family home services.
They are very kind and understanding and try their best to help you. We are thankful for all you have done - God Bless.	I know you guys are real busy and overworked with heavy caseloads, but sometimes it is hard to reach your case manager when there is a problem. It can take days for a response, if at all.	Individual providing in-home caregiver services.
Provides training materials.	Provide a cost based payment system rather than set rates.	Agency providing adult residential care services; 11 employees.
Communication.	Nothing, as far as I know.	Individual providing in-home caregiver services.
They are courteous, helpful, and return calls in a reasonable amount of time.	I liked having a copy of the invoice mailed to me.	Individual providing in-home caregiver services.
Simple, easy invoice processing.	Give a federal withholding tax estimate.	Individual providing in-home caregiver services.
	Protect privacy better.	Individual providing in-home caregiver services.
	We need more money for State client. We lose a lot of money on them. I would like to help more clients, but can't afford to take them.	Agency providing adult family home services; 11 employees.
Works as a team member. Our DSHS caseworker is very supportive.	Be more available. One financial worker won't return calls till after 4 PM. I get off work at 3:30 PM.	Agency providing assisted living services; 23 employees.
	We need more money for State clients.	Agency providing adult family home services; 11 employees.
Anytime I have questions, I get answers quickly.	I think DSHS does a good job.	Agency providing adult residential care services; 1 employee.
They do try their best to give the help we needed. Keep up the good work. We're all working for a good cause.	Help place clients in my home. Help us find an easy access on liability insurance.	Individual providing adult family home services.
The caseworker for my client is easy to be reached when needed, and is both supportive and encouraging to my client and me, the home care worker.	Help my client be able to receive more than 5 brand name drugs in a 30-day period. This is very important to my client.	Individual providing in-home caregiver services.
When I have questions and have to leave a message, I receive an answer the same day or the next day.	To start taking taxes out of my paycheck prior to me receiving it, so that I don't have to worry about paying my taxes.	Individual providing in-home caregiver services.
I now work with Erica Anderson and she is very good.	Provide help dealing with the P.O.A. [Power of Attorney] person concerning unrealistic expectations.	Individual providing in-home caregiver services.
They make sure that my client and I have what we need to get along with each other.	Maybe they could try and be more prompt in answering messages.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer questions I may have.	Reply via phone within a certain number of hours and return calls more promptly.	Individual providing in-home caregiver services.
Not much. Everything goes through too many loopholes.	Put the right doctors on my invoice. I guess that's a COPEs [Community Options Program Entry Services] mistake.	Individual providing in-home caregiver services.
They always answer my questions with patience and respect.	Nothing at this time.	Individual providing in-home caregiver services.
Very responsive to questions.	Be a bit more patient. Try not to be intimidating when doing inspections. Nitpicking is not qualitative inspecting. What happened since last year?	Agency providing assisted living services; 25 employees.
Absolutely NOTHING!	Keep their word about what they will do for my client.	Individual providing in-home caregiver services.
Answers the questions I have.	Everything is okay.	Individual providing in-home caregiver services.
They usually are considerate that I am on a ventilator and have halting speech.		Individual providing in-home caregiver services.
Is always on time with assessments and knows and understands them well.	Should know the WAC's [Washington Administrative Code] more, especially nurse delegation.	Individual providing adult family home services.
	Call more often.	Individual providing in-home caregiver services.
Information fully explained, resources offered, and good follow-through.	Completely satisfied with workers and staff.	Individual providing in-home caregiver services.
Answers questions and helps get services needed for my mother.	Save money by not sending multiple notices of same message. We received 4 letters to say Mom's co-payment had gone up.	Individual providing in-home caregiver services.
No complaints.	Pay me for the hours that I work.	Individual providing in-home caregiver services.
No comments.	Instruct licensors to be objective and fair, and STOP falsely accusing care providers of not being able to provide services to seniors.	Individual providing adult family home services.
They are interested in my mom and come and check up on her.	I would like to know about seniors activities.	Individual providing in-home caregiver services.
They have always returned calls. Appointments are always agreed upon.	Help find doctors and dentists who will take Medicaid; so many do not.	Individual providing assisted living services.
Some of the staff are extremely helpful in answering questions and explaining service options.	The form letters are very hard to understand and only parts of the letter apply. Some staff are not helpful.	Individual providing in-home caregiver services.
Everything is good.	Not that I'm aware of.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Aging and Long Term Care are our only association with DSHS. The ALTC [Aging Long Term Care] seminars are very nice.	Nothing at this time.	Individual providing in-home caregiver services.
	More staff.	Individual providing assisted living services.
Explain the procedures and policies and listen to questions that we have about the program.		Individual providing in-home caregiver services.
Having caring caseworkers that help in anyway they can.		Individual providing in-home caregiver services.
Doesn't help me much with anything, except medical.	Pay for the gas when travel is for doctor's appointments. Help with school clothes and supplies for my child.	Individual providing in-home caregiver services.
I like the flexibility that I have with my job.	I think what you're doing is enough. I don't see how you could do any better. I'm happy with everything. I'm glad there's a program like this, even though I feel DSHS could help out with insurance.	Individual providing in-home caregiver services.
Always follows through with a response to questions.	Deduct taxes from payments.	Individual providing in-home caregiver services.
Gets invoices to me in a timely manner. Receive payments from DSHS in a timely manner.	Have no suggestions at this time.	Individual providing in-home caregiver services.
They are very prompt in returning my calls if I have questions.		Individual providing in-home caregiver services.
No comment at this time. Things are going well.		Individual providing in-home caregiver services.
Allows a majority of the paperwork to be mailed in, which is much easier for my client. Helps me find resources to better serve my client.	Can't say off the "top of my head". Maybe less redundant paperwork for clients that remain disabled for life, i.e. CVA [cerebrovascular accident], stroke, etc.	Individual providing personal care services.
Offer suggestions for problems, i.e. adult day programs, so I can have time away from my son.	Convince our Governor to increase benefits and housing for the brain injured.	Individual providing in-home caregiver services.
Responds to problem-solving.	Be accurate with assessments before placing children in an AFH [Adult Family Home].	Individual providing adult family home services.
Serves and responds fast.		Individual providing in-home caregiver services.
Listens and uses common sense.	To listen when reports are made about caregivers not showing up yet still turning in hours.	Individual providing in-home caregiver services.
Explaining what is required and how to perform the various duties.	Everything is fine at this time.	Individual providing in-home caregiver services.
NOTHING. I'M TREATED WITH DISRESPECT.	STOP BEING A GOD OVER OTHERS.	Individual providing in-home caregiver services.
Nothing, gives me only stress.	STOP THINKING THEY ARE GODS.	Individual providing in-home caregiver services.
Helps with all my medical.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Never had any contact with them.	Give me a pay raise and insurance.	Individual providing in-home caregiver services.
Everything.	Haven't had any trouble yet and have no idea how to tell anyone what they could do better.	Individual providing in-home caregiver services.
Have "uppity" attitude – think you're wrong and they're always right. (specific name). So why question anything! I leave detailed message – he calls back, "What did you want? (dense!) Mail written confirmation of hours available.	GIVE PHONE NUMBER. AVAILABLE ASAP. BEGINNING. Return phone calls in timely manner – when I leave a message. In reference to changed case manager (do not leave me hanging & no one knows). Worker of the day not helpful – didn't know either: took weeks to find out.	Individual providing in-home caregiver services.
Depends on the individual! Some individuals are very helpful in providing information and direction in assisting us in providing better services. Others have attitudes that they know it all or are just out to trip us up and "get us" rather than help us succeed.	Have more staff, so that their time isn't so limited in helping us problem-solve.	Agency providing assisted living services; 10 employees.
Answers questions honestly.	Be more responsive in a timely manner.	Individual providing adult family home services.
Always answers questions, friendly, and tries to understand! Everyone tries to help, except (specific names).	Help spread out the available residents to all, not just some, AFH's [Adult Family Home] and get our pay up to a level of care versus pay.	Agency providing adult family home services.
I like that they answer my questions clearly - that makes it easier.	None.	Individual providing in-home caregiver services.
The caseworkers always seem to at least try to correct problems and help with difficult scheduling. Also, we have excellent C.E. [Continuing Education] classes available often and close to home.	Somehow find and train more folks to work as temporary helpers as our need arise, so we can also "have another life" of our own.	Individual providing in-home caregiver services.
They try.	Pay more and have more staff.	Individual providing in-home caregiver services.
I had a client (Mon-Fri, 8-4) every weekday and did not once see DSHS. I did this client ALL the years she lived in her own home, after she got to that point (and before). Not sure. (Specific area name) people never/seldom see their clients - I saw very little of them the past 4/5 years or so. Not once was my client visited.	Come visit clients/workers. Works much better with agencies that do monitor their workers. Help find new workers or give the clients to those agencies. Improve salaries - no more monthly, so that earnings do not equal agencies.	Individual providing in-home caregiver services.
A select few case managers are helpful and professional; however, the majority are NOT! This has been my experience with the Alderwood H & CS [Home and Community Service] Office.	Allow e-mail communications with H & CS [Home and Community Service] case managers so we have a permanent record for our contact, instead of the social workers having a voice mail and providers none!	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They always help if you have a problem.	Take out taxes and have some Medicare.	Individual providing in-home caregiver services.
Information for clients.	Why does money come on the 7th of each month when I telephone in on the 28th of the previous month? Why is it so late?	Individual providing adult family home services.
Is always willing to answer any questions I have.	Just keep doing as they do.	Individual providing in-home caregiver services.
Calls are promptly returned.		Individual providing assisted living services.
Keeps in good timely contact and makes life livable.	Can't think of a thing!	Individual providing in-home caregiver services.
Betty Rai (the Wenatchee office) always came out and was a good caseworker because she listened and heard what I said. Casandra Riveria is very good also. She does come out and checks to see what is going on. I'm happy with my caseworkers.	It's very hard to get help from your caseworkers because they have so many to serve. They need more help, especially when they're sick; but, they do their best.	Individual providing in-home caregiver services.
They listen.		Individual providing in-home caregiver services.
Helps whenever it can.	Does great.	Individual providing adult family home services.
	Raise wages - we have very big responsibilities and sometimes high stress - you people make more money.	Individual providing in-home caregiver services.
Answers questions regarding benefits, community resources, etc. Very courteous and give helpful suggestions.	DSHS should offer quarterly sessions that caregivers can attend and be able to receive answers to all their questions. It should cover DSHS services so our clients can hear for themselves what's up.	Individual providing in-home caregiver services.
Prompt service.	Service with a smile.	Individual providing in-home caregiver services.
Helps me to get out of house everyday and I love working with children.	I can't think of a thing.	Individual providing more than one type of service.
Answers my questions and addresses my concerns.		Individual providing in-home caregiver services.
Work with you.	More hours.	Individual providing in-home caregiver services.
Explain what to do and what is going on. So much paperwork.	Return calls.	Individual providing in-home caregiver services.
My mother's case manager, Kathy Punohu, has been very helpful and given us information on resources - she is very nice!	Nothing.	Individual providing in-home caregiver services.
The caseworkers have always listened to me and have always helped with suggestions and guidance, plus advising on other available assistance.	Very little. I am abundantly happy with DSHS.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Responds promptly to my questions and answers them so that I fully understand. I have been working with Heidi Reynolds.	So far everything has been excellent. No complaints whatsoever.	Individual providing in-home caregiver services.
	The only complaint I have is the date we get our checks. I often don't get mine until the 7th or later.	Individual providing in-home caregiver services.
	Respond to inquiries in a more timely manner.	Individual providing in-home caregiver services.
Helps me understand Alzheimer's better.	Pay me more money.	Individual providing in-home caregiver services.
	Take out federal withholding! Provide affordable health insurance! I'm currently paying \$430.00 a month for individual insurance and no dental plan, and premium will probably raise again soon.	Individual providing in-home caregiver services.
By providing continuing education. DSHS does send my mom medical coupons every month or so. Taking very good care of her for a long time.	I learned from the nurse to care for my mom also (even I'm her daughter). They are paying me every month.	Individual providing in-home caregiver services.
Answering my questions clearly.	Speed up the writing process.	Individual providing in-home caregiver services.
Am glad to work with DSHS. They help me provide in-home care.	I've no idea.	Individual providing in-home caregiver services.
Training, having speakers.	Pick up the program again.	Agency providing in-home caregiver services.
Everything.	I am satisfied with everything.	Individual providing in-home caregiver services.
Social workers are good and fair with their assessments.	I have no complaints.	Agency providing adult family home services; 2 employees.
	Stress to client that prospective provider with experience won't be paid for hours before orientation, and then try to work with them when a different scenario occurs anyway (and someone did try to work with my situation).	
Friendly, helpful, encouraging (I look forward to calling or receiving a call).		Individual providing in-home caregiver services.
Provides services for my blind daughter and provides money for me to care for her in her own home.	Provide medical insurance. In case of injury to myself, there is no one to care for my daughter.	Individual providing in-home caregiver services.
Everything.	Nothing.	Individual providing in-home caregiver services.
Help me.		Individual providing in-home caregiver services.
Came to my house to check things out.	So far they have done plenty to help me.	Individual providing in-home caregiver services.
	Pay adult family homes more money for the services they give.	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Payment system is always on time.	Look at things or issues with a broad spectrum, rather than just referring to what the caseworker & WAC's [Washington Administrative Code] state. You are dealing with people, not verbiage and it needs to be showed when dealing with residents, issues, or facilities.	Agency providing assisted living services; 25 employees.
	Call back more.	Individual providing in-home caregiver services.
	They do an excellent job.	Individual providing in-home caregiver services.
Sharon McDaniel has been exceedingly excellent to work with. She goes above and beyond her duties.	(Specific name) needs more people skills and doesn't seem to know the barest of her job skills.	Individual providing independent provider services.
They do well.	It would be nice if they could take the taxes out of our checks so we don't have to do it ourselves.	Individual providing individual care giver services.
Scheduling, paperwork requirements, patient/caregiver education.	Reduction of paperwork. More educational opportunities to caregivers.	Individual providing in-home caregiver services.
Answers question without rushing off.	Nothing at this time.	Individual providing in-home caregiver services.
Maintaining contact, return phone calls promptly, timely service.	Give health care benefits to caregivers. Deduct income taxes from paycheck. Have retirement and social security deductions from paycheck just like other State employees have.	Individual providing in-home caregiver services.
I have very little contact with DSHS. On payday I use the phone.	No problems.	Individual providing in-home caregiver services.
Processes payments in a timely manner.	Pay mileage for doctor's visits.	Individual providing in-home caregiver services.
DSHS does very good in paying their in-home caregivers and they are great.	We in-home caregivers should be getting more money because we do a lot of home care and with no benefits.	Individual providing in-home caregiver services.
Keeps me informed of up-to-date events and arranges COPES [Community Options Program Entry Services] schooling within the Twin Cities of Centralia and Chehalis.	Increase my wages to pay for a good medical health program. Hold income taxes out of my wages each month.	Individual providing in-home caregiver services.
I'm kept informed of upcoming support services. The training was a real plus.	I feel that more training would help. A support group would also help to deal with the stresses.	Individual providing in-home caregiver services.
I lost a check and they were excellent to make sure I got another one - thanks.	I have seen some very incompetent people trying to perform their jobs.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Works with us on a direct personal level, always easy to reach, always helpful. This is my experience in this county (rural to low population). It was very much NOT so when I worked in Western Washington!	Pay us better for the services provided!! We have many people who should be Level II or III, but we're being paid for Level I. I do not know how long we can stay in business with our high Medicaid population. What we receive does NOT cover our costs!	Agency providing assisted living services; 25 employees.
Very courteous, helpful people on phones.		Agency providing private duty nursing services; 200 employees.
DSHS helps us with medical coupons and food stamps.	You work very well.	Individual providing in-home caregiver services.
Keeps me informed of events, meetings, etc. Holds COPES [Community Options Program Entry Services] schooling within the Twin cities of Centralia and Chehalis.	Increase my wages to pay for good medical health insurance. Also, hold income taxes out of my wages monthly.	Individual providing in-home caregiver services.
I've called with questions, and they answer them and refer me to where I can get the answer.	Do proper background checks.	Individual providing in-home caregiver services.
	Pay more for care of client and children when client is disabled. I work double the hours given for the pay. Higher pay.	Individual providing in-home caregiver services.
Everything is excellent.		Individual providing in-home caregiver services.
Medical.		Individual providing in-home caregiver services.
The classes or orientation and asking questions.	Better pay and more benefits.	Individual providing in-home caregiver services.
They are above the laws and put their will as a law.	To respect the WAC [Washington Administrative Code] and have some common sense.	Agency providing adult family home services; 3 employees.
Gives me the answers I need.	Not be so intimidating when licensors do annual review.	Agency providing adult family home services; 2 employees.
Send us the information we need.	Could come and do home visit to explain and help with all the paperwork that older people don't understand.	Individual providing in-home caregiver services.
You receive things more conveniently by turning invoices in electronically or by phone.	Raise wages by 25 cents per hour and have no union intervention.	Individual providing in-home caregiver services.
They call and see if everything is okay.		Individual providing in-home caregiver services.
Everything seems to be going fine.		Individual providing in-home caregiver services.
Provided funding.	Change over not too smooth. Change to Catholic Family and Child Services.	Individual providing Senior Companions Program services.
Returns my calls and finds me answers.		Individual providing adult family home services.
Yes. When I call and leave a message they always return my messages.		Individual providing in-home caregiver services.
?	Have friendlier employees.	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Doesn't (work with and help). Needing to ask numerous times for answers. NOT doing their job!	Do the opposite of what they don't do. I don't deal with DSHS.	Individual providing in-home caregiver services. Individual providing in-home caregiver services.
By getting new admits, pricing quickly very helpful.	Communicate. Re: Medications in a timely manner.	Agency providing boarding home services; 96 employees.
Case managers are helpful with answering questions. Yes.	Return phone calls from caregivers in a timely manner. (Individual Provider Case Aide) Speed up the process.	Individual providing in-home caregiver services. Individual providing in-home caregiver services.
Assist with getting assistance for family members.	Provide more cross agency training for DSHS workers, i.e. what is available to clients in OTHER agencies.	Individual providing in-home caregiver services.
I could access the Community Resource System for vacancy report and available home(s) list. This kind of automated system is very desirable and efficient if it's set up properly.	The caregivers' pay rates are too low to maintain employees for long period of time. The employee turnover must keep low to maintain good quality of care. Please increase the pay rates ASAP. Thank you.	Individual providing adult family home services.
No complaints. Have never had a problem with DSHS.	Why do you send 2 mailings concerning affirmation of payment? Would one suffice?	Individual providing in-home caregiver services. Individual providing in-home caregiver services.
I use the phone system to do the end of month invoice! Works great!		Individual providing in-home caregiver services.
Friendly, courteous social workers processing new clients in a timely manner. Yes.	Help providers assess clients who are extraordinary amounts of work, but never seem to get to the next level.	Individual providing adult family home services. Individual providing in-home caregiver services.
Absolutely nothing, they make it harder and discriminate against disabilities.	Do their job. Help and not hurt people who are helping themselves.	Individual providing in-home caregiver services.
My caseworker is always kind and so helpful! Helped (specific name) get resources and special equipment (wheelchair). Explain everything well.	Recommend me for another client. I just lost my client of almost 14 years to an adult foster home. I now have part-time. Feel satisfied with responsiveness and helpfulness.	Individual providing in-home caregiver services. Individual providing in-home caregiver services.
Does not cooperate if you want more hours.	Give you more hours. It could be nice, because you do more than the hours they give you.	Individual providing in-home caregiver services.
Treat us with respect and as professional, not RUDE.	Train your staff to be professional. They think they are powerful and above the law. That's why DSHS has millions of headaches and lawsuits. No proper background check...that's unfair.	Agency providing adult family home services; 27 employees.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Appreciated education classes.	Like more training, or information on what is available.	Individual providing in-home caregiver services.
N/A.	N/A.	Individual providing in-home caregiver services.
They help me by answering me. They help me in every way they can.	More services - people to help.	Individual providing in-home caregiver services.
The automated system for calling in the invoices. Phone calls are returned promptly.	I cannot think of a single thing.	Individual providing in-home caregiver services.
Notice of change is reported in a quicker manner than before.	Offer more 2 day classes and allow you to take each one as often as you need, to learn it well.	Individual providing in-home caregiver services.
Calls back promptly.	I wish everyone was as polite and helpful as Lydia Jerez.	Individual providing in-home caregiver services.
Contact by phone, instead of having to drive someplace. Having one contact person.	Decrease the amount of paperwork sent.	Individual providing in-home caregiver services.
Always ready to help with questions, paperwork.	Helps with phone calls.	Individual providing in-home caregiver services.
Get back to me quickly if I leave a message. If I have questions, they give me all of the information I need to accomplish what you are asking for.	Can't think of anything.	Individual providing in-home caregiver services.
Answer questions, solve problems.	N/A.	Individual providing in-home caregiver services.
Any problems, any questions, and anything my client needs is taken care of.	Not much, I'm satisfied. Except for not getting my check until usually the 16th of the month.	Individual providing adult residential care services.
Respond quickly and responsibly to questions or issues that arise.	Perhaps meet with client, family, and caregivers periodically to iron out problems or answer questions.	Individual providing in-home caregiver services.
Offers assistance.	Would like some contact with caregiver liaison in DSHS. Without our outreach. We may have a need, but don't want to bother workers who already have a big load (which is what generally happens with social services).	Individual providing in-home caregiver services.
Helpful suggestions and plenty of ideas.	More hours.	Individual providing in-home caregiver services.
Everything they do is GREAT! Washington takes care of their clients and care providers better than Oregon and Arizona. To me it is all about better care!	Nothing so far - more thorough background checks on care providers. Current home situations of providers should be checked. Better overall care if not on drugs or drinking.	Individual providing in-home caregiver services.
Respond in a timely manner.	Continue to respond in a timely manner.	Individual providing adult family home services.
The payment system is easy to use and reliable.	I understand caseworkers are spread rather thin, but trying to contact a particular worker by phone results in a lot of "phone tag".	Individual providing adult family home services.
Answer my questions.	Not so long a wait time when on hold.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Respond promptly to questions (via telephone) about notifications via mail.		Individual providing in-home caregiver services.
Gives all the information I need, does the orientation program, and pays on time.		Individual providing in-home caregiver services.
They do well in getting and sending my salary on time.	The process that I went through in terms of the job I am doing now, which is in-home caregiver.	Individual providing in-home caregiver services.
The check is always on time.	Pay higher wages.	Individual providing in-home caregiver services.
They try to work with me and help me.		Individual providing in-home caregiver services.
Everything seems to be working well - thank you.	Can't think of anything.	Individual providing in-home caregiver services.
There are so many agencies and people involved with my son's care - I do not know who is DSHS.		Individual providing in-home caregiver services.
Case manager has been extremely responsive and helpful. Orientation training was very good. Check came quite quickly!	Pay more. (Smiley face) Allow hours reporting over the Internet? All and all, a very good job on your part - THANKS.	Individual providing in-home caregiver services.
Helpful when I have any questions. Helpful with some paperwork.	They have always been helpful when needed.	Individual providing in-home caregiver services.
I think this department [Aging and Adult Services] of DSHS is doing a fine job.	I think they are very helpful and doing a great job. Please don't make any changes.	Individual providing in-home caregiver services.
Nothing out of the ordinary - most often. I feel as though they would rather be in some other industry.	Find people that would be problem solvers instead of individuals looking to advance themselves by what they find wrong.	Individual providing adult residential care services.
Everything.		Individual providing in-home caregiver services.
I have no complaints.		Individual providing in-home caregiver services.
	Try to return any phone call that has a concern attached. It is not a big problem.	Individual providing Community Options Program Entry Services.
Aging and Long Term Care will call me and ask if there is anything that we need.	I can't think of anything right now.	Individual providing in-home caregiver services.
Responds prompt to solicitations.		Individual providing adult family home services.
Answers phone calls and solves problems that come up.		Individual providing Community Options Program Entry Services.
Service and answering questions.	Employ more people who are able to speak a language other than English.	Individual providing adult residential care services.
Mr. Lot and Mrs. Heglund at Tacoma local office treat my mother and brother well.	Medical coupons.	Agency providing in-home caregiver services; 2 employees.
Not much.	When you call and tell them about what is going on they should look into it, not just tell you to do the best you can.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Call back when at DSHS's convenience.	Return phone calls, explain why payments have been reduced. Have available staff to answer questions. DSHS workers need more assistants to help answer questions.	Individual providing in-home caregiver services.
They are efficient.	DSHS should provide more benefit to the caregiver besides basic health, such as: dental and vision care.	Individual providing in-home caregiver services.
Answer questions clearly and returns phone calls quickly.	N/A.	Individual providing adult family home services.
Communicate.	Communicate.	Individual providing in-home caregiver services.
Yes.		Individual providing in-home caregiver services.
Send out my need time sheets, return my calls ASAP.	Get our taxes taken out of our checks every month so I am not in debt to IRS for the rest of my life.	Individual providing in-home caregiver services.
Payment on time and correct.	Don't know.	Individual providing in-home caregiver services.
Answers questions.	I don't understand the taxes - could use help there.	Individual providing in-home caregiver services.
Get us in touch with what we need at the time.	Getting us paid the same way they are so we the worker of the people.	Individual providing in-home caregiver services.
When we have concerns, they explain to us and try to assist us. Do as much as they can.	If only they could pay more for our DSHS clients it would be better.	Individual providing adult family home services.
	Get an answering machine. Calls are seldom returned.	Individual providing in-home caregiver services.
They are understanding and polite.	Weekend emergency phone numbers.	Individual providing in-home caregiver services.
Make available services.	Can't think of anything.	Individual providing in-home caregiver services.
DSHS staff was extremely helpful when I purchased a home. They provided all necessary papers and information. Thanks!		Individual providing more than one type of service.
If I have any questions, they find the answer quickly and reply politely.		Individual providing adult residential care services.
They always are prompt to answer and return my phone calls.	To maybe check with me more often, to see if all is well.	Individual providing in-home caregiver services.
Yes, always very helpful and knowledgeable.	I wish DSHS had a better budget to help us with some coverage of our needs and more staff.	Individual providing in-home caregiver services.
	Deduct income tax.	Individual providing in-home caregiver services.
Keep up the good work.	If possible, payment on time would be appreciated.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Communicate by furnishing us letters, WAC's [Washington Administrative Code] (for compliance), guidance, and information.	Immediate reply to request made by calls which are recorded.	Individual providing adult family home services.
They send my check on time. Also, they work with me on getting Food Stamps and Medical Coupons.	Could expedite the people in the waiting room who have small children and the seniors who cannot sit very long on hard chairs.	Individual providing in-home caregiver services.
Answer questions. If they don't know the answer, they either direct me to whomever can answer or they find out then let me know.	I don't know yet - I'm new to the system. So far, DSHS is great! Thank you!	Individual providing in-home caregiver services.
Helpful on the phones and work hard to explain benefits.		Individual providing in-home caregiver services.
The woman who works the front desk is courteous and helpful.	I have had no needs that weren't fulfilled.	Individual providing adult residential care services.
Everything I need for my son.		Individual providing in-home caregiver services.
Paperwork.	Nothing.	Individual providing in-home caregiver services.
They are very good people.	Have no complaints.	Individual providing in-home caregiver services.
They are always there if I need them.		Individual providing in-home caregiver services.
Judi Chester has always returned my calls and helped out with all problems.	We have gotten excellent service; can't think of anything else.	Individual providing in-home caregiver services.
They give information when it is needed.		Individual providing in-home caregiver services.
Yes.	Nothing.	Individual providing in-home caregiver services.
Very professional; explains situations thoroughly and listens to what we have to say.		Agency providing assisted living services; 35 employees.
They are always a good help.	Everything is good. Great job!	Individual providing in-home caregiver services.
Caring and concern, and with a responsible person always willing to go a little farther to help one.	They go beyond to help and are always trustworthy.	Individual providing in-home caregiver services.
Provide me paperwork, give me instructions, direct me where I need to go.	Sponsor meetings to receive a needs assessment. Give more instructional and training classes in this area (Yakima). Give these classes in Spanish and educate providers in cultural diversity.	Individual providing in-home caregiver services.
Education classes, moral support, information in general.	Don't know.	Individual providing in-home caregiver services.
Good communication and instructions.	Nothing.	Individual providing in-home caregiver services.
	Have an automated system to check claim status and everyone should be courteous.	Individual providing medical supplies services.
She goes over everything and tells me that if I need help all I need to do is call her.	She did the best. I don't need to ask for any more help.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Holds classes - exchanging ideas with other caregivers. Returns call if I have questions.	They do fine.	Individual providing adult residential care services.
Always helpful in explaining ways of working.	Help us get health care like State employees and withhold income tax.	Individual providing in-home caregiver services.
Yes.	Nothing.	Individual providing in-home caregiver services.
Answer questions, sends information on classes and recent changes.	Caseworker could contact more often.	Individual providing in-home caregiver services.
I've only contacted someone once about an unpaid medical bill.		Individual providing in-home caregiver services.
Speaks to me with an assumptive manner that I am doing things correctly and responsively. Always available for help. On time for appointments.	The only problem I have had at all with this system is that we did not receive the first year of training classes until after the services were received. I started classes immediately due to the client's needs. The classes are just so informative and I think they are important.	Individual providing in-home caregiver services.
DSHS does okay, but I don't care for how my client manager came in and cut the hours for each staff she hired for the care of my client. My case doesn't get the care she needs now.	To help my resident, that I care for, in providing a way for her to go shopping, not just to doctor appointments, etc.	Individual providing in-home caregiver services.
Things seem to be timely and organized. I have not experienced any problems.	Provide paid vacation time. Some people could really use time off without suffering monetarily.	Individual providing in-home caregiver services.
Answers questions, looks into ways to help!		Individual providing in-home caregiver services.
	The case manager of my client isn't real consistent on returning calls left on her voice mail. Also, we could use some sort of a support group - in-home care (live-in) is emotionally draining and taxing - only other caregivers can understand those demands.	Individual providing in-home caregiver services.
Good resources.	Better benefits and pay.	Individual providing in-home caregiver services.
Everything.	Give benefits, more hours.	Individual providing in-home caregiver services.
Addresses all needs.	Nothing at this time. All our needs seem satisfactory.	Individual providing in-home caregiver services.
They check with you fairly often to see if needs are being met and to answer questions.	Keep record of dates of hiring and if and when hours change (dates and amounts). Send out W2 forms in January.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Seldomly they do anything to make me happy. They loved to sanction me because of the most outrageous reason. This has got to be stopped. It doesn't make any sense at all.	They could send my invoices a little sooner. I'm tired of paying late charges to my rent. My rent is due 1st - 5th every month, but I receive my checks after the due date (the 6th). Late charges of \$25.00 additional.	Individual providing in-home caregiver services.
Contacts us for any problems that need to be addressed.	Can't think of anything.	Individual providing in-home caregiver services.
Provide training. When you need help, they are never there to help you.	Provide medical insurance for caregiver. Help to get caregiver a raise. Most caregivers cannot afford Basic Health. Quit cutting the hours.	Individual providing in-home caregiver services.
None.	Should listen to concerns of caregiver and give direction how to get residents.	Individual providing adult family home services.
I think they do the best they can. I don't drive or have a car, so it isn't very easy to get a job.	I don't know.	Individual providing in-home caregiver services.
They come and check (re-evaluate) my client within a week of me calling.	When they are called at first of the month and person needs more care, they should retroactivate the income for the caregiver to the day they are called, if they aren't able to get out until the next week.	Individual providing in-home caregiver services.
We have a great social worker here. She's prompt, courteous, and thorough.	Pay more!	Individual providing adult family home services.
Compiles comprehensive care plan for the client. Appreciate being able to call-in monthly hours - this expedites getting paid.	I have no complaints about DSHS. I have been treated fairly and with respect.	Individual providing in-home caregiver services.
Usually available when I have a question.	Be more aware of what it takes to put into action all the new "changes". Be more realistic about the costs of taking care of the elderly.	Individual providing adult family home services.
To work with me.	To help me better.	Individual providing in-home caregiver services.
	I have never had a problem or complaint towards DSHS.	Individual providing in-home caregiver services.
Yes, DSHS helps me a great deal in financial matters.	To carry on subsidizing the SCP [Senior Companion Program].	Individual providing assisted living services.
Answers questions. Some staff are courteous.	Respond to complaints timely. Be fair and courteous. Set clear rules and enforce them equally.	Individual providing adult family home services.
They are there to answer any questions we may have and many other things.	I really don't know.	Individual providing in-home caregiver services.
Everything.	Nothing.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Polite, helpful to their capacity.	Slow to return calls at times. Hard to make contact at times.	Individual providing in-home caregiver services.
Gives me support that I need to do my work better.		Individual providing in-home caregiver services.
	Increase the pay due to cost-of-living health benefits.	Individual providing in-home caregiver services.
They help me and assist me in anyway they can. They answer any questions that I have.	Have more Spanish speaking representatives.	Individual providing in-home caregiver services.
Telephone call is good.	I like my talk with the phone interviewer. Doing interviews by telephone is better for me.	Individual providing in-home caregiver services.
Always gets stipend checks out on time.		Individual providing foster grandparent services.
	Return phone calls promptly.	Individual providing in-home caregiver services.
Yes.		Individual providing in-home caregiver services.
Provide information.	Don't know.	Individual providing in-home caregiver services.
Explain all options and what to expect in the future.	Minimize the run around!	Individual providing in-home caregiver services.
When I have questions they are answered thoroughly. When I leave a message I am called back promptly.	It would be nice to have more respite care available.	Individual providing in-home caregiver services.
They are supposed to talk to you about your patient in order for you to better support your patients needs. Some treat you like you are just there.	To talk to you instead of just the family, because the family doesn't support the patient all the time.	Individual providing in-home caregiver services.
Yes.	Tell people what other services or benefits are available to the home care provider.	Individual providing in-home caregiver services.
They see to your needs promptly, enthusiastic, friendly and respect you fully. Thank you.		Individual providing in-home caregiver services.
Returned calls when needed.	Put more home health care workers into homes and take a lot of the nursing home patients out of nursing homes.	Individual providing in-home caregiver services.
Follow-up calls for assistance.		Individual providing in-home caregiver services.
Answer questions and concerns.		Individual providing assisted living services.
DSHS helps me to learn more about taking care of the disabled and I love my job.	DSHS is doing better on everything and it works when I take classes and learn more.	Individual providing in-home caregiver services.
Send memos.	Act more as an advocate than adversary. Help us to improve rather than proving us guilty.	Individual providing adult family home services.
Julie Callchert, my DSHS worker, is awesome and will be hard to replace as she is leaving.	Both. Julie has done both and we work good together.	Individual providing in-home caregiver services.
I haven't needed much help.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Always there with support and ideas to help you help others.	Stay with our program: Senior Companions.	Individual providing Senior Companion Program Services.
Depends on who is the caseworker.	Yes, they can do better. It depends on their moods.	Individual providing in-home caregiver services.
Polite and caring employees.	N/A.	Individual providing in-home caregiver services.
My father's social worker is very understanding and easy to communicate with, very professional.	It would be helpful if we got reimbursed for gas mileage, and pay the pharmacist to send refills in the mail so I don't have to travel 40 minutes each way.	Individual providing in-home caregiver services.
Most rules and regulations do not make common sense and only put obstacles and road blocks in the way of caring for clients. Some even deny services.	Be more human and use compassion in dealing with the elderly and disabled.	Individual providing adult family home services.
Everything is good.	No, they couldn't do better.	Individual providing in-home caregiver services.
	Talk to me with respect, and not like I am a lowlife.	Individual providing in-home caregiver services.
They are very concerned and responsive to our needs, are courteous and prompt.	I feel they have done all they can do in our situation.	Individual providing in-home caregiver services.
Yes.		Individual providing in-home caregiver services.
Satisfied.	Satisfied.	Individual providing in-home caregiver services.
The automated telephone service for reporting hours seems to work well. I have received all checks in less than 10 days from calling in hours. Thanks.	Having federal income taxes withheld from our checks would make our tax preparation easier.	Individual providing in-home caregiver services.
They answer all my questions and return calls as soon as they can.	Nothing. THANKS.	Individual providing in-home caregiver services.
It sends me invoices and payments on time. Also, I get all papers on time.	I don't know.	Individual providing in-home caregiver services.
Respect my knowledge and skills.	Continue as they are.	Individual providing in-home caregiver services.
I have only seen the Area Agency on Aging for my handicapped son.	We have never been in a DSHS office.	Individual providing in-home caregiver services.
Return your calls in a timely matter. You pay on time.		Individual providing in-home caregiver services.
Eventually gave me work.	Return phone calls promptly.	Individual providing adult residential care services.
Helps keep my mother's file up-to-date and provides good services for her.		Individual providing in-home caregiver services.
Adding more hours if needed.	I have no complaints.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Not much above and beyond what they read on their monitors.	Hire serious and concerned people, devoted and dedicated to their work. A generous monetary incentive to keep the jobs from being abused.	Individual providing in-home caregiver services.
They try very hard to answer my questions in the least amount of time.	Contact caregivers more often to see how everything is and for feedback.	Individual providing in-home caregiver services.
They treat me well when my client's caseworker ever returns my calls (which is almost never)!	Return phone calls. It has been 2 months since I have heard anything from the caseworker. I have left over 15 messages.	Individual providing in-home caregiver services.
DSHS is working against Adult Foster Care Homes. When we call for help, they always refuse us. They say that we don't have patients; they should be sent to retirement homes.	Respect the contract that we have with them. Talk to the families about the quality we offer in Adult Foster Care Homes, instead of talking only about Assisted Living. Stop coming up with all these dumb regulations when it comes to us. Some regulations are ridiculous. They want to make it as hard as possible for us, so they can shut us down. I want (specific name) and (specific name) (social workers) to step down. They have no respect and never helped me out with anything. I have other friends that have the same complaint about them too. Thank you.	Agency providing adult family home services; 1 employee.
The main caseworker, Sharon McBride, has been very helpful always and gets on a very personal level, which is what we need in this setting.	Lobby for better pay, recruit better quality caregivers, work incentives, i.e. more pay, the longer you've worked, and performance based incentives.	Individual providing in-home caregiver services.
Always helpful.	Raising the wages will be very helpful.	Individual providing in-home caregiver services.
They are very helpful when I have a question.	Nothing at this time.	Individual providing in-home caregiver services.
Help me solve problems, research and rectify errors.		Individual providing in-home caregiver services.
Helps the client with the informational part of the job and organizational part.	Many phone numbers are busy. Very often, the client cannot call DSHS.	Individual providing individual provider care services.
Responds to questions and usually gives some needed guidance about what I can do for my clients.	Respond somewhat faster, not taking several days. Help us evaluate out client's better so we can give them better care.	Individual providing in-home caregiver services.
Everything.	I'm not complaining about anything.	Individual providing adult residential care services.
Promptness.		Individual providing in-home caregiver services.
They occasionally visit to see how we are doing.	So far, nothing. Everything is just fine.	Individual providing in-home caregiver services.
Have an excellent caseworker - saves stress of the "system".	Help chore people get health care.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Assisting me with continuing education and knowing what I need and when it's needed.	Knowing my client's needs for time (hours) instead of reducing them without really knowing her needs.	Individual providing in-home caregiver services.
Be there when we need them.		Individual providing in-home caregiver services.
They do well for me and trained me how to take care of the elderly and disabled.	They could do better by giving me more pay.	Individual providing adult family home services.
Paid for training classes, flexibility, caring case managers.	More working hours. Paid sick or annual leave. Deduct income taxes from our pay every month rather than us having to pay about \$500 every 4 months. Need not worry about having enough money saved to pay for income tax. Would be a good deal if taxes were taken out.	Individual providing in-home caregiver services.
Have caseworkers that want the client to do better.	Educate the caseworker on all new programs. Because I saw a 30-year caseworker act stupid and had to be forced to do her JOB.	Individual providing in-home caregiver services.
COPES [Community Options Program Entry System] - Is always available to answer questions. Caseworker is extremely helpful!	(Personal) Please look into nursing homes in (specific county) who only use (specific name) as their doctor. He doesn't seem to come into the home, but prescribes a lot of prescriptions OVER the phone. Also, nursing homes that override the residents P.O.A. (Power of Attorney) and over drug residents. Dehydration is a problem.	Individual providing in-home caregiver services.
The caseworker has helped straighten out problems with lost or misfiled paperwork by office staff. She's courteous and visits occasionally.	Pay for more hours since this is a 24-hour 7-day a week job.	Individual providing in-home caregiver services.
Home visits, helpful suggestions, prompt help when calling.		Individual providing in-home caregiver services.
They ask me how my client is doing. If there is anything they can help me with they want to know.	They always send someone and ask if there is anyway I need help or that they can improve the service better.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Several licensors have been approachable. Just when we trust our licensor, we get a new one.	Quit coming off as the Gestapo. We are the real people who do the work, not you. For the most part, DSHS rules with no regard for us or our residents. Remember that we are all getting older, and will be in need of elder care, at some point. With all the WAC [Washington Administrative Code] changes, which obviously come about from the powerful lobbyist from nursing homes, you may end up with only one option - a nursing home. GOOD LUCK FOLKS, there are good things coming from DSHS. Try education of AFH [Adult Family Home] rather than strong arming us.	Individual providing adult family home services.
Communicate well, and willing to help at any time.	No comment, because they are great.	Individual providing in-home caregiver services.
Everything.		Individual providing in-home caregiver services.
Let me know about the services available for me and my client.	Not have so much paperwork. Some is necessary, but a lot takes time away from my client and family. I help the client fill out her paperwork also, which causes stress.	Individual providing in-home caregiver services.
In an emergency they help.	Answer phone calls quickly and assist in finding services.	Individual providing in-home caregiver services.
Send money and cut services!	Respond to phone calls in a timely manner. Help finding services.	Individual providing in-home caregiver services.
Answering most questions. Providing helpful information.	Be available to answer more questions by phone.	Individual providing in-home caregiver services.
Yes, they always have good solutions when I ask them any questions.	Yes, try to help patient get well and be happy.	Individual providing in-home caregiver services.
Communicate and answer calls, etc.	Be more clear about my legal relationship with DSHS, i.e. who is the real employer?	Individual providing in-home caregiver services.
Always responds to any request of mine, treats me with respect, and answers any questions I have in a very detailed manner!	Not much!	Individual providing in-home caregiver services.
Help in anyway asked.	Suggest they not have so many clients per social worker. There could also be L & I [Labor and Industries] offered to the caregivers in case of injury.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Yes, DSHS helps me. At my low pay, the caring attitude shown when I need help or my "employers" have questions really assist me keeping my attitude kind and loving.	DSHS could have more people, staff working so my questions, as well as the "people who employ me" questions, get answered and worked on.	Individual providing in-home caregiver services.
All is fine.	All is fine.	Individual providing in-home caregiver services.
Communication.	Better pay.	Individual providing in-home caregiver services.
They don't forget us.		Individual providing childcare services.
They do very well in every way.	Nothing. Everything is fine.	Individual providing in-home caregiver services.
Give great advice and deliver supplies.	No.	Individual providing in-home caregiver services.
No comment. Never had to talk with them except to complain about my check not arriving. It's late every MONTH.	It would be nice to get a check on time. I am suppose to receive it on the 3rd of the month, but always receive it between the 5th & 7th instead.	Individual providing in-home caregiver services.
	Quarterly update with clients.	Individual providing in-home caregiver services.
Melinda Kolm is our person at DSHS. She always responds to requests and helps where she can!	Allow the caregivers conference to count fully for our yearly educational requirement.	Individual providing in-home caregiver services.
The phone-in on invoices are great. We receive our checks much quicker! We need better communication. Re: Bed openings.	We are truly losing money on DSHS clients. A lot of us are forced to go private pay, and if we don't then, we will be forced to close our doors!	Individual providing adult family home services.
Licensors, QIC, [Quality Improvement Corridinator] case managers are wonderful in helping with tricky issues, where to go for help, etc. They are the best resource I have. Basically, care issues are addressed well.	Stop running me around on financial or policy questions. Very frustrating. I have made up to 10 calls to get one answer, then am not sure if I've really gotten the answer.	Individual providing adult residential care services.
Good staff members.		Individual providing in-home caregiver services.
Answers all my questions. Helps me find other information I might need.		Individual providing in-home caregiver services.
Every time I call, DSHS tries to be very helpful. Sometimes, I have to call a 3rd party twice before a problem is taken care of.	Provide "questions to be answered" on hard copy for all equipment that needs authorization, so we would be able to secure all needed information from the doctor before calling DSHS for authorization. Should also give warrant system remittance advice.	Agency providing in-home caregiver services; 11 employees.
They have been a big help to me when I have questions and have always been willing to help.		Individual providing in-home caregiver services.
Works well and fast to get the necessary things done to help accommodate the needs of the client.	I would appreciate a short phone call at home just to see how things are going (every 3 months?). Even if it was a message left saying, "I'm here if you need anything".	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I work through COPES [Community Options Program Entry System], and the caseworker does not acknowledge me as working through the agency.	Caseworkers need to talk to the provider before they make decisions about provider without prejudiced opinions.	Individual providing in-home caregiver services.
Pay me?	Pay me as much as they do the big care corps to do the same job. Stop making a permanent record every time someone with dementia makes a claim!	Individual providing adult family home services.
If I have questions they are easy to get ahold of and answer my questions in a timely fashion.	? I can't think of anything.	Individual providing in-home caregiver services.
Not much contact.		Individual providing in-home caregiver services.
They send me letters on time and provide interpreter when needed.	All good.	Individual providing in-home caregiver services.
In any subject that I have, DSHS does well.		Individual providing assisted living services.
	When a timesheet is called in, the payment can get to the provider in a more better, timely manner. It now takes at least 10 days to get a check.	Individual providing in-home caregiver services.
Answers questions, gives ideas for helping with seniors and adults.	Nothing, they do a good job in helping.	Individual providing in-home caregiver services.
Make my deposits on a timely basis. Responds to my phone calls.		Individual providing in-home caregiver services.
I never call.	?	Individual providing adult residential care services.
Providing class for the providers to enhance their knowledge regarding (their) elderly.		Individual providing in-home caregiver services.
Returns calls promptly.	Not sure.	Individual providing in-home caregiver services.
Haven't seen nor talked to anyone from DSHS about the caretaking job. I've had the job for 5 years.	If I needed help, I would call them and see.	Individual providing in-home caregiver services.
Helped me understand what all the paperwork means.	Less paperwork and better wages. Offer some medical for those of us that are the caregivers.	Individual providing in-home caregiver services.
They help me find work.		Individual providing in-home caregiver services.
My invoices are always mailed on time, so when the 1st comes, I can call-in my hours.	Response time when calling in to caseworker. But I do understand they have a lot of clients.	Individual providing in-home caregiver services.
My mother's caseworker is wonderful! No matter what I need or ask, she (Terra Berrett) bends over backwards to help. I am very grateful.	Like I said, I am satisfied and very grateful.	Individual providing in-home caregiver services.
Yes, very nice to me.	Do more phone interviews for handicapped. More social workers to speed time.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Not a whole lot - does return calls much better now.	I'm an RN [Registered Nurse], and when I access a DSHS potential resident I DON'T PAD the numbers, so I hate having the case manager saying her computer and numbers put them always at a lesser level. I can see why some homes won't take DSHS clients.	Individual providing adult family home services.
Our case manager has such a large territory to cover, she tries to be timely, but many times isn't - she gets upset when you put her on the spot.	Quit losing paperwork families send in - financial usually. I tell families it takes at least 3 - 4 months to get them into the system which I feel is way too long - and keep double copies of everything because it will get lost (50% of the time it does).	Individual providing adult family home services.
Nothing - slow - not efficient - family members are frustrated at how long it takes to get the DSHS process processed.	My case manager rarely gives me the CORRECT level of care - ex: nursing home, they're level III or IV and then she'll put them to a level II at the most, so we constantly argue with her about the unfairness on placement.	Individual providing adult family home services.
The caseworker RN [Registered Nurse] [Registered Nurse] that visits twice a year is always caring and informative and is always available to answer questions on the phone.	Increase pay.	Individual providing in-home caregiver services.
Most things very accurate, always on time, responds when I leave messages.	More resources.	Individual providing assisted living services.
Follows-up and follows through on each call/concern regarding clients. Keep changing DSHS contracts, especially when it comes to payment to providers. Most recent - bed-hold policy???	AFH [Adult Family Home] insurance issues. Right now the Insurance Commissioner still tells us that it depends on insurance companies how much they can charge providers.	Individual providing adult family home services.
Explains questions politely and completely.	I really think they do a fine job.	Individual providing in-home caregiver services.
Remembers me and my client, so I don't have to reorient her when I talk to her.	I'm glad you guys are here. Your help is greatly appreciated. Thank you.	Individual providing in-home caregiver services.
I don't have direct contact - the Area Agency on Aging, Pierce County is as close. And it is time for health care re-certification. Not very helpful with assisting me with helping client who needs 24-hour care.	Currently on provider list. There are no ways to get help with transportation. When car repairs or weather problems come up there were no ways to get replacement worker on less than one week notice. No job protection or support.	Individual providing in-home caregiver services.
When I need information.	Everything fine.	Individual providing in-home caregiver services.
Return telephone calls promptly. Answer questions I have or refer me to someone who can.	Provide legal help, i.e. to get DPOA [Durable Power of Attorney].	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Always has information when they cannot or are not where to be/go.	They have always worked with us - even when we went to the wrong agency/office.	Individual providing in-home caregiver services.
Licensing.	Assessment of clients to categorize level of care by behavior or by physical needs.	Individual providing adult family home services.
They have always been so kind, caring, and helpful.	They are doing everything just fine.	Individual providing in-home caregiver services.
Answers questions or refers me.	A quicker response. I waited four months before getting approval for medical assistance.	Individual providing in-home caregiver services.
It was easy to call and get information on my needs. My calls to the DSHS were answered promptly.	DSHS is providing a great service. Thanks.	Individual providing in-home caregiver services.
Provide forms and directions as to what is expected of me.		Individual providing in-home caregiver services.
Send me clients that need my service periodically.	More referrals.	Individual providing moving & storage services.
Takes care of my/my client needs in a timely fashion.	N/A.	Individual providing in-home caregiver services.
They're always there to answer any questions.	Keep up the good work.	Individual providing in-home caregiver services.
My work conditions are good. My paycheck always arrives on time.	Everything is fine. I would like more pay.	Individual providing in-home caregiver services.
Pass the buck to another person on almost everything when you need help.	Have people to back you up when sick, including weekends. Help us get more hours so we can live on our wages.	Individual providing in-home caregiver services.
The way they explain all the situations regarding home caregivers.	DSHS can do better to work and help with me by doing all the paperwork and do as soon as possible all the processing.	Individual providing in-home caregiver services.
Excellent case manager for AFH [Adult Family Home] clients; fantastic resources when questions or problems arise. Re: Leslie Stickel and Sherry Huddleston.	"Fight" for caregivers to be paid for their work on a realistic scale - good AFH's [Adult Family Homes] are hard to come by and struggle to pay staff living wage on State pay for clients.	Individual providing adult family home services.
Supervisor is responsive and helpful.	Take out federal income tax. Provide health insurance - or pay a percentage.	Individual providing in-home caregiver services.
NOTHING AT ALL!	Their attitude is 'OH, WELL'. Do the evaluation when they're supposed to, NOT 2-1/2 months later on my clients, which hold up my paychecks.	Individual providing in-home caregiver services.
?	Quicker response time.	Individual providing in-home caregiver services.
They listen.	Nothing.	Individual providing in-home caregiver services.
Answers questions I have.	Send reminders of training.	Individual providing Community Options Program Entry Services.
By giving us information whatsoever.	By instructing us to do what is really intended for us.	Individual providing unspecified services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Respond quickly to questions. Offer resource information to solve problems.		Individual providing adult family home services.
	Raise the hourly pay rate. I'm more than a baby-sitter to my client. I do nearly everything they have difficulty with so that when I leave they can do what they can.	Individual providing in-home caregiver services.
This year DSHS has directed me to the right people and they have helped me.	Cut down on all the paperwork I have to do and all the reading!	Individual providing adult family home services.
If things don't change within DSHS to the benefit of providers, I cannot bear to operate beyond one more year. A real shame - I believe in folks having this option for care. DSHS is helpful only in the placement of State pays. We need true support when serious problems arise. Nobody wants to help us. Seriously, how would DSHS feel about my taking XYZ problem resident and how to set up protections for all?	Stop (specific name) vendetta against AFH's [Adult Family Home]. Comply with the paper reduction act. Recognize providers hard work, high financial, and time investments, our commitment to quality care, and honor OUR RIGHTS. Stop the attitudes - we are treated as though we are practically criminals. Don't feel comfortable living in our own homes anymore as a family. Stop the Ombudsman volunteers from saying, "I'm here to see if there's any abuse!" (Talk about insanely planting ideas into a demented fragile person's mind!) and it leaves me feeling blamed before the fact! DSHS rarely "helps" when I have serious questions.	Individual providing adult family home services.
The checks are always on time. When I need help, I would call them and they help me well.	I think they are doing fine the way they are.	Individual providing in-home caregiver services.
	Return phone calls more readily.	Individual providing in-home caregiver services.
Very kind and easy to work with.	Be more on time.	Individual providing in-home caregiver services.
It doesn't seem like they're really out to work with us or help us - they're out to make themselves look good at our expense.	Realize what our value is - compared to institutions, and TREAT US WITH MORE RESPECT!! We are VALUABLE!	Individual providing adult family home services.
	Go to the old way of using translators!	Individual providing in-home caregiver services.
If I have questions and I need help, they are helping me all the way.		Individual providing in-home caregiver services.
Create jobs and give opportunity for caregiver.	I need more seminars in Filipino or Tagalong language.	Individual providing in-home caregiver services.
Everything is timely and correctly done.	Keep doing a good job!	Individual providing in-home caregiver services.
Quick to respond to my questions.	Nothing.	Individual providing in-home caregiver services.
I have never had a problem with anyone.	Be a little easier to get ahold of by phone. You play a lot of phone tag.	Individual providing in-home caregiver services.
Provide wonderful social workers.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Any questions I have are promptly answered.	Withhold income tax from my check!!! PLEASE!!!	Individual providing in-home caregiver services.
When questioning non-payments or payments sent to us in error, they are always helpful.	Create an automatic payment function for facilities having more than 50 requests on an invoice.	Agency providing personal emergencies response system services; 1700 employees.
	Provide information on benefits, supplies available (such as Depends, latex gloves, etc.). Social workers are hard to get in contact with!	Individual providing in-home caregiver services.
They are usually very responsive to our concerns with our residents.	Some DDD [Division of Developmental Disabilities] case managers could visit with residents more than once a year. Others are very involved and very helpful.	Agency providing more than one type of service; 40 employees.
Everything!	Less paperwork and more money.	Individual providing in-home caregiver services.
I've only been working in this capacity for a short time, but the case manager did get me started quickly.	I still need a care plan which I was suppose to receive before I began.	Individual providing in-home caregiver services.
They cater to the foreigners - we don't get life easy.	Pay more attention to the American people.	Individual providing in-home caregiver services.
	Raise wages for health care and home health providers.	Individual providing in-home caregiver services.
Ideas on streamlining the paperwork, dietary issues (i.e. food complaints and new ideas), financial assistance, and understanding the system.	So far, so good!	Agency providing assisted living services; 20 employees.
Answers my questions and requests promptly and with courtesy.		Individual providing in-home caregiver services.
Answers my phone calls promptly; returns calls quickly.	Nothing I can think of. They do a very good job.	Individual providing in-home caregiver services.
Very helpful with completion of any and all paperwork.	Reform elder services. They do not make clients or workers aware of programs available to them.	Individual providing in-home caregiver services.
Knowing they are there if any help is needed.	A small pay raise and deduct all taxes from my paycheck.	Individual providing in-home caregiver services.
I don't call on them very often, but when I have, they have been right there.		Individual providing in-home caregiver services.
They are always available, helpful, and courteous. Very efficient and on a first name basis with me. I like that.		Individual providing in-home caregiver services.
	Give us our pay raise, as of last Jan. 2002. No one can live on the hourly wage we get!!!	Individual providing in-home caregiver services.
They are very helpful and informative.	Less paperwork.	Individual providing in-home caregiver services.
Pleasant people to deal with. Usually prompt response to questions/requests.	Consistent and realistic interpretation of regulations.	Agency providing assisted living services; 30 employees.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I don't deal with DSHS very much.		Individual providing in-home caregiver services.
They tell me about programs I am eligible for, like Vets or home repair, Meals on Wheels, etc. They provide health care updates. They check to see if my caregiver is taking good care of me.	Caregiver needs help, and maybe a day care for adults to go to once in a while for a few hours. I am so isolated.	Individual providing in-home caregiver services.
They try to answer all my questions and help me with anything I need for my client.	There isn't anything they haven't done to help me so far.	Individual providing in-home caregiver services.
Provide training updates.	Stop sending my client's paperwork that says their care or aid will be cancelled within two weeks of sending the first set of paperwork back to DSHS. Those clients are really scared of what they will do without these benefits. There is no need to panic them when the paperwork is in the mail and just hasn't been received by DSHS. * Stop blaming Olympia when the problem stems from lack of planning on the various offices.	Individual providing in-home caregiver services.
Helps me and especially the seniors in my county.	It is already good. All the personnel are doing the best they can.	Individual providing in-home caregiver services.
Returns calls, helps to solve problems with payments and/or errors, and makes sure we are billing clients correctly. Very nice caseworkers.	More help with new applications.	Agency providing adult family home services; 220 employees.
They solve all the problems I have with my client, and are there when I need them.	I can't think of a thing they could do to make things better.	Individual providing in-home caregiver services.
I like the telephone input of the invoices and my daughter REALLY likes being able to check on her child support status by phone.	I don't need so much paperwork after the direct deposit. Seems like a waste of postage.	Individual providing in-home caregiver services.
The nurse tried to help me find the type of dementia in her books.		Individual providing in-home caregiver services.
Answers questions or refers me to another resource.	Speed up the financial process when your private client goes to State assistance. It has been 45 days and still haven't received any money.	Individual providing adult family home services.
Responsive to requests.	File my caregiver report or resubmission on time. This wasn't done and it cost me \$130 in late fees.	Individual providing in-home caregiver services.
Everything.	Nothing.	Individual providing MPC [Medicaid Personal Care] services.
Keeps us informed of new requirements.	Letters can sound so threatening and intimidating at times.	Individual providing in-home caregiver services.
Explaining.		Individual providing in-home caregiver services.
Everything.	Keep in contact.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Every request is responded to in a timely manner.	Refer clients and support us at the polls.	Individual providing in-home caregiver services.
Find us places for glasses and other items needed.	Nothing that I can think of.	Individual providing in-home caregiver services.
Excellent service, good follow up on all calls, excellent person-to-person service.	Completely satisfied.	Individual providing in-home caregiver services.
DDD [Division of Developmental Disabilities] does a good job trying to make sure we get the support services our clients need.	Slow down on the excessive paperwork, which takes time away from client care.	Individual providing adult family home services.
Avoid tiny inspection hassles. Pay the provider every month 1-5 days. Assign people first to the existing homes.	Assign residents to my home before I lose my residents and they close my home. DSHS should know that existing homes are experienced and deserve priority in receiving people.	Individual providing adult family home services.
Paychecks are usually on time and accurate. Good response from caseworker.	Better access to various departments. Less red tape and regulations! Give back the capital add-in!	Agency providing assisted living services; 22 employees.
Very informative and helpful. Caseworker is very attentive.		Individual providing in-home caregiver services.
Right level of care.	It is OK. I will like when patients step from private to DSHS, to have them processed as soon as possible. Thanks.	Individual providing adult family home services.
They sent someone right out to the house when there was a problem and helped keep people from running over an old man!	Make our schooling a one or 2 day thing a year, because we have to work hard to get time off for classes.	Individual providing in-home caregiver services.
Answers questions quickly and accurately.	Remind the client to have good manners. Make it possible to have pay raises. The client sometimes cheats us on our hours.	Individual providing in-home caregiver services.
Pays on time; electronic payment is great.	Give us raises or more hours per person.	Individual providing in-home caregiver services.
Provide prompt and courteous service.	Mail required forms earlier.	Individual providing in-home caregiver services.
Responds to all questions and courteous about transferring and answering questions not directly related to their caseload.	Respond more quickly to voice mail.	Agency providing adult family home services; 40 employees.
Gives answers to questions promptly.		Individual providing in-home caregiver services.
Assessments/care plans: truly tries to evaluate a residents limits and needs - not just placed out of sight out of mind.	PLEASE HELP us research supplies and utility, food to defray low payment in AFH's [Adult Family Home] at residence; food coupons or commodities; and, discount phones/utilities for AFH's [Adult Family Home] which house COPES [Community Options Program Entry Services]/Medicaid clients.	Individual providing adult family home services.
Paperwork.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Visit regularly, inquire as to our needs, and cut the red tape. They are there for us.	Can't think of anything that isn't already done.	Individual providing in-home caregiver services.
My mother's caseworker always calls back and returns my calls promptly (Diane Kaufman is the caseworker).	Nothing.	Individual providing in-home caregiver services.
If I need any help at all, I can call my caseworker and she has always helped me. She always cares and is there.	I can't think of a thing. They are doing great.	Individual providing in-home caregiver services.
Norberto Bautista, of Evergreen Care Network, has been very helpful in answering questions and helping me with problems. So have all the other caseworkers from Evergreen Care Network.		Individual providing in-home caregiver services.
Very good.	Good.	Individual providing adult family home services.
No problem with salary; always on time.	Salary increase.	Individual providing in-home caregiver services.
They remember me and my situations and always give me encouragement.	I think the people in this job get slammed on a lot. Always too much to do and never enough time.	Individual providing in-home caregiver services.
Always responds quickly. Questions are always answered quickly and clearly, so that there is no problem understanding.	Help us get medical coverage.	Individual providing in-home caregiver services.
At the county level they are usually helpful.	Return messages and cut down on the number of recordings.	Individual providing adult family home services.
Nothing.	No, I'm done.	Individual providing in-home caregiver services.
All okay.	All okay.	Individual providing in-home caregiver services.
Answer questions, make suggestions.		Individual providing in-home caregiver services.
They really help a lot with my clients as well as the providers, like me. Hope they will continue the good work.	I can't ask for anything more. I just want to tell them they are doing an excellent job! Helpful people.	Individual providing adult family home services.
Ann Peterson is always there when I have a question.	Give us more help when we take 24-hour care. The cost is a lot less than a nursing home and they have better care at home.	Individual providing in-home caregiver services.
Providing care giving education.	Don't know.	Individual providing in-home caregiver services.
Nothing - everything needed to support our efforts is hard won, including our paycheck.	They could treat us as the hard-working TEAM leader who is caring for difficult clients, rather than treat our every effort as suspect.	Individual providing adult family home services.
I know they are always available.	Not a thing. All is well.	Individual providing in-home caregiver services.
Case managers are well trained and informed with knowledge needed by providers and adult disabled persons.	We as providers (caregivers) need to be paid more money, especially relatives of the person in need of care because we work more hours than a normal caregiver.	Individual providing unspecified services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Handle all problems well.		Individual providing in-home caregiver services.
They answer all our questions.		Individual providing in-home caregiver services.
Very helpful when asked a question.		Individual providing in-home caregiver services.
Call and update me on information and make sure I was reimbursed for my time.		Individual providing in-home caregiver services.
Everything.	Give us benefits and more hours.	Individual providing in-home caregiver services.
	You could save lots of money if you didn't send out 3 pieces of paper (via 2 mailings) to tell me when my paycheck hits my bank account (EFT) [Electronic Fund Transfer]. One mailing and one piece of paper would be sufficient.	Individual providing in-home caregiver services.
They have given me good advice when needed.		Individual providing in-home caregiver services.
They do not answer sooner! Need more attention for patient.	I need more hours.	Individual providing in-home caregiver services.
Answer all questions and provide schooling as needed.	Nothing at this time.	Individual providing in-home caregiver services.
Send out notices regarding changes. DSHS staff are courteous and helpful.	Provide income tax withholding.	Individual providing in-home caregiver services.
	Pay better.	Individual providing in-home caregiver services.
Never had a problem. Always return calls. Answer my questions so I understand.	Unfixable. Always ANSWER the phone, instead of voice mail. But I know that's impossible. Be available 24-hours a day. Payday could stand a bit of structure.	Individual providing in-home caregiver services.
Answers any questions I have with courtesy.	I'm treated very well. I know of nothing they can do better.	Individual providing in-home caregiver services.
They are eager to help in anyway when I don't understand certain things.		Individual providing in-home caregiver services.
	Change payroll system for caregivers to same one as unemployment - supplemental invoices are inefficient.	Individual providing in-home caregiver services.
My worker always responds to my questions.	Is it possible to have my payment direct deposited by the first of the month?	Individual providing in-home caregiver services.
	Understand our financial issues better and help us to have a secure job.	Individual providing in-home caregiver services.
This program is very good for older people.	I've worked with teachers, and they help me.	Individual providing unspecified services.
	None known.	Individual providing in-home caregiver services.
Always reply quickly, answers questions, treats us with respect.	None known.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Coaching and providing assistance with forms and paper problems that I didn't always understand completely.		Individual providing in-home caregiver services.
Answer questions and concerns.	Increase in pay and benefits.	Agency providing more than one type of service.
Answered all questions when I call.		Individual providing in-home caregiver services.
Timely referral information for COPES [Community Options Program Entry Services] clients.	Continue as is.	Individual providing Community Options Program Entry Services - meals on wheels.
Caseworkers are helpful.	Licensors and upper management could help train/inform before giving citations.	Individual providing adult family home services.
Help in anyway they can.		Individual providing in-home caregiver services.
The care and consideration they pay us.	They do everything very well.	Individual providing in-home caregiver services.
Refers me to people who can help me. Listens to me and makes suggestions that help.		Individual providing in-home caregiver services.
Assessment person was courteous, as well as intake staff. Home and Community Services supervisor was very helpful.	Case manager at Home and Community Services was AWFUL - he was warned that client was having schizoid-type symptoms and a possible gun - his reply was, "Well, what do you want ME to do? You take care of it!" He was rude to me and talked to me like I didn't exist, "just a caregiver."	Individual providing in-home caregiver services.
	DSHS is doing great the way it is. Thank you.	Individual providing in-home caregiver services.
Sue Christman, Roberta Blocker have been great in helping us. They went the extra mile.	Faster contact with a human instead of answer machines.	Individual providing in-home caregiver services.
Always responds to my calls quickly paycheck on time.	I'll think on it.	Individual providing in-home caregiver services.
I don't understand the payroll system, and no one has ever explained it to me.	Talk to me more and answer my calls.	Individual providing Community Options Program Entry Services - meals on wheels.
Help me with services when and where I need them.	Speed up the electronic payment to my bank account. And send my direct deposit notification to me faster.	Individual providing in-home caregiver services.
Everything has been dealt with effectively and efficiently. Questions or concerns have been answered promptly. Thanks.		Individual providing in-home caregiver services.
Returns calls and keeps appointments.	Give higher pay.	Individual providing more than one type of service.
Makes sure my mother has what she needs.	Not really.	Individual providing in-home caregiver services.
Direct deposit, phoning in your invoice is great (smile), I like it. Thank you.	Keep on doing what you are doing. The way that you all have the payment plan is great.	Individual providing in-home caregiver services.
Answers questions quickly.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Our caseworker "knows" (specific name) and his needs and gives us good advice and information.	Better training, instead of mandatory "boring" training. Give seminars, have speakers from various fields, i.e. doctors, nurses, "products."	Individual providing in-home caregiver services.
	Be courteous on telephone - realizing people are not always knowledgeable of the system and how it works. They need information in this regard.	Individual providing in-home caregiver services.
Never had any problems.	I am very happy with every encounter with DSHS.	Individual providing in-home caregiver services.
I have not found anything good for the providers from DSHS. Low wages, rude staff, monthly pay (to name a few), and no benefits.	Better wages, benefits, more provider friendly staff from DSHS. The providers are not the enemy but we are treated as such.	Individual providing in-home caregiver services.
Responds well to needs I relay for clients.		Individual providing in-home caregiver services.
Listens and tries to help, Barbara Dinger is terrific and has made a world of difference.		Individual providing in-home caregiver services.
They try to find answers to all of my questions and offer any other support.	Be more informative to families in home, on what all is available to them.	Individual providing in-home caregiver services.
DSHS helps provide me with equipment I need at home.	Too many chiefs, not enough Indians; too many people handling one person.	Individual providing in-home caregiver services.
I usually deal with Rural Resources about things. I am able to get answers I need and services.	One time, upon walking in the DSHS Office, I went to the counter and explained why I was there and what I needed. The receptionist was rude and told me to sign in on the computer. I had never seen these before and there wasn't a sign saying it, it could've been said nicer.	Individual providing in-home caregiver services.
Doesn't.	I would like more contact by the case manager for the person I work for. I feel like I'm all on my own, we should be a team!	Individual providing in-home caregiver services.
	Do what they say they are going to do and not say, "We don't do that".	Individual providing in-home caregiver services.
The department is very helpful when I need help.	Keep up with the good work.	Individual providing in-home caregiver services.
Stays in contact and gives classes.	Everything seems to be working so far.	Individual providing in-home caregiver services.
Dealing with concerns of family.	Review assessment form and how to level the care of residents, especially for AFH [Adult Family Home], as well as the rate being paid.	Individual providing adult family home services.
Follow-up on calls and concerns or questions. Very professional also.	N/A.	Individual providing adult family home services.
Nothing.	Pay better wages and give us medical benefits.	Individual providing in-home caregiver services.
Put obstacles in the way and deny helpful information.	Work with a better assessment program. Work with professional attitude towards aides advice.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They help me get my medical and food stamps. Almost always return calls, does the best they can to help.	Contact the clients that contact them more promptly to be able to answer my questions without frustrating me.	Individual providing in-home caregiver services.
Malinda has always been available.	Be an advocate for me when dealing with Medicare.	Individual providing in-home caregiver services.
Punctuality.	Increase my benefits, health benefits, and monthly income.	Individual providing in-home caregiver services.
Sometimes works with and helps me.	I have sent in hours I have worked and have not got paid for. They should call the provider to check-up and see if they have received them.	Individual providing in-home caregiver services.
Excellent at assessing the needs of the client.	Provide better medical care.	Individual providing in-home caregiver services.
Nothing, unless you appear poor or smell, they don't want to help.	Take a class in social skills and personality.	Individual providing unspecified services.
Very helpful.		Individual providing in-home caregiver services.
Absolutely nothing.	Don't know.	Individual providing in-home caregiver services.
It's administering ways and it's directives.	It is beyond my knowledge, although the more the better workers could be there, the more I would enjoy my job.	Individual providing provider services.
Send me in the right direction to get the help I need.	When mailing information tell me where to go to complete forms or whatever.	Individual providing in-home caregiver services.
Answer questions and take time when I drop in at the office.	Have real people to answer the phone more.	Individual providing in-home caregiver services.
Always get my problem answered in a timely manner.	Not always can the office call me back when I leave a message on the phone.	Individual providing in-home caregiver services.
Training classes, home visits by supervisor, and advice.	Please, do not change a thing. I am happy to work with DSHS.	Individual providing in-home caregiver services.
Division of Aging, Everett: Dave LaHayes enabled me to return to work and fulfill continuing education classes at ERC [Everett Resource Center] in 12-02 - smooth process.		Individual providing in-home caregiver services.
At this time, staffing is so short not much help is out there.	More understanding and giving of a whole new WAC [Washington Administrative Code] book, the updates are such a new one is desperately needed.	Individual providing adult family home services.
Good, caring people, EXCELLENT JOB!	SAME!	Individual providing in-home caregiver services.
Cheri Michaels is very helpful and nice.	Sometimes too blunt, too quick with judgments or answers to questions, especially alternative. Too much paperwork.	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Not make you feel they are better then you just because you need help or assistance.	Individual providing in-home caregiver services.
Always willing to answer my questions.	I have no complaints.	Individual providing in-home caregiver services.
Good services, understanding people.	Same services.	Individual providing in-home caregiver services.
LISTEN! And try to help in anyway they can.		Individual providing in-home caregiver services.
They always helped me anyway, any time. I am very happy with their work.	Keep it the way they already have!	Individual providing in-home caregiver services.
They work with me often.	Cannot do any better then they have been doing now.	Individual providing in-home caregiver services.
Give information.	More information.	Individual providing in-home caregiver services.
	You're doing a good job.	Individual providing in-home caregiver services.
Monthly we receive updated material about new requirements and laws.		Individual providing adult family home services.
If I have questions, they always call me back with what I want to know.	Help us find more clients, instead of putting them in nursing homes.	Individual providing adult family home services.
Help me with problems.	Nothing.	Individual providing in-home caregiver services.
They are amazingly sensitive, and compassionate, and very helpful.	I don't know yet.	Individual providing in-home caregiver services.
Everything that comes up.	Not one particular thing. Everything is equal.	Individual providing in-home caregiver services.
If I have any problems they advise me.	Help get HUD [Housing and Urban Development] housing for my client sooner.	Individual providing in-home caregiver services.
Polite and try to answer all questions.		Individual providing in-home caregiver services.
Always being there to help you.	None.	Individual providing adult residential care services.
They are just caring people.	They don't need to change.	Individual providing in-home caregiver services.
Works with me.		Individual providing in-home caregiver services.
Most questions and problems are handled in a polite and courteous manner.	Keep up the good work and smile more.	Individual providing in-home caregiver services.
NOTHING. My father's social worker (he is 88) did an "in-home assessment" 9 months ago. Haven't heard from her since! His original social worker wanted to "DICTATE", not listen. Her supervisor, "Karen", was "outstanding."	Make contact more OFTEN!	Individual providing in-home caregiver services.
Timely response to my mother's needs and questions.	More contact for follow-up.	Individual providing in-home caregiver services.
Will research options available and share that information.	It is my opinion that they are understaffed.	Individual providing in-home caregiver services.
Help answering any questions I had.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They return my calls promptly and answer my questions very quickly.	Nothing. Doing a good job.	Individual providing in-home caregiver services.
Social workers treat me with respect and they listen to me.	If you can arrange to deduct Federal income tax from my paycheck, so I don't have to worry about paying taxes later.	Individual providing in-home caregiver services.
Caseworker is great.	Pay raise.	Individual providing in-home caregiver services.
Promptly sends CA's [Client Assessments].	Delegation needs to be in place prior to new resident placement. All work by RN [Registered Nurse], up to 20 units needs to be readily reimbursed, even if placement falls through. It's not the RN's fault if this happens and the RN has to complete all required paperwork, etc.	Individual providing nurse delegation services.
Case management staff is helpful and courteous, but overburdened.	License/survey/complaint staff has been very slow and appears INEFFICIENT in completing the inspection process especially on complaint visits, i.e. 1 - 2 weeks after inspection at a minimum!	Individual providing adult residential care services; 48 employees.
They attempt to keep staff up-to-date with information about rules, policies, techniques, and trainings.	Provide more positive encouragement on work ethics to staff, so that the work environment is performing with a positive work ethic and attitude.	Individual providing in-home caregiver services.
Any problems we have had always were taken care of courteously and promptly.	Pay could be better. We work very hard, do all the chores as LPN's [Licensed Practical Nurse] even RN's [Registered Nurse] but get pay for uneducated, untrained people.	Individual providing in-home caregiver services.
	Stop passing you to one person after another, and the second person often doesn't understand what you are talking about.	Individual providing in-home caregiver services.
Returns my calls when I call and makes sure we have what we need.	Nothing.	Individual providing in-home caregiver services.
Very helpful; good information.	Everything is OK.	Individual providing in-home caregiver services.
The social worker is available when we need her.	Work on increasing our hourly income. \$7.68 per hour is not enough compared to the job we do.	Individual providing in-home caregiver services.
I don't know.		Individual providing in-home caregiver services.
DSHS staff is extremely helpful when I purchased a home. They provided all necessary papers and information.		Individual providing private duty nursing services.
To expedite funds and services when needed.	So far, I have been very lucky that all personnel I have dealt with have been courteous and helpful. Thank you. (smiley face)	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
When leaving a message to return a call, the call is returned in a timely manner.		Individual providing in-home caregiver services.
Yes.		Individual providing in-home caregiver services.
Sometimes works with and helps me.	Have a person answer instead of an answering machine for clients.	Individual providing in-home caregiver services.
Check on how things are going.		Individual providing in-home caregiver services.
You have all been wonderful, especially Kathy Punohu, my mother's case manager, and the great staff at Orchard Hill Adult Day Services.	I've cared for my mom for 14 years and never realized how much help was available. You have made our lives so much better. I can't think of anything to change.	Individual providing in-home caregiver services.
Listens and tries to help in anyway they can.	Can't think of a thing.	Individual providing in-home caregiver services.
DSHS always does complete service plans for their clients.	Provide more information on what kinds of services are provided from DSHS.	Individual providing adult family home services.
Always calls back in a timely manner.		Individual providing in-home caregiver services.
Give my client medical and food stamp help.	Give medical and take taxes out of our checks.	Individual providing in-home caregiver services.
Do not deal with DSHS. My sister does, and they do not do a good job for her. Some services not done well. When changing from Oregon to Washington - housing was conducted by two people who did not speak or understand English well. Her housing was delayed and her daughter had to complain, in person, at the office.	To get the pompous, officious personnel to act to get her into safe housing - when she moved a year later it was the same story. Why is this permitted? My sister has been on disability for 20 years. She is clearly disabled. She didn't need this stress.	Individual providing in-home caregiver services.
My client (my mom) can stay in her home with my help.	They do fine.	Individual providing in-home caregiver services.
I haven't had to deal with them much.	I don't know.	Individual providing in-home caregiver services.
They work with you for the best possible program.		Individual providing in-home caregiver services.
They respond to my calls in a timely fashion and help me solve problems.	They should come in more often, to the home, and see the client and the caregiver. Once a year is not enough. But I know they are busy.	Individual providing in-home caregiver services.
Timely invoices; case management.	Not sure.	Individual providing adult family home services.
Provides information quickly as requested or offered. Elaine Adam and Nancy Tardiff are accessible. Our specific licenser is knowledgeable and partners with us. We haven't had to work with anyone at DSHS due to a complaint/citation. Therefore, we have no experience with their behavior during an enforcement situation.	N/A.	Individual providing in-home caregiver services.
	We would like as little dealing with DSHS staff as possible. It is our experience that the more "help" DSHS provides, the more regulation is generated. The help we need is less INITIAL licensing of poor providers. Keep annual licensing fees the same.	Agency providing adult family home services; 6 employees.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Have paperwork done on time, return phone calls.	Agency providing assisted living services; 40 employees.
DSHS provides very helpful training for in-home caregivers.		Individual providing in-home caregiver services.
They always make appointments ahead of time and are prompt. Whenever I have a problem, they're willing to talk to me.	Everything is fine, except I could use more mileage. I only get \$12.60 a month in mileage and I drive 3 times that for appointments, prescriptions, and shopping.	Individual providing in-home caregiver services.
Customer services. Complete anything that is needed.	Helpful contact to clients.	Individual providing in-home caregiver services.
Advise how to get assistance and what qualifies for help.		Individual providing in-home caregiver services.
They offer a big opportunity of helping.	DSHS is doing a great job!!!	Individual providing in-home caregiver services.
Yes.	Services.	Individual providing in-home caregiver services.
Answers all questions about care giving.	Don't know.	Individual providing in-home caregiver services.
To inform of continuing class for getting more knowledge concerning taking care of patient. Sharing experiences to deal with patients.	To organize continuing class more. If you can, twice a year is better. Sharing experiences to deal with patients more.	Individual providing in-home caregiver services.
Gives good caseworkers.	To talk to a person that speaks better English. It just takes too long to understand them.	Individual providing in-home caregiver services.
DSHS doesn't do anything; but usually they are courteous and give hints and leads to what we need to do next.	The social worker could start with being more informed and understanding of the client's disability, and not take personal offense or revenge when confronted.	Individual providing in-home caregiver services.
They give me useful ideas on how to better care for my mother, as well as making it possible.	Job orientation at the beginning could have been better. Perhaps because 3 counties were involved at the beginning.	Individual providing in-home caregiver services.
I have not been in need of assistance, but the contact I have had with Mary Fran Marron has always been pleasant and helpful.		Individual providing in-home caregiver services.
Provides skill-building classes.	Pay mileage allowance. I put nearly 100 miles a week on my car in services for my client and the expense is out of my pocket.	Individual providing in-home caregiver services.
Not a lot. They can be kinder and more friendly and actually try to be helpful instead of sneer at you.	If they don't like helping people, why did they choose to work for DSHS? They are not the only people overstressed and underpaid!!!!	Individual providing assisted living services.
I find them condescending and belittling.	Make the survey process less vindictive. They act like they are out to find everything wrong, rather than help a facility.	Individual providing assisted living services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Give information on time.		Individual providing in-home caregiver services.
They listen to what I ask, and answer in words that I can understand.	Find a way to keep patients' sons and daughters from squeezing half the money out of the caregivers.	Individual providing in-home caregiver services.
Resident's reassessments are done on time with frequent reminders.	Reevaluate residents' level of care.	Individual providing adult family home services.
Whenever I have a question and/or need help, I get a timely response and/or help. I am satisfied.	I am satisfied.	Individual providing in-home caregiver services.
	Return my phone calls and keep me more informed, and making every disabled person feel that DSHS is doing everything possible to give that person the best of care, by paying good caregivers wages and benefits to compensate their hard work!	Individual providing in-home caregiver services.
I have NEVER had any problems.		Individual providing in-home caregiver services.
Responds fast to messages.	Increase hours; patients need more time.	Individual providing in-home caregiver services.
The caseworker is available by e-mail and gets right back to me.	Word their notification letters better, such as: Do not use the word "TERMINATED" when changing your paperwork.	Individual providing in-home caregiver services.
Thank God for DSHS and their wonderful people! Keeping the disabled at home keeps them alive!	As I understand it, it costs \$3 - 5K to keep my patient in a nursing home. I get \$1,400; a little more would sure help!	Individual providing in-home caregiver services.
Patiently giving instructions.	None.	Individual providing in-home caregiver services.
They are always on time. Very efficient and organized.	Increase my hourly wage. Reimburse the caregivers with better reward for the service they (we) give.	Individual providing in-home caregiver services.
Have answered any and all questions that I've had, supplied me with information to assist me as a caregiver.		Individual providing in-home caregiver services.
They answer all questions clearly and get us others to speak to, if they need to get us further assistance.	I'm not sure. We've not had to work with DSHS very much.	Individual providing in-home caregiver services.
They have worked very well with us to keep the hours that are necessary for our client's health.	Try harder to give yearly cost-of-living increases to caregivers.	Individual providing in-home caregiver services.
I'm satisfied, because I can ask any question and get answers or advice.		Individual providing in-home caregiver services.
Being paid monthly and no benefits.	Being paid bi-weekly and medical benefits.	Individual providing in-home caregiver services.
	Offer health insurance!	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The payment system is excellent!	We really need our own health care plan! And income tax deducted.	Individual providing in-home caregiver services.
	Be more informative before they refer a patient.	Individual providing adult family home services.
Whatever I asked for they have helped me to resolve.	They do their best that is allowed by law. No complaints.	Individual providing in-home caregiver services.
Very good that - give classes so that I can get good skills.	Everything good.	Individual providing in-home caregiver services.
DSHS work is sufficient and their help is great.	Nothing. Their work and help is good.	Individual providing in-home caregiver services.
Answers all my questions.	Nothing.	Individual providing in-home caregiver services.
Everything is good.	Nothing.	Individual providing in-home caregiver services.
Help with paperwork and answer questions.		Individual providing in-home caregiver services.
Pay attention to inquiries made on behalf of clients.	Speed up the direct deposit payment. Electronic transfer shouldn't take 5 or 6 days to process, that's the same time frame as postal mail.	Individual providing in-home caregiver services.
Education and training.	More money and benefits.	Individual providing in-home caregiver services.
Give me somebody to care for them.	Give me a person to do care for them.	Individual providing mail services.
I receive paycheck on time.	Encourage affordable liability insurance to all homes.	Individual providing adult family home services.
Nothing yet.	Licensors should only provide assistance to make better homes! Inspections should be by another source! Licensees should receive a bonus for home and inspections being perfect, like \$100.00 per home.	Individual providing unspecified services.
Yes.		Individual providing in-home caregiver services.
Just visit.	Get our paychecks to come at a regular date. Most workers need the money.	Individual providing in-home caregiver services.
Case managers are helpful and have good suggestions to provide better care to our consumers.	Provide better wages and benefits. Take out income tax from earning. Have a better variety of continuing education classes.	Individual providing in-home caregiver services.
Quick call back. Caseworkers are helpful.		Individual providing in-home caregiver services.
I get information and service from Aging and Long Term Care office in Yakima. They are very helpful.	I avoid calling your 1-800 number in Olympia. I have to wait and wait, and then they can't help me anyway. They use form numbers and abbreviations that you can't understand when they send information back and expect me to know what they're talking about.	Individual providing in-home caregiver services.
At first, it was hard to get ahold of anyone in this office, but now after 7 months, I finally talked to someone who helped me with my problem.	Have extra people to handle caseloads.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Explain misunderstood topics to me.	Keep records straight and use amounts of money reported, not amounts that are totally wrong. Things are messed up a lot because of these mistakes.	Agency providing in-home caregiver services; 2 employees.
DSHS is very good, they are very helpful. Answer questions, return phone calls.	I don't think that DSHS needs improvement.	Individual providing Asian Counseling and Referral Services. Individual providing in-home caregiver services.
Felicita Irigon is our DSHS representative. She and her supervisor answer all questions well. She clearly has the well-being of her clients in mind, always. She acts quickly and predictably. Answer questions. My supervisor is GREAT. She is always willing to help with paperwork and asks about my health and well-being. Always gets back to me right away.	Easier or fuller communication between DSHS and our HMO [Health Maintenance Organization] might help sometimes. Offer more than one free training session per year for care giving. Set up a caregivers help line, like the one the HMO's have. Hire more people	Individual providing in-home caregiver services.
None - instead very inconsiderate that residents suffer.	Caregivers need benefits, health care. It's difficult to care for my mother when I am sick so as to not infect her!	Individual providing in-home caregiver services.
They were helpful in guiding me with problems that I'm not so sure how to handle.	Should evaluate situation for the benefit of residents.	Individual providing adult family home services.
	Just continue in assisting us to improve on our services to our residents.	Agency providing adult family home services; 1 employee.
Answer any question I might have correctly.	They have to be nicer.	Individual providing in-home caregiver services.
N/A.	So far nothing.	Individual providing in-home caregiver services.
Iffy - I was told last year I'd a raise and didn't get one. I was told this year I'd get a raise. They raised cost to my client but I don't get a raise.	N/A.	Individual providing in-home caregiver services.
Okay.	Make sure there is adequate coverage when I want a day off and deal with the family better in these cases. Don't push a pregnant woman to find a job, 'till she's done having a baby.	Individual providing in-home caregiver services.
Has good, kind, caring people on staff.	Strive to get more dentists to work with Medicaid and Medicare for the elderly.	Individual providing in-home caregiver services.
Works well with clients, always doing what can be done.		Individual providing in-home caregiver services.
Answer my questions, I can call and talk to them when I need to.	Nothing that I can think of.	Individual providing in-home caregiver services.
Keep me employed.	TAKE OUT INCOME TAX.	Individual providing in-home caregiver services.
	Could be a little faster at times.	Agency providing assisted living services.
Always a quick response.		Individual providing adult family home services.
Communication.	Be more sensitive to others! They're co-workers.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Communication.	Be more sensitive to other co-workers.	Agency providing in-home caregiver services; 1 employee.
Case manager responsive, Financial worker's backlogged.	Up the number of financial workers.	Agency providing more than one type of service; 75 employees.
Courtesy, gets you to the right person to see. Come and visit when needed.	Can't think of a thing!	Individual providing in-home caregiver services.
Teach us how to give proper care to our clients.		Individual providing in-home caregiver services.
	Learn the art of being a good listener.	Individual providing in-home caregiver services.
Giving more education.		Individual providing in-home caregiver services.
Elder care is terrific - it helps by providing agency care part-time during the week.	Vacation time and sick leave.	Individual providing in-home caregiver services.
We have been taking care of my mother for 5 years - flu program is wonderful in all ways.	Nothing.	Individual providing Community Options Program Entry Services.
Always helpful.		Individual providing in-home caregiver services.
	Have the pay where it is twice a month not once. Having medical. Not to be cut off because of pay increase.	
Getting out information.		Individual providing in-home caregiver services.
Everything!	Don't need to be better!	Individual providing in-home caregiver services.
Provide good customer service.	Continue service and program.	Individual providing in-home caregiver services.
They quickly issue checks for a resident's care when I use the telephone invoice.		Individual providing adult family home services.
Have very nice people working for COPES [Community Options Program Entry Services].	Have health inspection and take out income taxes.	Individual providing in-home caregiver services.
	Expedite paperwork more efficiently to departments for provider services, i.e. warrants payable. ANSWER PHONE CALLS AS RECEIVED!	
Inform, update, train, resolve.		Individual providing more than one type of service.
Have received hours needed to do my job well.	Have never had a problem.	Individual providing in-home caregiver services.
I personally have no problems - we/I work well with DSHS when I need to have contact with them!	Maybe a little more personal contact re: the phone communication - how about a LIVE person on the other end of the phone??	Individual providing in-home caregiver services.
	The COPES [Community Options Program Entry Services] worker could maybe come by a little more often. Other than that, I can't think of a thing. They've been wonderful.	
They do everything they are allowed to do to see that our needs are met.		Individual providing in-home caregiver services.
When I call and leave a voice mail, they respond very well.	Paychecks could come out sooner. Pay raise.	Individual providing in-home caregiver services.
I do not have any problems. Thank you.	I do not have any problems. Thank you.	Individual providing in-home caregiver services.
Accommodation of time and place of interview.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Be more timely!	Agency providing adult family home services; 2 employees.
They're available to assist however they can.	Pay better.	Individual providing in-home caregiver services.
Courteous, knowledgeable staffing.	More contact concerning health care related issues.	Individual providing in-home caregiver services.
Help with any problems I have had (paperwork) payroll.		Individual providing in-home caregiver services.
	Make a way for paychecks to get to you before rent is late. My rent is due by the 5th of the month. My paycheck gets here 6th or 7th, 8 months out of the year. The late fee is \$50.00 after the 5th.	Individual providing in-home caregiver services.
They have been very helpful.		Individual providing in-home caregiver services.
They answer questions and help with behavior challenges concerning DSHS clients.	Pay better - Medicaid payment is too low. We cannot afford to care for the residents at the current rate.	Agency providing adult family home services; 12 employees.
Not much.	Respond to our phone calls sooner. Have kinder workers. Mine has almost always been rude.	Individual providing in-home caregiver services.
The staff have always been very helpful with any questions or concerns - and responded right away.		Individual providing in-home caregiver services.
They are a resource for program and general information. They have been responsive when I have needed them.		Individual providing in-home caregiver services.
I don't know.	I don't know.	Individual providing in-home caregiver services.
Every time I have a problem, when I call or stop by office, my caseworker always helps and explains to me well.	Always better for me.	Individual providing in-home caregiver services.
Medical and doctors visits.	None.	Individual providing in-home caregiver services.
Respond promptly to my requests; provide information and assistance as I need.		Individual providing in-home caregiver services.
Nothing, I work.	Provide easier and quicker medical, and if needed, food stamps.	Individual providing in-home caregiver services.
Answer questions.		Individual providing in-home caregiver services.
Mostly just answer my questions.	Sometimes they could return my calls in a more timely manner.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Licensing seems only to want to intimidate and build a higher wall between providers and themselves.	Use some common sense, stop being so petty, i.e. light deprivation - 1 out of 4 light bulbs out, cleanliness - putting silverware in drawer upside down.	Individual providing adult family home services.
Call me back when I call with questions about my invoices.	Be as fast as they expect me to be when they need information.	Individual providing in-home caregiver services.
Pays on time.	Pay on the first of the month.	Individual providing foster grandparent program services.
Better options on the automated phone line.	Doing a great job.	Individual providing in-home caregiver services.
Sends me my payment in a timely manner.	Know who runs what and where to send what. Office is not run well.	Individual providing in-home caregiver services.
Providing me with options and plans.	I guess so far, everything is going as expected.	Individual providing adult family home services.
The DSHS has sponsored the Foster Grandparent Program for the 21 1/2 years I have worked with them - so am very grateful for them.	Beginning 1/2/03, the Washington State DSHS has discontinued sponsoring our Foster Grandparent Program, but I do have help through Medicaid.	Agency providing foster grandparent program services; 50 employees.
	Haven't dealt with anyone yet, except for "Fundamentals for Care Giving" and the staff was very helpful.	Individual providing in-home caregiver services.
Always found necessary answer to a question.		Individual providing in-home caregiver services.
Return calls.		Individual providing in-home caregiver services.
They are always helpful and send me all notices and paperwork on time.		Individual providing in-home caregiver services.
LICENSING (not social workers) no help, just intimidation and power plays.	Stop trying to entrap and give more helpful suggestions without "consultation". Quit trying to micro manage.	Agency providing adult family home services; 5 employees.
Personal service from the client's case manager, Larry Jacobson RN [Registered Nurse] - communication timely, clear, accurate, and courteous. Also, payment for services always timely.	Actually, we are very pleased with our experience in working with DSHS as a private duty payer. No suggestions leap to mind.	Agency providing private duty nursing services; 45 employees.
They return phone calls and are kind. Mary Steward is working to resolve issues with the (specific name).	Increase my hourly wages.	Individual providing adult residential care services.
Provide information when needed.	Have our payments get to us a little sooner.	Individual providing in-home caregiver services.
Very prompt to reply to any questions - NEVER a short, agitated response.		Individual providing in-home caregiver services.
I don't think DSHS works very well with caregivers.	Stop acting as if we are taking up their time.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Makes sure everything is always ready and keeps me to where I understand everything that needs to be.		Individual providing in-home caregiver services.
Always friendly.	Try to get people placed in home faster. Lots of people need good homes.	Individual providing adult family home services.
Answers questions WITH CONFIDENCE or does find someone who does know.	Paperwork and "pay" paperwork go through more quickly. Second continuing education class per year. I enjoy them and learn a lot.	Individual providing continuing education care courses.
Answers questions promptly and very helpful.		Individual providing in-home caregiver services.
I always get my questions answered and get the help I need.		Individual providing in-home caregiver services.
Caseworker keeps in close contact.	The pay - should be able to count on it the same day each month.	Individual providing in-home caregiver services.
Promptly sends "Provider Time Sheets", answers questions, returns calls, encourages to call if any problems develop and she (case manager) can help.	Return previous years "Durable Power of Attorney for Health Care" when the case manager comes for year of re-certification.	Individual providing in-home caregiver services.
Usually respond in a timely manner.	Return the bed-hold money for residents out of the facility. In nursing homes they can re-rent the space - this will give the DSHS resident more opportunity to return to AL [Assisted Living] and not be discharged due to dollars. The money we got is used on 2.5 residents being out for 30 days. Does not pay to take DSHS residents.	Agency providing assisted living services; 30 employees.
Advice, direction, and helpful information.	Change the pay period to twice a month and provide mileage over 5 miles one-way to employment.	Individual providing in-home caregiver services.
Prompt, courteous, respectful.		Individual providing in-home caregiver services.
Make form easy and fast to understand - easy to explain to my client.	Realize that every client's situation is unique - work/think a little outside the "box" a bit.	Individual providing in-home caregiver services.
Undecided.	Understand our financial issues better and help us to have a secure job.	Individual providing in-home caregiver services.
Our caseworker (Laurel Lemaster) is awesome! She is there when I need questions answered and helps foresee problems before they happen. My mother's life is greatly improved by the help she and this agency provide and we appreciate it SO MUCH!	Before they happen. My mother's life is greatly improved by the help she and this agency provide and we appreciate it so much.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Good case managers. Suzy Valensuela, Zillah office is great.	I have direct deposit. I'd like to have a specific date to expect my check, it's always different.	Individual providing in-home caregiver services.
Sends me medical coupons.	Everything is okay right now.	Individual providing in-home caregiver services.
Keep me informed in what my duties are and know how to go about doing things according to protocol.	I have no complaints.	Individual providing adult family home services.
Provides good information.	Same. (Reference response to question 2).	Individual providing in-home caregiver services.
Their knowledge of programs that help the disabled is wonderful. Always willing to LISTEN and advise and help when needed.	There are a lot of OLDER disabled that could use an advocate. Seems to be a lot more for younger ones. Educate the public for more understanding about older disabled.	Individual providing in-home caregiver services.
To give me a good advice.		Individual providing in-home caregiver services.
Yes.		Agency providing in-home caregiver services; 1 employee.
Anytime I call, the caseworker always calls back. And we get the problem solved.	I have no problems with caseworker.	Individual providing adult family home services.
Deanne was a lovely young woman who answered my questions in the office and on the telephone - very professional.	Nothing I can think of. I am very satisfied with the services they give to me.	Individual providing in-home caregiver services.
When problems or needs arise, they are very helpful.	Everything is going well for me at this time.	Individual providing in-home caregiver services.
It's nice to have things automated and just call-in the hours.	Nothing at this time.	Individual providing in-home caregiver services.
Send check on time and answers my questions. Also gives helpful information.	Not have so much paperwork and red tape.	Individual providing in-home caregiver services.
When I have problems, I call in or stop by office, my caseworker always helps me and explains to me well.	Always better for me.	Individual providing in-home caregiver services.
Very kind people always ask me what I need.	???	Individual providing in-home caregiver services.
Good.	Satisfactory.	Individual providing in-home caregiver services.
	Allow the client to keep more of her pay for her bills and upkeep of her property.	Individual providing in-home caregiver services.
They always answer my questions and are helpful whenever I need help.	Have direct deposit for income.	Individual providing in-home caregiver services.
They do their best. Thank you for the in-home caregiver program: helps the client, helps the caregiver.	Nothing comes to mind.	Individual providing in-home caregiver services.
	Help get more money for AFH's [Adult Family Home].	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Yes.	Give training every year.	Individual providing in-home caregiver services.
Takes the time to explain letters and paperwork.	I think they do enough already.	Individual providing in-home caregiver services.
Calls and asks questions about how things are going with my client.		Individual providing assisted living services.
Good caseworkers.	?	Individual providing in-home caregiver services.
Supervision and advocacy of Doug Sheaffer and staff in Senior Information and Assistance. Very good involvement and rapport.	Perhaps (?) closer involvement better communication between DSHS and associated local agencies. Not bad, but could improve.	Agency providing in-home caregiver services; 1 employee.
Provide advice and suggestion on how to help old people.	Provide more home visits.	Individual providing in-home caregiver services.
Everything; I don't have any problems or complaints.	DSHS does a very good job. Thank you.	Individual providing in-home caregiver services.
Not much.	Generally, the service reps. [representatives] are rude and annoyed. It would be helpful to get someone who is nice. Also, the wait time is RIDICULOUS.	Individual providing pharmacy/home medical services.
Information and assistance.	A web page to lead us in the direction of what we're looking for. Such as people, supplies, and information.	Individual providing Community Options Program Entry Services.
Helpful when we have questions or concerns.		Individual providing in-home caregiver services.
The individuals I work with have been a super support group - to my client, (specific name), and myself - God bless them.		Individual providing in-home caregiver services.
Help given in acquiring special medical equipment.	Seems some unnecessary mailing - don't really need mailed notice saying when deposit "will be" and then another saying deposit made.	Individual providing in-home caregiver services.
Automated phone-in hours is easy.		Individual providing in-home caregiver services.
Service contact centered out of city of Seattle agency. Much better personal contact since that move.		Individual providing in-home caregiver services.
Licensors, Benetta Schoop, conducts herself in a very professional way. Works with us to solve problems. Russell Hilmo - he treats everyone in a very respectful way. These 2 individuals performed their duties in excellent ways.	It will help us tremendously if premiums are increased and we will feel like we are not working for free. Also look at the insurance industry, they will eventually drive us out of business.	Agency providing adult family home services; 2 employees.
Denise Porter, case manager, always responds when we call and always solves our problems.	Raise the hourly wage and provide benefits, such as sick pay, vacation, and medical coverage.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They return phone calls promptly.	To not make it so expensive for staff in the courses required, AND the 120 days to have someone new on staff is very long for orientation - especially if they work part-time.	Individual providing adult family home services.
They are good at getting referrals for you, even if it takes a lot of phone calls to the agency and a time span of usually a month.	Answer telephone calls promptly, not 3 or 4 days later or never.	Individual providing in-home caregiver services.
Prompt with payment.	Be faster to respond when client is getting more difficult to deal with. Make less paperwork instead of adding more.	Individual providing adult family home services.
Responds promptly to calls/concerns about residents and changes in condition.		Individual providing adult family home services.
If I have questions, they are usually answered fully.	I feel calls could be returned quicker when left on voice mail.	Individual providing Community Options Program Entry Services.
Nothing, they are rude and treat everyone shitty.	Don't treat us like we are nobody. Just because we receive public assistance, doesn't mean we're different, we must need more help than others.	Individual providing in-home caregiver services.
When I had a question, they helped me out.	Most residents I have are confused. Please take into consideration the concerns of their families also, not just the resident's before taking any actions.	Individual providing adult family home services.
Kept informed of changes and needs. Great job!		Individual providing in-home caregiver services.
They are there and always help me out when I need it.	Don't know.	Individual providing in-home caregiver services.
Are timely in SHOWING up. Follow up, paperwork, etc., often is delayed for no known reason.	Be client oriented - do what's best for EACH client - get the assessments out in a timely manner.	Agency providing adult family home services; 6 employees.
Provide care for my son to live independently; not cut his budget for caregivers; very respectful and kind to disabled son, adequate services through exception and extra research. We love our case manager.	Overworked staff can take 3 weeks to get back to me - case manager's load too heavy to process supplemental or changes to caregiver pay - need more help for case managers.	Individual providing in-home caregiver services.
DSHS was very helpful in getting the assistance I needed in helping my mother with her needs.	I don't know.	Individual providing in-home caregiver services.
I appreciate DSHS sending me a list of continuing education class at the beginning of this year. Thank you.	My client's caseworker disregards my well-being; that is, I am not considered to be a part of a team with my client by the caseworker, who treats me like a separate. She does not ever talk to me about anything.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The people are nice. The organization is a mess! If I got the same problems with the client, the social worker is there to help me.	Printed matter is incorrect! Paperwork is duplicated at unnecessary expense, i.e. sending deductions in separate mailings from direct deposit notifications. Pay for training in October 2002, should be paid sooner than January 2003. The right hand should figure out what the left hand is doing!!!	Individual providing unspecified services.
	Keep the good work up.	Individual providing in-home caregiver services.
NO!	Listen to people's needs and treat them like a human!	Individual providing in-home caregiver services.
Kind and helpful.	Provide any information I may not be aware of.	Individual providing in-home caregiver services.
Answer questions when I have them.	Occasionally call to see how relationship is with client or family member.	Individual providing in-home caregiver services.
Listens.		Individual providing adult residential care services.
Payments are made on time for my work.	I was not given an individual provider handbook nor helped to enroll in the Fundamentals of Care Giving course when I was contracted. Personnel don't seem very knowledgeable.	Individual providing in-home caregiver services.
Call or return calls directed to case manager about the needs of patient (client).	Find resources to assist clients with special needs that are needed, even though it's said it's not in budget to provide (like lift-chair).	Individual providing in-home caregiver services.
With high case management turnover, residents and providers have no connection. We feel like they don't care!	Return phone calls, see residents more than once a year at assessment time. Help with working on crisis plans.	Agency providing adult residential care services; 7 employees.
Prompt.		Individual providing in-home caregiver services.
I have never had any problems to report to DSHS.		Individual providing in-home caregiver services.
I have never had a negative response. They have always been very helpful and courteous.		Individual providing adult family home services.
Very accommodating.		Individual providing in-home caregiver services.
DSHS staff tries to make me understand what I want, or they want from me, slowly with respect.	Do the same as now, it's the best system.	Individual providing in-home caregiver services.
They explain things to me and show me how to do things correctly.		Individual providing in-home caregiver services.
They give us vital information that we need and use.	Just keep up the good work - and continue to improve.	Individual providing unspecified services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	I only have one problem with caseworkers. They could have the COURTESY of calling back to us AFH's [Adult Family Homes] if they have decided to endorse residents to other AFH. This happened to me 3 times. If they ask information regarding vacancies, seems they give me assurance of the client only to be left hanging in the air, never calls back, wondering what happened. Obviously I get excellent response from other DSHS workers.	Individual providing adult family home services.
Helps with many of my concerns.	Follow up on projects promised.	Individual providing in-home caregiver services.
Address any problem I may need assistance with from time to time.	Just be certain to return phone calls ASAP.	Individual providing in-home caregiver services.
Answer questions if I don't understand them.	Send things ahead of time so we don't have to rush to fill it out and send back in.	Individual providing unspecified services.
They are good to the clients, but I feel bad when they must send residents to a nursing home when they do not need to be there.	Change nursing home money pool so level 1, 2, 3, and 4 can go to Adult Family Homes for less money. We cry about State budget, but pay the nursing homes A LOT more money. As a voter and provider, I am not going to listen to your cry of budget problems until you stop listening to the lobbyists. If you would make my suggested change, the budget would move a lot closer to the black.	Individual providing in-home caregiver services.
People are always helpful and respectful.	Need to be more prompt when helping: came in, people were on the phone or doing something else, and I waited for about 10 minutes to get helped.	Individual providing in-home caregiver services.
I feel comfortable approaching them (case managers) with any questions/concerns.	More case managers to lighten the load of cases.	Individual providing in-home caregiver services.
Medical coupons always on time. SSI [Supplemental Security Income] financial support so quick, response if needs, helpful.	Need medical coupon to cover counseling - refused for 18 months.	Individual providing in-home caregiver services.
Returns calls, answers questions, very helpful with scheduling.	I could use more training in some areas involved with my work. Perhaps I need to let my request be known.	Individual providing in-home caregiver services.
They have checked up with me to make sure I am doing well and to make sure I have no concerns. They are ALWAYS respectful and I feel lucky to have them to work with.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers all my questions.		Individual providing assisted living services.
Covers as much information as possible with one call - very thorough.	Not have us wait so long on the phone.	Individual providing in-home caregiver services.
Treat individual problems with care to the individual circumstances.	Support S.E.I.U. 6. [Service Employees International Union]	Individual providing adult residential care services.
	Return phone calls promptly. Take down phone information correctly so paychecks (initial paycheck) are correct.	Individual providing in-home caregiver services.
	Need more caregivers for respite care. It is hard to work without time off once in a while.	Individual providing in-home caregiver services.
Will answer all questions.	Tell you more.	Individual providing in-home caregiver services.
Always willing to help with providers needs.	Pay caregivers more than \$7.68 per hour.	Individual providing in-home caregiver services.
Only some workers do their jobs and that's the most important help they could give. Not all of them do!	Keep appointment times. I am disabled and cannot sit and wait for long.	Individual providing in-home caregiver services.
DSHS provides help as needed.	Nothing.	Individual providing in-home caregiver services.
I have dealt with DSHS just once to ask to make my payment as a direct deposit and was helped right away. Thank you very much.	It is perfect.	Individual providing in-home caregiver services.
They help me anytime when I have questions and concerns.	Better medical coverage, vacation, and increase money per hour.	Individual providing in-home caregiver services.
	Raise the payment.	Individual providing in-home caregiver services.
Answer questions, respond to needs, and good advice.		Individual providing in-home caregiver services.
Always send me important and necessary information.	Pay attention to the changes, I mean to the information we give them. Do paperwork carefully and better.	Individual providing in-home caregiver services.
Most of the time, they're easy to talk to and are helpful in most situations.	Off hand, can't think of anything.	Individual providing adult family home services.
All contacts with DSHS licensors, Ombudsman, etc., have been instructional - they have been most helpful and are always well received at this AFH [Adult Family Home]!	Certainly, simplifying paperwork would be a useful improvement - remember we spend the bulk of our time caring for residents - day-to-day health changes take priority in our daily routine, not documentation.	Individual providing adult family home services.
No problems, very pleased.	Raise, vacation, tax cut, medical care. Work 24-hours, why you pay only eight hours?	Individual providing in-home caregiver services.
DSHS advises me anything to accomplish my job.	I don't have anymore ideas because DSHS helps me with circumstances.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Listened to concerns and needs of the client and acted quickly to provide what was needed.	Considering the caseload of the worker, I think they do the best they can.	Individual providing adult residential care services.
They come and adjust care plans whenever I call with any changes.	The same thing everyone will say, help to get an adequate pay.	Individual providing adult family home services.
Annual training to update my knowledge about home care.	Same as above. [Reference response to question 2.]	Individual providing in-home caregiver services.
	Raise pay, take out federal taxes, have sick leave, vacation days, medical insurance.	Individual providing in-home caregiver services.
In-house appointment kept and on time. Caseworker very nice and helpful.	Error in system, had to wait two months for first paycheck, called caseworker twice, no return call.	Individual providing in-home caregiver services.
Makes it easy to report hours.	Nothing I can think of.	Individual providing in-home caregiver services.
They are very prompt to answer my questions.	"They don't need any improvement", is my answer.	Individual providing in-home caregiver services.
Yes, they help, but \$6.32 per hour is not right when you work long hours per day!	DSHS, the State, should pay \$7.00 and up per hour if it's over eight hours per day work! Nights should be \$50.00 per 12 hours, hours per nights \$25.00 or \$35.00, not right if you drive a ways.	Individual providing in-home caregiver services.
Whatever needs doing, gets done.		Individual providing in-home caregiver services.
Does well.		Individual providing in-home caregiver services.
Nothing.	Start with answering and returning calls.	Individual providing in-home caregiver services.
The DSHS surveyors are very pleasant.	Nothing at this point.	Agency providing assisted living services; 14 employees.
Fill out paperwork.	Keep me informed about resources available.	Individual providing adult family home services.
Clear speaking easy to understand and the others instruction book.	DSHS Spokane local has met better work.	Individual providing in-home caregiver services.
They have given me some good advice on what to look for to keep all problems limited.		Individual providing in-home caregiver services.
Financial help.	Be less suspicious.	Individual providing in-home caregiver services.
Very good.		Individual providing in-home caregiver services.
My daughter takes care of me and DSHS makes sure that is possible and helps with meds.	In my situation, they are doing all they can and all I need right now.	Individual providing in-home caregiver services.
Explaining responsibilities and how to best care for my dad.		Individual providing in-home caregiver services.
Lisa Toyer, our case manager, is great! Good communicator!	I wish their "fix it" list wasn't so long.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Our new caseworker, Laura Clark, is real good about returning phone calls and keeping appointments. Tries hard to work with us.	We feel DSHS could evaluate clients higher when they have mental and emotional problems. They need more personal attention and reassurance. There is also more daily chores that need to be done for them.	Agency providing adult family home services; 2 employees.
All of my dealings with DSHS regarding my son have been great.	Nothing I can think of.	Individual providing in-home caregiver services.
They have helped in meeting my son's needs.	Be more prompt in returning my calls.	Individual providing in-home caregiver services.
Very good.	Very good.	Individual providing in-home caregiver services.
Thank you - for all the people that help with COPEs [Community Options Program Entry Services], Chore, and Medicaid. We don't know where we would be without you.	Thank you. DSHS has been very good to us. With people like Fran Fraizier at Senior Services of Island County - you know you can count on her to be there for you.	Individual providing in-home caregiver services.
They pay for my mom's dental, meds, Medicaid, COPEs [Community Options Program Entry Services], she gets diapers.	Pay me a better wage for care taking. \$1,100 is not enough and should be raised.	Individual providing in-home caregiver services.
Client's COPEs [Community Options Program Entry Services] worker is wonderful - easy to talk to - listens well - flexible when needed. Also - the ability to call-in hours is great!	It does sometimes take several calls before I get through or receive a call back.	Individual providing in-home caregiver services.
Give answers quickly.	Do assessments within days of financial eligibility - instead of weeks.	Agency providing assisted living services; 24 employees.
Helps me understand my client.	They could not send my name out when I'm already working.	Individual providing in-home caregiver services.
Most things.	Get better pay to us.	Individual providing adult family home services.
Answers questions completely.	DSHS could make it easier to get a human.	Individual providing in-home caregiver services.
Prompt response to phone calls.	Provide professional development trainings; provide necessary supplies for caregiver's use in handling health issues.	Individual providing in-home caregiver services.
Almost in everything I ask for, or to consult with a certain problem, DSHS is almost always helpful.	No comment at this point.	Individual providing adult family home services.
Very well and very helpful.	I think it is very good now.	Individual providing adult residential care services.
Sometimes I like to talk to the caseworker, she is never there. I leave messages, but no return calls.	Communicate at least once a month.	Individual providing in-home caregiver services.
Answers questions. Help direct unanswered questions to someone who can answer them.	Not so much paper and forms.	Individual providing in-home caregiver services.
They try their best in every way to answer anything I ask of them. They couldn't be better.	Nothing I can think of as of now. Doug and staff are so good.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Return phone calls more promptly. Same day is best.	Process changes of address more efficiently.	Individual providing in-home caregiver services.
Follow up on problems with care giving. Answered questions with courtesy and quickly.	Nothing.	Individual providing in-home caregiver services.
DSHS helps me with the classes.	Talk to each other and to other care providers about stuff.	Individual providing care providers class.
The caseworker, Keli Sweet, works hard to keep my client satisfied. Her name suits her - SWEET!	I am SO satisfied with all aspects of DSHS.	Individual providing in-home caregiver services.
Answers and listens to any questions or problems, always wonderful.	In my area all my dealings have been handled wonderfully, with patience and in a compassionate, timely manner.	Individual providing in-home caregiver services.
Shared information about client.	N/A.	Individual providing in-home caregiver services.
Classes are better (good). They are good about calling me back, answering questions, and getting answers.	Re: Classes - I would like a few choices at Cascade Hospital in Arlington. I would also like that option on the initial schedule. I would like more help with placement.	Individual providing in-home caregiver services.
Actively listens to my needs as a CAREGIVER and also considers the cares, concerns, and accommodation needs of my patient/client. Could not care for patient/client without financial and emotional support of DSHS. Though this is an emotionally and physically demanding commitment on a 24/7 basis. The rewards of giving another person a sense of safety, security, and quality of life makes it worthwhile. This would not be possible for me if DSHS did not provide caregiver support - financially and emotionally.	Continue to be supportive as situation in home changes with health needs of patient/client. Thank you.	Individual providing in-home caregiver services.
	We cannot even get anyone on the phone.	Individual providing in-home caregiver services.
They always call me back when I call them and they are not in at that moment.	No complaints here.	Individual providing in-home caregiver services.
	Send out less inappropriate notices - have people in the office better equipped to answer questions. Not always appropriate to stand at the window to discuss situations where others in the waiting room can hear.	Individual providing in-home caregiver services.
The new payment system is great!	The continuing education requirements should not be done through just one agency, they have a monopoly, a lack of variety of classes. I would also like a raise.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They attended to our wants and needs. Thank you.	Continuing support to the caregivers.	Individual providing in-home caregiver services.
Yearly classes are very informative and helpful.	DSHS needs to monitor the workers better. Some workers do not do the work required of them. Poor workers need to be fired or screened before they work for DSHS as caregivers. Some are lazy and do not accept responsibility at all! Many get paid and do very little! They are very unproductive!	Individual providing in-home caregiver services.
Returns my phone calls.	They never offer more hours or tell you about services or resources. You have to ask about everything, some people don't know.	Individual providing in-home caregiver services.
	Be available - both at the office and on the phones - when needed.	Individual providing in-home caregiver services.
They are considerate in conversation with me.	Respond sooner, like within 48-hours versus five days or longer.	Individual providing in-home caregiver services.
I never see or hear from them.	Assess my client and what she needs and help to obtain those items.	Agency providing in-home caregiver services.
Keeping track of check-ups on (specific name) and seeing that he gets what he needs.	Help us with outside agencies or services that could increase his quality and quantity of socialization.	Individual providing in-home caregiver services.
I'm okay with the way DSHS is. I asked for a short break and my DSHS person helped out right away.	Help make the State realize how we need a more fair wage and medical and dental insurance.	Individual providing in-home caregiver services.
Home health, nurse staff, education staff all cheerful, professional, organized, and flexible.	Very hostile reception staff. Demeaning to others in line, ruins my whole week, disorganized, defensive, wasting everyone's time and energy.	Individual providing in-home caregiver services.
Always give good advice and return all of my phone calls. Help with necessary materials.	The staff is nice and co-operation is good.	Individual providing in-home caregiver services.
Yes.	Pay for benefits and health insurance, etc.	Individual providing in-home caregiver services.
Our case manager always returns calls very promptly, and if she doesn't know the answer she will find out and let us know.	The only real problem is getting prescriptions filled because there are three agencies, Medicare, Medicaid, and Blue Cross; and only one pharmacy will do the billing.	Individual providing in-home caregiver services.
Always answers accurately when I have called.	Make sure all paychecks are sent to workers on time.	Individual providing in-home caregiver services.
DSHS has been very helpful on any question or help when needed.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Interagency connections, hospice, mental health, transportation, etc. Knowledgeable, QUICK, current information saves everyone's time and energy.	Replace rude office staff that reduce efficiency and breakdown client's and workers dignity. A BIG problem being hostility that interferes with efficiency.	Individual providing more than one type of service.
Initiate paperwork. Cut some of it out. Cut a lot of it out.	Electronic fund transfers take six days to reach my account, very snail, disappointing.	Individual providing adult family home services.
Nothing, but make you feel dirty.	Be courteous and respectful, don't be so judgmental.	Individual providing in-home caregiver services.
Pat Ross is very helpful in co-coordinating the level of care that the patient needs.		Individual providing in-home caregiver services.
DSHS does well on sending information about what changes are done.	Have assessments done by RN [Registered Nurse]. Increase the amount of money for clients, especially for mental health and dementia clients.	Individual providing adult family home services.
Yes.		Individual providing in-home caregiver services.
Yes.		Agency providing adult residential care services; 18 employees.
As helpful as can be to answer my questions.	Get paid on one day, not have to guess when I am going to get paid.	Individual providing in-home caregiver services.
	Payment for our services is always late. A more timely schedule is needed so I can pay my rent on time.	Individual providing in-home caregiver services.
The few times I need help, the staff I dealt with were always courteous and got back to me in a timely manner.	I could use an updated list of health care providers who may fill in for me if I have to be gone for any large amount of time.	Individual providing in-home caregiver services.
One-to-one interviews, good communication with other agencies.	Call return! Streamline paperwork. Provide LISTS of NAMES for all DSHS doctors and related DSHS services.	Individual providing in-home caregiver services.
It really depends on the caseworker. Some are much more willing to work with us than others.	I have had difficulties getting phone calls returned from financial workers.	Agency providing assisted living services; 40 employees.
Helps very much with mother on COPES [Community Options Program Entry Services] program. Very polite and efficient.	Everything is okay.	Individual providing in-home caregiver services.
DSHS staff are very helpful and concerned about the family as a whole unit.	Not sure.	Individual providing in-home caregiver services.
Classes.	Better understanding.	Individual providing in-home caregiver services.
Listen to me and my mother's (client) words. Give professional advice.	Give me more time to talk and associate.	Individual providing in-home caregiver services.
No comment.	No comment.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Tricia Johnson is a very nice person and answers all questions and explains in detail. Thanks.	Answer phones faster and call back sooner.	Individual providing in-home caregiver services.
The local office is prompt at getting out notification of rate change, and SSPS [Social Service Payment System] are correct.		Agency providing assisted living services; 150 employees.
Our caseworker goes the "extra mile", and sends updates via FAX.	Official award letters out on changes sooner. Our change on a resident is based on that award letter, especially out sooner at the end of a month. A FAX would be great, save mail delays.	Individual providing assisted living services.
The staff is very business like and professional. Documents are sent immediately when needed.	Nothing at this time, all is fine, thanks to Trish Stewart, HCS [Home and Community Service], King County.	Individual providing in-home caregiver services.
Offer classes and educate you if you need it.	Pay better and offer some way to have benefits.	Individual providing in-home caregiver services.
The individuals I speak to are helpful 95% of the time - hardly even any complaints about them.	More open lines, am put on hold automatically 95% of the time, and for often at least 10 - 15 minutes or longer! On some days I can't even get through to be put on hold!	Agency providing adult family home services; 10 employees.
Finds way to get me help.	I think with their budget their doing all they can.	Individual providing assisted living services.
Answers all my questions, very polite to talk to.	Nothing.	Individual providing in-home caregiver services.
Seem to be available when called upon for assistance with questions, needs, etc.	At the time of intake - the agency was understaffed and the "turn around" time was excessive, when it could have taken 2 - 3 weeks, it took 3 months to get my mother's services.	Individual providing in-home caregiver services.
Answers questions.	I feel they do their best.	Individual providing in-home caregiver services.
Respond to inquiries in a timely manner.	Explain the process better.	Individual providing in-home caregiver services.
They have very competent social workers who accurately assess residents. They don't need an RN [Registered Nurse] to assess skin problems. That's the AFH's [Adult Family Home] consulting nurse's job. Hiring an RN is a waste of taxpayer monies.	Give us back bed-hold funds. What you have done is cause AFH's [Adult Family Homes] to close and not accept DSHS people who deserve to have the choice to live in a nicer place than a nursing home. How come you can justify greater amounts of money to nursing homes with less care than AFHs [Adult Family Home]?	Individual providing adult family home services.
Very compassionate.	A little more timely.	Individual providing in-home caregiver services.
Pay on time, and easy for someone like me who doesn't speak English and can't drive the car.	It's very hard to pay taxes once a year with this small amount of money \$6.75 per hour for 140 hours a month equals \$1,000.00 a month.	Individual providing in-home caregiver services.
I've not experienced anything wrong, I've had no problems.	Nothing.	Individual providing in-home caregiver services.
Good.	Good job.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Usually helpful to answer the questions.	We had done an assessment that was very inaccurate. It took a long time to get it corrected.	Individual providing adult family home services.
They seem to do all that is necessary to fill our requirements and needs.	Cannot see a thing of any problems presently.	Individual providing in-home caregiver services.
I have no complaints.	Nothing.	Individual providing in-home caregiver services.
No.	No help me.	Individual providing adult family home services.
Phone calls (Russian language), home visits, immediate response, and caring.	They are doing a really great job.	Individual providing in-home caregiver services.
Communication of information.	N/A at this time.	Individual providing in-home caregiver services.
At least Maureen Haley does her best to help us with communication and understanding with the willingness to explain rules, limitations, terms, and legal considerations.	That's difficult to put into words with all the budget difficulties and cutbacks. Maintaining status quo is to be hoped for.	Individual providing in-home caregiver services.
They take your name and telephone number, give it out to people who want someone to care for them, and I get a lot of calls for jobs. You don't have to go out and look or drive for a job. That's what I like about DSHS.	So far DSHS does a good job. They make sure you know your hours to work and how much you will receive before you go to a care giving job. And I like the classes they have on care giving for different kinds of health reasons like Alzheimer's, diabetics, Parkins, and etc.	Individual providing in-home caregiver services.
I do not deal with DSHS, but if they are not short staffed they will be fine with clients.	N/A.	Individual providing in-home caregiver services.
Never had a problem since transferred to Pierce County services. Had some problems with Tacoma office not processing paperwork.	Better communication with caregivers and clients when beginning services, before transfer to county service. Just because you are a temporary case manager doesn't mean you can be careless.	Individual providing in-home caregiver services.
Work directly with caseworker.		Individual providing in-home caregiver services.
Listens to me and tries to help me solve my problems.		Individual providing in-home caregiver services.
Newport office is well run, the girl at the front desk is very nice, polite, and courteous.	Nothing, as things are now everything is handled well.	Individual providing in-home caregiver services.
Answers my calls promptly, gives me the answers I need as quickly as possible.	Really, all has been good, no complaints so far.	Individual providing in-home caregiver services.
Nothing.	Listen.	Individual providing adult residential care services.
Depends on division licensors. 50/50 case managers, very good. Administrators questionable.	More field workers, less administrative and clerical staff.	Individual providing adult family home services.
Providing a social worker who assists with providers like us.	Increase payment for DSHS clients.	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Sent payment in time.	It's all right.	Individual providing in-home caregiver services.
Answers my questions and gives needed information.	Could return messages quicker.	Individual providing in-home caregiver services.
Checks for my services are on time! Thanks.	Help AFH [Adult Family Home] survive by helping provide residents, instead of sending them to corporate assisted living facilities.	Individual providing adult family home services.
Do assessments and reassessments in a timely manner.	Better levels of pay.	Individual providing adult family home services.
Phone calls are always returned in a timely manner.		Individual providing in-home caregiver services.
To work with me.	To work with me.	Individual providing in-home caregiver services.
	Help the caregiver to have time off.	Individual providing in-home caregiver services.
It has been my experience that they actually listen to my questions and concerns and give me reasonable answers. I find most of them to be quite applicable.	To date, I am quite satisfied with DSHS but wish they'd help keep the over-hyped, rhetorical union off my back!!! I don't want to join ANY union!!!	Individual providing in-home caregiver services.
They help me in my own language, which makes everything process smoother.	Have more staff members to make the waiting periods shorter (for anything).	Individual providing in-home caregiver services.
Getting information.	A sheet of paper with all the phone numbers to get information instead of calling three to four people to get the information.	Individual providing adult family home services.
Caseworkers, managers, and financial workers are overloaded and we always feel to be at fault.	1. I am put on hold and always have to call back. 2. "I'm backed up and it will be a while before I can process your invoice and get you paid..." - provider always gets paid last. 3. Too many DSHS'ers to answer to. 4. WORK LIKE A TEAM!	Individual providing adult residential care services.
Always supportive and uplifting, as sometimes being a caregiver is a tough job!	More fill-ins for caregivers who could use a day off. Hire more subs.	Individual providing in-home caregiver services.
	Be less condescending, less attitude, keep better track of paperwork.	Individual providing in-home caregiver services.
Not much.	Not much.	Agency providing in-home caregiver services.
Not much.	Not much.	Agency providing in-home caregiver services.
Sally returns calls promptly, listens, and has ideas.		Individual providing in-home caregiver services.
They are there when we need them. Keep us informed of our option. For the most part they do not interfere with smoothly running procedures.	Help find access to aid for younger persons on disability from Social Security who require financial help for prescription medications.	Individual providing in-home caregiver services.
Very cooperative.		Individual providing in-home caregiver services.
Nothing.	Start with answering and returning calls.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers questions.	Send the check earlier, most of us really need the check by the first or second of the month.	Individual providing in-home caregiver services.
Take the time to explain all information that takes me awhile to understand.	Everything's been great so far. Just keep up the wonderful job.	Individual providing in-home caregiver services.
Love the automatic invoice and automatic deposit!	Take more time, answer questions.	Individual providing in-home caregiver services.
Provide translation services to help train me.	Provide fringe benefits, workers comp.[compensation], medical , retirement.	Individual providing in-home caregiver services.
They don't really do anything - just their yearly visit to check on client.	A phone call to let you know of things that are available to help with the person you are caring for - maybe a NEWSLETTER to keep us informed of what's out there.	Individual providing in-home caregiver services.
They were patient in listening to my issues, and helpful in resolving them.	They are understaffed and overworked, they need more staffing for them to better handle their caseloads.	Individual providing in-home caregiver services.
Patience.	Provide new forms for new requirements in a timely manner.	Individual providing adult family home services.
Patient to explain stuff I don't understand.	Keep up the good work.	Individual providing unspecified services.
My COPES [Community Options Program Entry Services] was the first thing they did in a rush. I thank you for this.	We are the counselor service. We have feelings also. I know that a lot of people are rude to your guys, sorry about this.	Individual providing in-home caregiver services.
Ask questions and get answers.	Nothing.	Individual providing in-home caregiver services.
They take the time to explain things when I have questions and are always polite and courteous, particularly Sharon Whiteman!		Individual providing adult family home services.
With information and phone numbers. Better health coverage.	Discounts on home repairs when a client lives with you. More hours of work.	Individual providing in-home caregiver services.
That's something that has only happened with 2 DSHS employees in 7 years. Unfortunately, one of their positions has since been eliminated.	Hire people who are kind, courteous, friendly, and approachable. Many of your employees are cold, callous, and jaded. Unfortunately, your establishment needs a complete overhaul.	Individual providing assisted living services.
Classes for continuing education.	Respite care for me, as I care for my mother 24/7.	Individual providing in-home caregiver services.
Very concerned about my son who I care for.	DSHS never asks how caregivers are doing and if they need a few days away.	Individual providing in-home caregiver services.
I have no problems with you guys. I'm glad to have the help.	You guys have a lot to do so I think you do it well.	Individual providing in-home caregiver services.
DSHS has always assisted us satisfactorily. They always respond to all my questions.	DSHS provides adequate services, therefore, I can't think of anything that DSHS can do better.	Individual providing in-home caregiver services.
Caring caseworker.	More information about State services that are available to my client, written - pamphlets.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Whoever I talk to gives me clear answers, and if they don't have an answer, they find out and get back to me quickly.	?	Individual providing in-home caregiver services.
Follows up on after inspections in timely manner - don't feel they do a lot to help us or work with us on new WAC's [Washington Administrative Code] (we have had so many!) Hard to keep up with all that's expected and see AFH [Adult Family Home] closing down because of it.	Violations that are cited can be one-sided and have difficulty explaining error found - I feel licensor doesn't give us the benefit of the doubt or take OUR SIDE and assist us to correct it. Can be condescending.	Individual providing adult family home services.
They've come to the house to check my patients and to talk to us about what to do for you. DSHS gives me a lot of good advice.		Individual providing in-home caregiver services.
I think the classes are very informative - and the easy access to caseworker is good.	Nothing.	Individual providing in-home caregiver services.
Prompt call backs when I have questions.		Individual providing in-home caregiver services.
?	Not make people feel like they are below them.	Individual providing in-home caregiver services.
Follow up and follow through. Peg Deger and Rachel Kosick are wonderful!		Agency providing assisted living services; 50 employees.
Answers questions by providing needed information.		Individual providing in-home caregiver services.
Everything.	None.	Individual providing adult residential care services.
I've had to reschedule appointments and they are always willing to work with me on that.	I have no complaints.	Individual providing in-home caregiver services.
So far, their help has been inept.	Follow through and follow-up.	Individual providing in-home caregiver services.
Answers the phone and gives helpful answers.		Individual providing in-home caregiver services.
Very good at listening to problems and correcting them.	Keeping caregivers informed about better ways to aid clients.	Individual providing in-home caregiver services.
They respond to our messages.		Agency providing adult family home services; 3 employees.
Take me shopping for groceries, clean my house, and makes sure I am clean, dry, and eating right.	Pay the workers better, otherwise, nothing.	Individual providing in-home caregiver services.
Most everything.	Return calls - much sooner.	Individual providing in-home caregiver services.
Very helpful when I call.	Offer better medical coverage.	Individual providing in-home caregiver services.
No comments - varies with different staff.		Individual providing adult family home services.
Send letter about medical right away, so I know what's happening.		Individual providing Copes [Community Options Program Entry Services].
Keeps me informed of changes.	Pay me more.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer any questions that I have at anytime.	They do whatever they can now, whenever I have needed them.	Individual providing in-home caregiver services.
Guide and explain.	Guide and explain.	Individual providing in-home caregiver services.
They make sure everything I need is taken care of.		Individual providing in-home caregiver services.
Answer questions - give advice when asked.	Give a living wage.	Individual providing in-home caregiver services.
They keep in touch with client's need.	If they make any changes in employees hours, or client's case, to inform employee of change.	Individual providing in-home caregiver services.
Elderly care payments and financial.	Let me know of staff changes on my accounts.	Individual providing assisted living services.
Usually gets back to me in a timely manner when I need to check on services, etc.	If it was possible, a time or day when I knew I'd get through to the caseworker.	Individual providing in-home caregiver services.
Paperwork is consistent; pretty much return calls when message is left.	Smile.	Agency providing in-home caregiver services; 1 employee.
Answers questions - active involvement. Concern for emergencies - personalized.	Pay for transportation and overtime hours during emergency situations. Pay two times a month.	Individual providing in-home caregiver services.
They make our paperwork short and simple.	Make the time we do paperwork longer than two years, make it around four years.	Individual providing in-home caregiver services.
Have no complaints, every time worked well with me.		Individual providing foster grandparent program services.
Point out specific services and items that could help in assisting, to both my client and me. We can remind each other in case the need arises.	I don't have a direct request at this time.	Individual providing in-home caregiver services.
Case manager, Pat Hall, is respectful, caring, helpful, and competent.		Individual providing in-home caregiver services.
Willingly answers questions at anytime.		Individual providing in-home caregiver services.
DSHS trained us every month.	DSHS should not stop us from volunteering.	Agency providing adult family home services.
Returns calls, caseworker easy to communicate with. Other workers (payroll, class information, etc., difficult to reach).	Quite often (when I do need to phone) I get a recorded message that the person is away from their desk. Sometimes that takes a couple of days.	Individual providing in-home caregiver services.
Explain benefits. Let me ask questions.	More frequent contact.	Individual providing in-home caregiver services.
The department is very helpful with any problem.	They do very well.	Agency providing unspecified services; 2 employees.
Almost all.	Keep going the same way.	Individual providing private duty nursing services.
They will call back! Thanks.	Smaller offices throughout community. Shorter line/wait time when you go to office for help.	Individual providing in-home caregiver services.
No direct dealings as of yet. Only with AAA [Area Agency on Aging] and have had no problems.	Subtract federal taxes (push the State). Push State insurance to accept agency - COPES [Community Options Program Entry Services] wages.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Inform me on training.		Individual providing in-home caregiver services.
Answers questions quickly.		Individual providing in-home caregiver services.
Answers calls as quickly as possible.	If we do not receive warrant by the end of the month, the case manager should give us our number the first time we call, so we can call it in and get our check before the end of the month.	Individual providing in-home caregiver services.
I own an AFH [Adult Family Home], so whenever I call they always help in phone number and paper - thank you.		Agency providing adult family home services; 4 employees.
Almost all!	Keep doing the same way.	Individual providing in-home caregiver services.
	Hire people who are not racist.	Individual providing in-home caregiver services.
Unfortunately, (specific name) was not the best.	Discuss with us; at our age we do not need to watch a full length movie of the birth of a baby.	Individual providing volunteer services with HeadStart.
Yes.		Individual providing in-home caregiver services.
DSHS has allowed me the privilege to take care of my mother-in-law in my home with quality care and equipment.	No comment at this time.	Individual providing in-home caregiver services.
Always polite and willing to help me with any concern or need I have. Appreciate all the help.	Can't think of anything. Always helpful.	Individual providing in-home caregiver services.
Shari Fox - "Always" there to listen and try to help.	(Specific name) seems more concerned over regulations - adding-adding-adding. Wish care were the priority instead.	Agency providing adult family home services; 2 employees.
All the classes are wonderful each year. Lot's of help and knowledge. They are always willing to help; and get the answer to you fast. They give 110% all the time. Let the governor WALK IN OUR SHOE'S FOR A WEEK.	They could use more help. They are stretched thin. They do at times 24/7 days - almost 365 days as we do!	Individual providing in-home caregiver services.
They do their job well.		Individual providing in-home caregiver services.
They're patient with me when I try and figure out the paperwork.	Oy! LESSEN the paperwork!	Individual providing in-home caregiver services.
I have been trying to purchase the time sheet for my recordkeeping, but feel giving it to Hazel Dell's office is a big inconvenience - would like some in the Heights Office but I guess that is minor.		Individual providing in-home caregiver services.
Nothing!!	Keep in contact with us - we have no say so, they have no connection to the top. They should be fired!!	Individual providing in-home caregiver services.
If I call - I would like a response to them the day I call or a call back.	Just treat one person fairly.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Not a whole lot. For the last year, there has always been some sort of problem each time I need to re-apply for food stamps. I do like the over the phone interviews, but even this has problems. I ALWAYS receive a notice of benefit cancellation after each phone interview. I liked the times when an interview was only every six months instead of every three months.	Keep track of your records better. STOP sending out cancellation paper after a phone interview, this is wasteful and extremely stressful. Stop giving me a different worker each time. My last two workers were VERY rude and downright nasty. Quit changing how you're supposed to apply the rules and procedures. And if you do change, NOTIFY us by mail.	Individual providing in-home caregiver services.
Schooling, answering questions about care, concern about clients well-being.	More information about aging and age related infirmities. Respite services for caregivers.	Individual providing in-home caregiver services.
Courteous.	Nothing.	Individual providing in-home caregiver services.
They are answering questions and are trying to be prompt.	To believe us and understand that our jobs are not easy. We are entitled for what we are asking.	Individual providing adult family home services.
Great communication at local H & CS [Home and Community Service] office. Prompt access to SSPS [Social Service Payment System] via phone.		Individual providing nurse delegation services.
Our worker always has the time to call us back the same day we call.	Nothing, we are very happy.	Individual providing in-home caregiver services.
Giving us advice and suggestions on how to better care for our loved ones.	Assisting us with the applications that we don't understand.	Individual providing in-home caregiver services.
Always available to answer my questions.	Less paperwork.	Individual providing adult family home services.
Wonderful caseworker, Shannon O'Long! Lori Brown is beyond great!	Develop a registry of workers.	Individual providing in-home caregiver services.
Caseworker - the best (Shannon O'long). Lori Brown, the best!!! Have nothing but praise for these workers.	Develop a registry and improve training.	Individual providing in-home caregiver services.
	Call back when you leave a message.	Individual providing in-home caregiver services.
Attempt to assist, instead of passing me on to someone else, when I have questions or requests.	Can't think of anything right now. Thank you.	Individual providing in-home caregiver services.
	Caseworker should check mobility of client during home visits.	Individual providing in-home caregiver services.
Keeps you up on what everyone is responsible for.	Pay more.	Individual providing in-home caregiver services.
The people I have had contact with knew their jobs and provided me with answers.	I can't think of anything, I've never had a problem.	Individual providing in-home caregiver services.
Yes.	I feel that you are doing alright.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Only the caseworker treated me with courtesy and respect and helps client with needed equipment.	Answer messages, provide requested information in less than a month or two months. Treat me with respect not in a short manner. Listen to what I have to say and respond.	Individual providing in-home caregiver services.
They are courteous.	By getting to me sooner on the phone. Answer back my calls the same day if they can.	Individual providing unspecified services.
Haven't spoken with anyone in months.		Individual providing in-home caregiver services.
We wanted you to help us to help the other people.	They helped us very good.	Agency providing more than one type of service.
Return your calls.	Easier to understand paperwork.	Individual providing adult family home services.
Everything.	Nothing.	Individual providing in-home caregiver services.
Nothing! My client and I had a terrible time getting me into the first class. They would tell her they could not reach me, when they were not even trying to call. Then, when I finally got an appointment in Kent, they didn't have me on the list and gave me an attitude when I showed up!!! I still have not received payment for attending.	Show some respect! I wish I could say it was my fault or I had given them a reason, but I can't.	Individual providing in-home caregiver services.
I think being nice and understanding when asking questions. Also, giving you thorough answers that you needed.	I think that DSHS should have their own newsletter every other month to give us some (or more) information or update regarding what's going on in the work environment and as budget cuts and, etc. Case managers must also call or check with the provider on how they're doing in their job.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	<p>It's hard to get through a lot of the time. I think the food stamp program leaves a lot to be desired also. In regards to the program that does the Food Stamps, I do the shopping for my client, every month she gets a lousy \$10. Really now, what can you buy for \$10? Sometimes we'll wait and let it build up, \$20 seems to buy a bit more. But, when we do that we both get a letter from DSHS, it says, "That if we don't use the funds within 364 days, she'll be cut off". How stupid is that? This has happened several times. What a waste of postage, paper, and envelopes. Wouldn't a phone call be more cost effective? I think DSHS needs to reevaluate a lot of the way they do things, isn't that taxpayer money they're wasting sending out those letters? What a waste of time and supplies.</p>	<p>Individual providing in-home caregiver services.</p>
<p>Foster Grandparent Program.</p>		<p>Individual providing foster grandparent program services.</p>
<p>Answers questions, tells me how and what I need to do.</p>	<p>I have no complaints at all, at least so far, that being about six years now.</p>	<p>Individual providing in-home caregiver services.</p>
<p>As you are probably aware, the agency is terribly understaffed. I think most people are swamped, but try their best.</p>	<p>Answer calls more promptly.</p>	<p>Individual providing in-home caregiver services.</p>
<p>Answers questions.</p>	<p>Call back in a timely manner. Usually takes 3 - 7 days to get a call back because you never get a human to talk to the first call.</p>	<p>Individual providing in-home caregiver services.</p>
	<p>I really don't get the help like I should. When I call the provider they should call back. Answer the phone, call back. They could be important phone calls.</p>	<p>Individual providing in-home caregiver services.</p>
<p>DSHS employees really take time to listen.</p>	<p>I cannot ask for more!</p>	<p>Individual providing adult residential care services.</p>
<p>I can get in touch with them on the phone, and they answer my questions. Thank you. I get my paycheck on time.</p>	<p>They do for me, what I need. I don't need change.</p>	<p>Individual providing in-home caregiver services.</p>
<p>Always return our calls. They are very polite, and always on time for appointments.</p>		<p>Individual providing in-home caregiver services.</p>

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Most things, advice on forms, job duties, but would like help finding COPES [Community Options Program Entry Services] classes.	A list of classes to fulfill required continuing education, peer networking.	Individual providing in-home caregiver services.
If I have questions they find the answers for me!	Learn not to lose papers that we have to fill out, then they make us do them again.	Individual providing in-home caregiver services.
The social worker that I am in contact with is always very helpful.	As a Christian, I find it hard to deal with your staff when they use appalling language. If your staff is going to use that kind of language, it should NOT be heard by the clients in the lobby.	Individual providing in-home caregiver services.
Nothing! Always late.	Travel reimbursement takes up to two months - outrageous.	Individual providing in-home caregiver services.
Always available - good response when needed - home visits are always kind, cordial, and helpful.	Provide more funding.	Individual providing in-home caregiver services.
Listen.		Individual providing in-home caregiver services.
	Give me my income tax W-2 Form sooner.	Individual providing in-home caregiver services.
They came out and spent a long time and answered my questions.		Individual providing in-home caregiver services.
Continuing education classes.	Need a class on not assisting/lifting from chair or out of car when client can do it. They (client) need to keep their skills as long as possible, plus their muscles. When we pull our muscles (be it arm, leg, or back), we lose money when we can't work; client will live longer if they can keep their strength and our job lasts longer. We undermine their health if we don't let them do as much as they can on their own when it comes to getting out of chair.	Individual providing in-home caregiver services.
They got me extra help when I needed it.	Be more available, return calls as soon as possible, have caseworkers who know some answers.	Individual providing in-home caregiver services.
They listen.	It is not in their hands, but higher wages would help. If anyone should ask them.	Individual providing in-home caregiver services.
Good assessment (resident) referral. Good service/communication with AFH [Adult Family Home] provider. Thank you.		Individual providing adult family home services.
All systems I work with have been smooth. Invoice express makes it easy.	No problems so far - the only delay so far was resolved by 2 contacts within one month.	Individual providing in-home caregiver services.
They're polite. They answer questions I have.	Nothing.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They answer questions we have as best they can. The QA [Quality Assurance] program was very helpful.	They could have figured out how to keep the QA [Quality Assurance] program going.	Individual providing assisted living services.
Not much interaction except paperwork.		Agency providing adult family home services; 3 employees.
Provides services.	Provide more services.	Individual providing in-home caregiver services.
I realize the case managers have a difficult job, but for the most part, they are courteous and try to solve the situations that arise.	I have been working with our financial advisor for DSHS to correct the provider payment. This has taken over a year and is still not corrected.	Individual providing adult family home services.
Training availability.	Modify residential assessment computer systems to be more "fair" for services rendered by caregivers. Systems stinks! Have licensors be more understanding and reschedule inspections when they aren't on days scheduled for residents doctor appointments, we have to reschedule appointments. Have a better complaint system against providers. Take more than one complaint to launch an investigation on one alleged incident.	Individual providing adult family home services.
Any advice - taxes.		Individual providing in-home caregiver services.
Listen to me and try to solve my problem.		Individual providing in-home caregiver services.
Yes.		Individual providing in-home caregiver services.
Nothing! Absolutely nothing. They talk the talk, and then they walk, and that's it until next year.	Stop trying to deny my client everything she gets a Rx [prescription] for. (We are in our 4th fair hearing!)	Individual providing in-home caregiver services.
They help whenever I need it.	Provide better programs to help people get on their feet, less penalty (deductions) for working part-time.	Individual providing in-home caregiver services.
Take time to listen to all concerns and return calls in timely manner.	Things are good so far.	Individual providing in-home caregiver services.
Knowledgeable, compassionate, up on new ideas to make care better and easier.	Of course, I need a raise and benefits. A DSHS newsletter could be helpful.	Individual providing in-home caregiver services.
Licensor is no help with solving problems.		Individual providing adult family home services.
Not much.	More home visits, increase hours and wages when needed, an advance in care of patients, more DSHS workers available to answer questions, offer sick pay, insurance, etc.	Individual providing in-home caregiver services.
Keep up the good work.	Everything is so good...thanks.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers questions completely and returns calls promptly.	Nothing, I am well satisfied.	Individual providing in-home caregiver services.
To visit and keep in touch.	To attend in-service to learn more about caring for people.	Individual providing in-home caregiver services.
Answer questions, pick up forms.		Individual providing in-home caregiver services.
Nothing.	Take time to be considerate and not be inconsiderate.	Individual providing in-home caregiver services.
Answers questions in a clear and understanding way. Makes clear my duties and obligations.		Individual providing in-home caregiver services.
Mary Fran has helped with questions I have had.	Help with counseling and questions for helping client with everyday issues like bills and insurances.	Individual providing in-home caregiver services.
Makes sure I have forms, etc.	Maybe, be available to answer questions more!!! But they always answer, maybe sometime next day, very satisfied.	Individual providing in-home caregiver services.
Mostly I work with my caseworker through Snohomish County Human Services and don't have direct contact with DSHS personnel.	I would appreciate tax planning help - maybe a worksheet/brochure to explain why tax isn't withheld from my wages and how to plan for paying tax on these wages.	Individual providing in-home caregiver services.
Always polite and helpful answering any questions I might have with my paperwork or guidance in finding answers to questions I might have.	As far as I am concerned, these people are great!	Individual providing in-home caregiver services.
Refers me on to another department if I'm not where I need to be.	Receptionists at (specific name) office are probably overworked, but still could be friendly and not so stressed or bothered.	Individual providing in-home caregiver services.
	Licensors is rude and can never answer my questions.	Individual providing adult family home services.
Help answer questions - look for better ways to help my sister - always helpful.	They do a great job. I can't think of anything that would improve them at this time.	Individual providing in-home caregiver services.
Setting up times for me to have a break for the 24/7 care I give my son.	Find reliable help I can trust in my home. I don't think there are enough caregivers.	Individual providing unspecified services.
USUALLY kind.	Return messages within 1 - 2 days.	Individual providing in-home caregiver services.
	Help us find day program for DD [Developmentally Disabled] brother so I can get a break!	Individual providing unspecified services.
Great people as they can in the office, my one experience.	I haven't been there that often.	Individual providing in-home caregiver services.
When I call, they always return my calls right away.	I don't really know, because I have had a very good experience with them.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Always very pleasant on the phone. Prompt with correspondence.	No complaints! No suggestions!	Agency providing adult residential care services; 38 employees.
Always return my calls concerning work or about the clients I take care of.	I would like to get to know the caseworkers better, especially on this care giving job that I have at this time.	Individual providing in-home caregiver services.
Returning calls.	During the interview, it is embarrassing to have me present because I find I'm saying things opposite to what my mom says, only because she has dementia.	Individual providing in-home caregiver services.
Patty Duke is always willing to talk to me to answer questions or give me directions.	More workshops earlier in the year.	Individual providing in-home caregiver services.
When I do meet with a DSHS person, they are polite and friendly.	Workers are often extremely hard to get ahold of...phone tag. They often seem tired, rushed, and overworked. They don't seem to have time to follow-up or remember you or your problems.	Individual providing aid services for a disabled college student.
Have common sense, try and survive with too much required paperwork. Common sense can't be regulated or delegated, the State can't have everything on paper.	Stop the paperwork mess! Too many papers they become useless, as no one ever reads them.	Individual providing adult family home services.
They take time to explain things and they have a pleasing personality.		Individual providing Chore Services.
They, DSHS, helped me with various resources for my client that I WAS a caregiver for.	Nothing, I could think of...except sometimes calls took a few days to return.	Individual providing in-home caregiver services.
They always answer my questions, quickly.	?	Individual providing in-home caregiver services.
Answer my questions.		Individual providing in-home caregiver services.
All good.	None.	Individual providing in-home caregiver services.
With questions.	Federal tax withholding.	Individual providing in-home caregiver services.
Financial worker doesn't realize we're human. Current social worker is terrific, listens, and understands. Previous has a lot to learn about humanity and compassion - she needed to put rule book down. You never know what you'll get.	Explain procedure on how financial amount received is calculated. Have a better directory to locate other services.	Individual providing in-home caregiver services.
Yes, some.		Individual providing adult family home services.
Answers questions and sticks to laws.	Put laws in layman's terms, sometimes hard to read.	Agency providing assisted living services; 25 employees.
Every concern was answered. Very Sincere!		Individual providing in-home caregiver services.
When they come to my house, they asked me if they treat me good.		Individual providing in-home caregiver services.
They are supportive when help is needed.	Better pay and better service plans (updated).	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers our questions promptly.	Notify us of pay raises.	Individual providing Community Options Program Entry Services.
The classes last month were very informative.	Medical insurance.	Individual providing in-home caregiver services.
Every problem that arises.	Okay as is.	Individual providing in-home caregiver services.
Find answers for questions about how to better help residents and questions for ourselves.		Individual providing adult family home services.
DSHS to me is Michelle Bullinger. Having her as my supportive interface is what DSHS does well. She is wonderful!	Nothing I can think of needs help to be done better.	Individual providing in-home caregiver services.
N/A.	N/A.	Individual providing in-home caregiver services.
Answers my questions when I call for information about payment, etc.	Okay at this time.	Individual providing in-home caregiver services.
They call me when my employer is ill and in hospital.	Have more agents handy to answer questions. I don't have time to wait for a return call.	Individual providing in-home caregiver services.
Pay good, fair, could be paid a lot closer to the first of the month. Make it easier to pay bills.	Quicker paycheck and invoices, come closer together.	Individual providing in-home caregiver services.
His caseworker is a very flexible and easygoing lady. She listens to my concerns and doesn't laugh at my questions.	It seems like a lot of the time the workers are on vacation.	Individual providing in-home caregiver services.
Always treats me with courtesy and respect. The training sessions were excellent. I receive prompt replies to my questions.	Can't think of anything.	Individual providing Part-time care giver services.
Everyone seems to know their job. Quick answers to questions and prompt help with problems.	Nothing.	Individual providing in-home caregiver services.
Help clarify misunderstandings and respond in a timely manner when needed.	Not act as a police when conducting inspections.	Individual providing adult family home services.
They try to help whenever the need arises. They try to return calls, but sometimes we play a lot of phone tag.	Maybe better communication between all involved with the client.	Individual providing in-home caregiver services.
Everything is in order.	Have insurance and have a higher pay, and have a day or two off.	Individual providing in-home caregiver services.
DSHS does what they say they will, almost every time. They always work with my client to assist him with his needs.	Advocate for some sort of respite for full-time caregivers.	Individual providing in-home caregiver services.
	Update - such as a newsletter - could be e-mail - is something I would like. I feel all alone at the end of the "food chain".	Individual providing nurse delegation services.
Communication is very good when I initiate it.	More education.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Local office personnel are helpful - not those with Foster Grandparent Program in (specific city). Calls me back - whenever I have called them.	Closer supervision of those in charge of managing, setting up, and funding activities and programs. one-on-one meetings with volunteers would help.	Individual providing volunteer services with grandparent program.
		Individual providing in-home caregiver services.
	There is one person that is very hard to communicate with - and she is a minority, so we're probably stuck with her.	Individual providing in-home caregiver services.
Respect deadlines, send workers to help, respect that seniors and other disabled ARE sick.	Give more hours to caregivers, better pay to them, because disabled people cannot pay them for how much they help us, and we need.	Individual providing in-home caregiver services.
DSHS answered all my questions, provided class which helped me with my work.	I spent more hours with my client than DSHS paid. I need more hours.	Individual providing in-home caregiver services.
To make the conditions good to work at home.	To suggest to the Federal government to increase the salary and the benefit for DSHS providers.	Individual providing in-home caregiver services.
Very little. I get the impression it's an imposition to try and help me or the person I care for.	DON'T LIE!!! If you don't know the answer to a question, say so. Don't make up something because when the right answer comes along, it makes you like the fool, not me.	Individual providing in-home caregiver services.
Yes.	The caseworker and RN [Registered Nurse] have been very helpful.	Individual providing in-home caregiver services.
Res. [Residential] worker remains informative and contact is easily made when needed. He has always returned calls.	Nothing at this time.	Individual providing in-home caregiver services.
They make me feel appreciated and are VERY helpful.	All employees I have communicated with have been wonderful.	Individual providing nurse delegation services.
Provide guidance and assistance.	Nothing, everyone is great.	Individual providing in-home caregiver services.
Helps with annual paperwork for client throughout the years.	Send up-to-date continuing classes and dates.	Individual providing individual care provider services.
Answer any questions we have - always courteous and smiling - take care of any problems that may arise - great schooling.		Individual providing in-home caregiver services.
The 1-800-nurse advice line (24 Hr) and the 1-800-number you call about changes or needed applications.	Tell people about grants and programs instead of not! Change some of the food stamp income rules, so that seniors and single parents that don't receive child support can have more than \$10 - \$60 worth of food stamps a month!	Individual providing in-home caregiver services.
Use a lot of paperwork.	Call backs are never received. Sometimes we must try again days later.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are very prompt returning your phone calls, and answers questions in a timely manner about client needs.	No complaints.	Individual providing in-home caregiver services.
	Get checks sent out on time. Return phone calls.	Individual providing in-home caregiver services.
Answers questions - Freda Carda is a very good caseworker.	Have a better selection of classes at the Tacoma facility.	Individual providing in-home caregiver services.
Social workers are very helpful and accessible. They are always there to help if I have a problem. Easy to talk to.	More accessible when there are questions.	Individual providing adult family home services.
	I don't believe there would be anything more.	Individual providing in-home caregiver services.
Give us all information on H & P [History & Physical] requests ahead of time to expedite survey, and other information they need. This gives us time to collect what they need and give it to them.	Give better support and give ideas to improve. We need this DESPERATELY. During survey - communicate more often so I can give information relating to questions/concerns.	Individual providing unspecified services.
Helps to get award letters to me in a timely manner. Friendly and courteous!	Less paperwork for everyone!	Individual providing assisted living services.
Mandatory continuing education classes are wonderful. Resource for questions that arise for caring of elders.	Have more classes available and be able to take more classes in a year. Have regular appointments to meet with case managers for support.	Individual providing in-home caregiver services.
They teach me how to give care and give me some ideas, books, training.	We are having some help.	Agency providing in-home caregiver services; 1 employee.
Keep us AFH's [Adult Family Home] updated with current WAC [Washington Administrative Code] codes.		Individual providing adult family home services.
I am satisfied so far.	I am satisfied so far.	Agency providing adult family home services; 2 employees.
Yes.	No.	Individual providing in-home caregiver services.
Coordination of resident's needs, assessment and placement.	To be less bureaucratic and more prompt, to function as any other agency for profit.	Individual providing adult family home services.
None.	None.	Individual providing in-home caregiver services.
Visited, followed and helped whenever I needed it.	Help whenever emergency arrives.	Individual providing in-home caregiver services.
They really keep us up on the required information, forms, and regulations.	They seem to have too many cases and are overburdened, so response to individual inquiries are delayed.	Individual providing in-home caregiver services.
	Wages are low scale.	Individual providing in-home caregiver services.
Answer questions as quickly as possible.		Individual providing in-home caregiver services.
Provides adequate training.	Contact me to see how things are going.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Responds to phone calls.	Be more committed, more proactive. Be less bureaucratic, more knowledgeable about how to acquire supplies, be willing to find out real answer rather than delay and pass the buck back to the family.	Individual providing in-home caregiver services.
Good at answering questions.	They are doing fine.	Individual providing in-home caregiver services.
Available as a resource of knowledge, WAC's [Washington Administrative Code], requirements - supportive facilitator of function.	No complaint at present.	Individual providing nurse delegation services.
	I live on Bainbridge Island. I have to take three buses to get to Bremerton. The yearly schooling which is held in Bremerton, WA should also be held in Poulsbo, WA for closer access by bus.	Individual providing adult family home services.
Giving us the right information. And, hopefully, give us the right pay for the residents.	Listen to the problems of the providers and trust us.	Individual providing adult family home services.
They are polite and understanding.	I don't know.	Individual providing in-home caregiver services.
Pay generally before the 15th of the month.	When you say classes are paid for: don't deduct them from regular hours you work. This is a must class.	Individual providing in-home caregiver services.
Answer questions - return calls within 24 hrs.		Individual providing in-home caregiver services.
They try to do everything to make my life better.	Offer medical to adults over the age of 19 with no kids.	Individual providing in-home caregiver services.
I think DSHS always does well in giving me a chance to run my duty.	N/A.	Individual providing in-home caregiver services.
They are very well prepared and well equipped.		Individual providing in-home caregiver services.
I get paid on time.	I hope to get health insurance, this will help a lot better. I need for myself.	Individual providing in-home caregiver services.
Providing relief caregiver for heavy care resident.		Individual providing in-home caregiver services.
They were nice in understanding and listening to my needs.	I am satisfied.	Agency providing child day care services.
Everything.	So far - I am satisfied with all help I have been given. Thank you for asking.	Individual providing in-home caregiver services.
Diane Baum is extremely knowledgeable and helpful - she is our main resource for information.	Get more knowledgeable staff in authorizations. Most staff is great - but lack the knowledge to help often. Need to get authorizations through quicker, too much delay on authorizations.	Agency providing DME [Durable Medical Equipment] services; 19 employees.
Answer questions.	Be forthcoming with information on new services.	Individual providing in-home caregiver services.
Always there when I need help understanding something.	Not a thing.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They help very well when we need them.	Yes, they do well.	Individual providing in-home caregiver services.
DSHS has been helpful in answering questions. Also in dealing with payroll problems.	DSHS could provide some L & I [Labor and Industries] and benefits of some kind to people employed or paid by the State.	Individual providing in-home caregiver services.
	Better training.	Individual providing in-home caregiver services.
They help us to get things straightened out when we needed it.	They are hard to get ahold of by phone. They seem to be gone from the office a lot.	Individual providing in-home caregiver services.
They only visit once a year.	Service plans waste a lot of paper! Make it more compact and to the point. There is some "talking down" to the client and chore worker in the plan wording.	Individual providing in-home caregiver services.
They can only work with us well, but are unwilling to help.	They could actually try to help us.	Individual providing in-home caregiver services.
It depends on the caseworker. When they are good, they are GREAT! But when they have the below mentioned attitude, they aren't helpful. [Reference response to question 3]. There could be a lot of improvement in DSHS.	There is a huge lack of professional respect. Also there seems to be resentment towards provider, as though our chosen path is easier and better paying than theirs. They really don't have an understanding of the stress we undergo.	Agency providing adult family home services; 3 employees.
They go out of their way to accommodate.	Speed the clientele's process for projects granted.	Individual providing home repair modification services.
They help me answer questions that I needed help with.	Need to have more customer service on line, so people don't have to be on hold too long.	Individual providing in-home caregiver services.
	It would be tremendously helpful if there were accountability for paychecks. I never know when I'll get my check. Mostly after the 5th when rent is due. Withhold Federal income tax. Offer benefits to employees. Be more available and responsive to inquires	Individual providing in-home caregiver services.
Provide education on things that help me do the best job for my client. And, sending out staff to keep my client safe whether under my care or someone else.	I would like to have better handicapped housing for quads [quadriplegic], that have limited upper and lower body control, especially bathroom (tub and showers).	Individual providing in-home caregiver services.
Okay.	I hear some elders don't get help because they fall into cracks and are left to themselves. To care for myself, went on as can't do it for themselves.	Individual providing in-home caregiver services.
They are very efficient.	Some of them are rude, they need a change in attitude when they are like that.	Individual providing in-home caregiver services.
Everything that I need. It helps me with what I need.		Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Pay comes on time.	Don't treat a caregiver like a welfare cheat. When we need to document our income, it should be simple.	Individual providing in-home caregiver services.
They help me very good. And I would like to say, thank you DSHS.	More money.	Individual providing in-home caregiver services.
Adequate information. Helpful and courteous.	Give me more hours so I can live.	Individual providing in-home caregiver services.
I'll be 82 this February and am almost completely blind. DSHS has always been pleasant and helpful.	N/A.	Individual providing in-home caregiver services.
Always nice receptionists.	My caseworker doesn't return my phone calls on a regular basis, it would be nice if they were required to return them.	Individual providing in-home caregiver services.
N/A.	N/A.	Individual providing in-home caregiver services.
Caring and concern.	More lenient with hours.	Individual providing in-home caregiver services.
	Courtesy and respect is very poor. Not good service at all! My utmost complaint is not receiving my check until after 5 weeks or longer. Be efficient and send my money owed to me on time! Thank you!	Individual providing in-home caregiver services.
They answer your questions, follow through on tasks, and are courteous.		Individual providing in-home caregiver services.
If you have a problem, just call and they are happy to help you or get you in touch with someone that can help.	Do a great job.	Individual providing in-home caregiver services.
Not much.	Be around more often, even on weekends. I believe that the case managers must be available at all times.	Individual providing caregiver services.
Our caseworker is great at returning my calls.	Receptionist could be more courteous and listen to what we are trying to say to her.	Individual providing in-home caregiver services.
Whatever it takes to get the job completed.	Nothing.	Individual providing in-home caregiver services.
	We want DSHS to take our taxes from our monthly check, because most of the time we spend what is suppose to be saved for tax time.	Individual providing in-home caregiver services.
	More frequent in-service training courses, four to five hours or more at a time, not a bunch of two hour courses.	Individual providing in-home caregiver services.
Return a phone call within 30 minutes later.		Individual providing in-home caregiver services.
Timely transition of changes in hours and good case managers.	Keep good case managers longer.	Individual providing Individual care provider services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Okay.	Okay.	Individual providing in-home caregiver services.
Return phone calls, answers questions, checks to make sure all is well, making sure I understand whatever works with me.	I have not had any problems, the people that work with me have been very helpful. Thank you.	Individual providing more than one type of service.
I do not interact with DSHS on a daily basis.	I believe that within laws and guidelines, they are doing all that they humanly can.	Individual providing in-home caregiver services.
Usually points you in the right direction.	Not much, so far everything seems to be working good.	Individual providing in-home caregiver services.
Receptionist at the office is very cordial and helpful, needs (as opposed to "wants") met in timely fashion.	Case manager should be more available and visit more often.	Individual providing in-home caregiver services.
N/A.	Follow through.	Individual providing volunteer services with the foster grandparent program.
Anything when we need.	Everything.	Individual providing in-home caregiver services.
	Make hold times shorter, be more courteous, not transfer us from person to person.	Agency providing pharmacy services; 40 employees.
They have always given answers right away and are there to help when needed. Our case manager is so efficient, couldn't ask for better.	I'm totally satisfied with the way they've helped me in the AFH [Adult Family Home] business. We need to have more provider input into making new rules and regulations so they can understand some sticky problems.	Agency providing adult family home services; 3 employees.
Get my payments on time.	Raise our pay.	Individual providing in-home caregiver services.
Prompt responses and correct information.		Individual providing in-home caregiver services.
Good communication.	N/A.	Individual providing in-home caregiver services.
Get honest! Mary Wright (nurse) and Jody Wallace did all the work for us at NWRC [Northwest Regional Center] in Bellingham, they are pure angels! We would be lost in the maze if not for them.	(Specific name), she gets rent and utilities and is working on the side, and has three doctors appointments, and lives alone as son moved approximately 9 - 10 months ago - if not longer. And still we wait for a house! And all we can get is \$10 a month in food stamps. You eat on \$10 a month in food stamps and SSI [Supplemental Security Income]. I sure can't and it's not worth the \$10 to do the paperwork.	Individual providing in-home caregiver services.
Responds to calls. Help find solutions or contacts to help.	Can't think of anything in particular. Feel that DSHS does best it can. Patient's case manager is very helpful and helps solve anything that comes up.	Individual providing in-home caregiver services.
Everything is fine.	Pay more money for the in-home care we give.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Helps to give me a chance to care for my Mom and get paid for it.	Help to provide full medical coverage for myself and dependents.	Individual providing in-home caregiver services.
Listen and teach.	Pay more for total/heavy care.	Individual providing adult family home services.
Recover past funds.	Get my invoice correct.	Individual providing in-home caregiver services.
They do not call or bother me much, which is great.	Make all available resources - both private and public - available to all.	Individual providing in-home caregiver services.
	It would help me a lot if Spanish was not allowed to be spoken in public. Speak English ONLY. Everyone in USA.	Individual providing in-home caregiver services.
Yes.	Higher pay.	Individual providing in-home caregiver services.
No one to talk to, everyone's always busy.	A host or someone on floor to help with and know what is going on and help with paperwork.	Individual providing unspecified services.
Get girls - that don't EVER workout!	MORE training for your CG (caregiver) and know what kind (?) of people they are?!	Individual providing in-home caregiver services.
The COPES [Community Options Program Entry Services] organization has been very helpful - coming to my client's home, offering suggestions, and arranging care.	The people at (specific name) - mainly (specific name) - treats me as if it would be for better if my client were in a nursing home. That is NOT THE CASE! She'd DIE, literally DIE, in a nursing home. There aren't enough people to do the job!	Individual providing in-home caregiver services.
They give us food stamps and that helps a lot. They helped fix our car.	You should give the children vouchers for clothes, because clothes are VERY expensive right now.	Individual providing in-home caregiver services.
Did not get the money for January 2003.	Better information about when I have to take the classes.	Individual providing in-home caregiver services.
Nothing.	Caseworker needs to visit client at least three times a year. Live-in caregivers should be paid more (\$7.68 currently).	Individual providing in-home caregiver services.
	Delegate nursing with attendants, it would put more value per dollar and save the State money - yet meet client and family needs better.	Individual providing in-home caregiver services.
I usually get a prompt return call from our caseworker and I feel she will try to help me solve whatever problem prompted the call in the first place.	I feel the evaluation on the level of care is often too low. As cases (illness) declines and level of care increases, our pay doesn't usually keep pace.	Individual providing adult family home services.
Just there when I need them.	It would be nice to have the same person working with you. Don't know how many calls I got this past year saying "Hi, I'm your new POC [point of contact]!"	Individual providing in-home caregiver services.
Works with me to get as much funds and assistance for my clients.	Can't think of anything at the moment.	Individual providing adult family home services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers to questions the same day. They have a good resource file. Has always been there for Mother and I. Great respite care also.		Individual providing in-home caregiver services.
Pay right away - that is monthly.	I don't know, I have no complaints.	Individual providing in-home caregiver services.
Good communication for reporting time by telephone.		Individual providing in-home caregiver services.
Keep returning calls with accurate advice.	Inform and update on regulations to become better providers.	Individual providing adult family home services.
I honestly can think of nothing!	Better recordkeeping. I got two letters in the mail saying I didn't take the caregivers class, when in fact I took the class even before I was assigned a client. The letters were a bit threatening.	Individual providing in-home caregiver services.
	Contact me more often.	Individual providing in-home caregiver services.
DSHS treats you with respect and courtesy only when it wants! My service worker, Jackie of Lone, WA, is a wonderful gal.	Not cut my client off just because you misplace OUR paperwork.	Individual providing in-home caregiver services.
The licenser responded in a very timely manner and was very helpful.	It would be nice if DSHS appreciated our hard work more.	Individual providing adult family home services.
Social workers return calls. Provide children necessary services - home visits.	Payments processed in a timely manner. Common problem in our region.	Individual providing foster home services.
	Probably find more clients.	Individual providing in-home caregiver services.
My caseworker is helpful, but with limited funding, she is limited.	The pay could be better. I work 24/7 taking care of my mother-in-law, but only get paid for 6 hours a day.	Individual providing in-home caregiver services.
I have to call regarding Mom's financial things and the caseworker was very wonderful in explaining the unexplainable.	Everything is good with the people - it's the government they work for that needs the help.	Individual providing in-home caregiver services.
If I have any problems, they're right on it with a response.		Individual providing in-home caregiver services.
The caseworker is always prompt with the phone numbers to agencies we need to deal with and returns calls to our questions.	With all the work we have to do with our client it is really a burden to fill out the papers, especially when nothing has changed. We really need less paperwork to take care of. Simplicity is really needed!	Individual providing in-home caregiver services.
My clients caseworker is always very courteous and helpful with any questions I need help with.	Caseworker's load is so heavy, it sometimes takes 2-3 days for him to get back to you.	Individual providing in-home caregiver services.
They return phone calls within 24-hours or less.	Cut down on the paperwork.	Individual providing in-home caregiver services.
Translators.	None.	Individual providing adult residential care services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS works to provide homecare to the disabled, adding to the importance of caregivers to the health care society.	HEALTH CARE BENEFITS FOR CAREGIVERS (We are providers for health care, but we don't receive health care ourselves).	Individual providing in-home caregiver services.
Answer questions. Frequent mailing of care activity, etc., caseworker/manager visit, evaluation.	I know I've had questions and thoughts for improvement, yet memory fails at time of this survey.	Individual providing in-home caregiver services.
Help me find responsible persons.	Be more responsible for their own actions.	Agency providing unspecified services; 2 employees.
They are very helpful people and very understanding.	No complaints!	Individual providing in-home caregiver services.
Answer any questions I may have, and if they don't know, they refer me to someone that may have the answer.		Individual providing in-home caregiver services.
Do well.		Individual providing in-home caregiver services.
	To create a program to let an attendant give blood test and shots for diabetes and to catheter our client for in-home care.	Individual providing in-home caregiver services.
They are prompt with their schedules and do it efficiently.		Individual providing in-home caregiver services.
The case manager responds promptly to e-mails and sends necessary things.		Individual providing in-home caregiver services.
Very helpful, courteous, and answered all questions.	Pay higher hourly wage, suggest \$9.00 an hour.	Individual providing in-home caregiver services.
Prompt service.	More workers at front desk office.	Individual providing in-home caregiver services.
Help us survive.	Less money for day care, more money for mom's and children.	Individual providing in-home caregiver services.
Terri Haga is an excellent home care health worker.	Allow dental for homecare providers.	Individual providing in-home caregiver services.
They answer any questions as soon as they can.	I wish DSHS would take the income tax before we get check. Also, I wish there would be help through DSHS if we get hurt on job.	Individual providing in-home caregiver services.
Taking care of situations as they arise.	Getting back to me at a much speedier time.	Individual providing in-home caregiver services.
If you tell them about a certain problem or need questions answered, they usually have workable solutions to offer.	Be more prompt when safety equipment is needed in the home or medical equipment, so it doesn't take forever to get it.	Individual providing in-home caregiver services.
DSHS advises us how to help our father, how to improve care about our father.	We are satisfied.	Individual providing in-home caregiver services.
	Give more information to providers about services for people in own home.	Individual providing in-home caregiver services.

AASA 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Every time I have a problem and I contact somebody from DSHS, they give me a reasonable solution and they answer my questions.	I consider "Dear provider letter" a wonderful idea.	Individual providing adult family home services.
With my medical needs, if it was not for them, I'll be up the creek without a paddle.	By being there for me.	Individual providing in-home caregiver services.
Make sure I understand everything.	Understand - just because I have a job does not mean I am rich!	Individual providing unspecified services.
Blame the other guys. Not my problem. Lose paperwork or file late (after deadline).	Later hours, open on weekends, and accept e-mails.	Individual providing unspecified services.
Be courteous in dealing with providers and give them respect.		Individual providing unspecified services.
Assistance on phones.	Nothing now.	Individual providing in-home caregiver services.
Very supportive - help me connect with necessary departments.		Individual providing in-home caregiver services.
They are pretty prompt to generate the SSPS's [Social Services Payment System] for payment.	Communicate, communicate, communicate (I know everyone is overworked, though).	Agency providing medical alarm service; 1 employee.
Provide good training program.		Individual providing in-home caregiver services.
Yes.	She or they did an excellent job already.	Individual providing adult residential care services.
Is able to answer my questions or tell me who can.	When there is a concern about care of a patient, having an inspector come in more often.	Individual providing in-home caregiver services.
When I (seldom) contact DSHS senior help and my doctor helps - advice is given - help from Senior Service and my doctor can not move patient bodily.	Help transfer patient to a place for disabled people. I am unable to take care of her - I am 80 years old - some disable.	Individual providing in-home caregiver services.
The people who have helped me have always been very kind and compassionate, very knowledgeable, and professional. They have always been prompt to answer any queries or phone calls.	It is obvious that they are terribly overworked too often on the edge of exhaustion; they need more workers to take some of their caseloads off them - and better pay. And no, no caseworker has ever said these things to me or complained about their job in anyway.	Individual providing in-home caregiver services.
In providing services that is needed according to budgets.	DSHS provides adequate services.	Individual providing in-home caregiver services.