

ESA 2003 Provider Survey Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Work together to serve the best interest of the children, provide discovery, and respond to inquiries.	Get rid of caseworkers who think they are always right, closed-minded, and judgmental. Get rid of supervisors who stifle communication and who teach that attorneys are the enemy!	Individual providing more than one type of service.
Nancy Roswell is a great source of information and support. Grant pilot project is well run and an aid in retaining staff. New WCCC [Working Connections Child Care] system is an improvement.	CPS [Child Protective Services] investigations of sexual allegations could be more timely and more objective.	Agency providing childcare; 8 employees.
(On question 1 provider noted that all staff except DCS [Division of Child Support] treat with courtesy and respect.)	Raise the rate of pay. Provide phone numbers, instead of forcing me to always leave a message and to wait days/hours for a return call.	Individual providing more than one type of service.
Provides good and accurate information on their services or where to go for assistance. High concern for safety of children and quick to intervene.	Have a more positive and friendly attitude (on phone as well as at meetings), especially with clients. Be out in the community more; outreach to agencies.	Agency providing more than one type of service.
Staff at the Bellingham CSO [Community Services Office] are knowledgeable and polite. They can almost always answer my questions and respond in a timely manner.	More complete payee plan attachments (i.e. provider name and account numbers for utility and phone bills). I would also like landlord information on eJAS and direct deposit for client funds and my paycheck.	Individual providing protective payee services.
Respond in a timely manner to questions regarding childcare eligibility.	Move services back to local offices for childcare.	Agency providing childcare; 65 employees.
We have an excellent working relationship with our local office of Children and Family Services.	Give more decision-making authority to the local offices as to how to provide services and utilize their budget.	Agency providing more than one type of service; 40 employees.
	Allow for children to quit without notice on absences. We still have to pay staff for those kids.	Agency providing childcare; 11 employees.
Day care licensors respond well to requests for provider licenses, memos, etc. Allows us to represent our programs at orientations.	Continue to allow us to present our programs and encourage providers to use programs (USDA food program) at day care orientations.	Agency providing day care food program; 4 employees.
I have no complaints whatsoever. DSHS has always been courteous and efficient.		Individual providing more than one type of service.
	Make it easier to find clients online. Not all of us have eJAS identification, or if they do the caseworker doesn't pass it on to me. Also, it would be nice to have direct contact with workers instead of waiting like I'm a client.	Individual providing protective payee services services.
Answer all questions.	Have more phone lines at the call center.	Agency providing childcare services; 9 employees.
Trying to do what is helpful to clients; lack time to follow-up.	Respond to attempted communications regarding clients.	Agency providing education services; 100 employees.

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The DDD [Division of Developmental Disabilities] staff believe in their mission. CSO [Community Services Office] staff work collaboratively.	The Working Connections program is rude, late on information, and costly to the local provider.	Agency providing more than one type of service; 63 employees.
Upper management returns calls and follows up with most questions and issues.	Return calls, send referrals prior to sending client funds.	Agency providing more than one type of service; 20 employees.
	Send complete paperwork with a referral. Have all clients on eJAS. Not thwart protective payee on decisions regarding money to be paid out. Return calls.	Agency providing protective payee services; 4 employees.
Very nice and friendly. Most of all very respectful.		Individual providing childcare.
For the past year, I worked as defense counsel with CPS [Child Protective Services] social workers on dependency cases and have thoroughly enjoyed meeting and getting to know them. They showed professionalism and concern for my clients and kept me informed.		Individual providing more than one type of service.
Some individuals are wonderful to work with and have an excellent communication style.	Do a survey specific to the individual counselors and caseworkers. They could TALK TO US to SEE IF WE ARE AWARE OF THE PROBLEM PRIOR to shutting our program down.	Agency providing DDD & DVR services; 17 employees.
	Provide reports of service providers. Treat client with respect and empathy, encouragement. Return calls promptly.	Individual providing more than one type of service.
Carla and Mary of the administration office are always willing to assist. It would be nice to have everyone be as helpful and responsive.	Be more responsive to phone calls and eJAS messages. Work more as a team in working with clients. Understand the services providers offer and make appropriate referrals.	Agency providing WorkFirst services; 400 employees.
As a contracting agency, one person stands out as an exceptional liaison: Ms. Terry Bionics-Turner.		Agency providing domestic violence victim services; 9 employees.
Regional meetings/trainings are a big plus.	Respond to questions more quickly. Send out checks for childcare more quickly.	Agency providing First Steps; 6 employees.
	It's difficult to create relationships with individual workers when the offices use a central call-in system. It often makes it difficult to get accurate information. It's also very frustrating when a message is left and the worker does not call back!	Agency providing childcare; 16 employees.
It was Roy Seiber who cuts to the core and gives you information that helps cut through the tape.	Be more respectful of clients that have jumped through the hoops. Client makes calls but never gets calls back.	Agency providing First Steps and family resource services; 8 employees.

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Administrators have been very helpful and great to work with - especially Pam Raymond, Meg Bumford, and Sue Chance. SSIF [Supplemental Security Income Facilitators] staff EASY and TIMELY communication on cases - always courteous and helpful.	Find a way to reduce paper waste and commit to using recycled paper products - i.e. set up system to up % of uses. Papers reviewed can be returned for re-use, instead of just making new copies.	Individual providing more than one type of service.
I'm not sure - I have worked with some great workers that can help me problem solve issues. I do not get the assistance needed from majority of staff.	They could be more polite and courteous. I have dealt with workers that are "VERY" rude. I wonder how they treat the client? * This needs to be addressed.	Agency providing WorkFirst services; 100 employees.
Caseworkers that I work with are eager to assist and listen to other viewpoints.	Make access to records and instead of calling intake on a case that is already assigned, allow the caseworker to take the complaint/concern. Having intake in Seattle is ineffective and not in the best welfare of the children.	Individual providing Guardian ad Litem.
Okay.	When cases occur within community with clientele, social worker doesn't want to follow up with referrals against people that I am referring because person being referred has always pointed finger elsewhere and continued dysfunctional behavior. Kids are falling through cracks, same as mother did and it is probably generational, lack of skills. Need better backup system for social workers, check into burnout/stress/lazy.	Individual providing unknown services.
The income verification for LIHEAP [Low Income Home Engery Assistance Program] clients through Grace Moy is excellent.	Be more helpful at the CSO's [Community Services Offices] when working with Basic Food Assistance Education.	Agency providing food stamp services; 50 employees.
Invoice express, prompt payments.	Add a phone line for providers only! Speed up authorization and non-authorization process.	Agency providing childcare; 25 employees.
Provide helpful information, return calls promptly.	Process reimbursement quicker. Send out 1099 form BEFORE the end of January so I can pay B&O [Business and Occupation] tax on the 31st of January.	Individual providing physiological testing and evaluation services.
CSOA [Community Services Office Administrator] in Vancouver is great!! Some other CSO's are busy tending to interview problems which impacts our ability to succeed.	DSHS staff often lack eJAS and contract training or knowledge. DSHS needs stability. Contracts should be written with contractor input. The biggest barrier to contractor success with services is DSHS. Your survey should allow for more feedback. Do you really want to know what we think???	Agency providing WorkFirst services; 4 employees.
Social workers communicate well (re: referrals, needs, etc.).	N/A.	Individual providing assessment - GAU [General Assistance - Unemployable] and TANF [Temporary Assistance for Needy Families] services.

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The social workers and case managers are very accessible by phone, but hard to see in person at some CSO's [Community Services Office]. Client data is provided routinely and timely upon assignment.	Provide utility account information consistently. Provide information on clients after reviews on changes of address, landlord, telephone, etc. (it seldom happens).	Agency providing protective payee services; 3 employees.
Invoice voucher forms are sent when requested. My fee payments are sent to me timely.		Individual providing Guardian ad Litem; 1 employee.
Checks my work, asks questions, and makes informed decisions.	Nothing at this time.	Individual providing Guardian ad Litem; 1 employee.
Some case managers are prompt, respond to questions quickly, and are helpful.	Maintain better communication with contractors. Encourage SHARING information about services and clients.	Agency providing more than one type of service; 450 employees.
They try to help keep case information up to date.	When a parent hasn't gotten information in, I have to wait in limbo. I wish there was a period that I don't lose business or risk NO payment from DSHS.	Agency providing childcare; 16 employees.
The ones that return phone calls are great.	Return phone calls, complete paperwork, and be kinder to clients (they complain a lot).	Individual providing more than one type of service.
SOME individual case managers are responsive and professional, responding promptly to crisis and requests for information. Not true for all.	Return phone calls promptly. Take responsibility, not everything that goes wrong is OUR fault. Treat us as professionals who sincerely want to do a good job.	Agency providing contract services to people with Developmental Disabilities; 185 employees.
Authorizations have been going MUCH more smoothly with the phone center system.	Create a line for providers only or get more people to answer phones. The wait is FREQUENTLY over 10 minutes. Less than 3 would be acceptable!	Agency providing childcare; 20 employees.
Willing to meet and talk. Help with individual client needs (bus pass, diapers...).	Provide enough referrals on time to make the workshops happen. Provide pressure on clients stressing need for follow-up.	Individual providing WorkFirst services.
	Return calls promptly.	Individual providing legal services.
	Return phone calls and e-mails (Olympia staff).	Agency providing unknown services; 16 employees.
	I would like to have the invoices for payment payees processed by the 10th of every month. I would like to have checks for client automatically deposited into our checking account.	Individual providing protective payee services.
Automated reporting system is great!	Quicker notification of childcare coverage. We occasionally receive a confirmation phone call, which is extremely helpful.	Agency providing childcare; 18 employees.
	Get approval for day care to us sooner.	Individual providing childcare.
Return my calls quickly and are easy to get along with.	Get the paperwork on new clients to us quicker.	Individual providing protective payee services.

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The new phone system is good, but you need more people manning the phone around the 1st-10th of the month.	When childcare is approved by phone, often the award letters do not go through.	Agency providing childcare; 12 employees.
Courteous and informative, helpful.	Reduce waiting time, communicate with childcare providers - clients don't always pass on important information to provider if it means a change in their co-pay, etc.	Agency providing childcare; 7 employees.
Reasonably timely payment.	Online access to current policies and changes. Security of eJAS is overkill.	Individual providing WorkFirst services.
Timely, concerned, conscientious.	Nothing, all's well.	Agency providing family mediation services; 5 employees.
Returns phone calls promptly, answers questions.		Individual providing childcare.
They try hard to help.	We need a childcare center phone line only - I don't have time to wait on hold!	Individual providing childcare.
I sense we're working together as a team.	They're doing great!	Individual providing protective payee services.
With information on the client, so that we know how to handle the client.	Be honest with clients about when they will be receiving their check, and not tell them we have them when we don't.	Individual providing protective payee services.
Can be very flexible and take feedback fairly well.	Return phone calls, know their contracts, know their jobs, remember that they are paid by my tax dollars.	Individual providing more than one type of service.
Yes, most of the time.	Parents need to know numbers of hours per day or week - a lot try to leave their child for 11 hours; 5 hours is a full day - sometimes we are told it's only a half day.	Agency providing childcare; 12 employees.
Provide information that will enable my services to be effective.	Improve their customer service - clients are still being treated poorly.	Agency providing family violence services; 22 employees.
They respond properly and keep us updated with information. They collaborate with us for the best for clients. They are great folks to work with! They are excellent partners!	It's hard to get through all the "security" to get inside of DSHS to the meeting or conference room - it's very time consuming. Improve the eJAS system - streamline, update technology. Keep the rules and guidelines consistent and in place for one year at a minimum!	Agency providing WorkFirst services; 400 employees.
Problem solve.	Process their paperwork for agencies to get paid. Pay their bills on time, which are often up to 120 days late.	Agency providing unknown services; 80 employees.
They are expeditious in solving a problem.	Having to wait so long on the phone is a problem. More staff? (I know the budget.)	Individual providing more than one type of service.
Send referrals.	Respond to e-mail and voice messages in a timely manner.	Agency providing education services; 31 employees.

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	Contract person calls at last minute, demands our presence in Olympia or within hours to respond to her. She apologizes later, but is often very rude as well. Also, very poor communication between contracts management and local CSO [Community Services Office].	Agency providing more than one type of service; 16 employees.
Good personal interface and access to local office: Mike Johnson, Mary Jane, and Kirby Mohole.	Answer phone calls quickly, provide electronic versions of billing/invoice changes.	Individual providing more than one type of service.
Respond promptly to questions and information. Do research when necessary on clients. Support our decisions.	Keep us informed when workers change client lists.	Agency providing more than one type of service; 2 employees.
Yes, there are times and specific counselors, although overall positive.	Completion of forms - address, name, IRPs [Individual Responsibility Plan]. Advanced deadlines. Communication breakdowns.	Agency providing more than one type of service; 80 employees.
Handled a payment problem with kind, undivided attention.	Explain (printed material okay) the proper procedure to apply for and receive payment for services.	Individual providing education services.
Works quickly to verify parents are qualified for childcare.	When a request for "renewal" registration falls through the cracks, I don't think the provider should be penalized (i.e. Sept. '02 registration of \$50 not paid until 01/03, then State doesn't want to pay Sept. 03 registration for same client).	Agency providing more than one type of service; 22 employees.
Is responsive to questions and needs for assistance.	Responses are sometimes inconsistent and different units have different answers to the same questions.	Agency providing technical assistance services 1,000 employees.
The call center is a great help. The immediate attention and action is a help in my work process.	At this time I have no issues.	Agency providing childcare; 11 employees.
Can provide good case histories on clients.	Return calls and partner more with other service providers. Be more consistent internally with policy and procedure.	Agency providing childcare; 150 employees.
My contact is either by phone or letter - calls are returned promptly, billings are processed ASAP.		Individual providing Guardian ad Litem.
They generally respond quickly to requests for information regarding contract matters, and provide A-19-1a forms promptly upon request.	It would be helpful to receive more A-19-1a forms when requested, so I don't have to request them as often.	Individual providing Guardian ad Litem.
J. Paul is very helpful and understanding. She is a great asset. Megan Queen was great also.	I don't like the call center way of handling business. I want to talk with the same person, not have to re-explain.	Agency providing childcare; 6 employees.
Referrals are coming better with more needed information.	Notify us of changes in client status on a more timely basis.	Agency providing more than one type of service; 3 employees.
Always available to answer questions.		Agency providing childcare; 2 employees.

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Keeping us informed when clients have terminated service or contracts are not in effect.	We would like to speak to caseworkers in a timely manner. Calls often go to voice mail, take several days to receive call back or answer to questions of concern.	Agency providing childcare; 9 employees.
If I've called wrong person or extension, that person knows where to direct my call. Always sends paperwork when requested. Always pays in a timely manner.		Individual providing legal services.
I work with you only via billing - always prompt and efficient. Answer questions with a live person on the phone, which I really like.		Individual providing Guardian ad Litem.
Not much - they don't return calls and they seem always rushed. (Specific DSHS staff name) is very disrespectful and doesn't follow-through when she says she will.	Return calls, follow-through with promises (i.e. award letters being faxed or sent out) ASAP.	Individual providing childcare.
We love the new provider lines, fax, and e-mail!	Authorization numbers should be available upon set-up of all accounts. DSHS should be able to fax WRITTEN authorizations upon request.	Agency providing childcare; 80 employees.
Open communication with provider, case staffing, and willing to take recommendations from us.	Couldn't think of anything.	Agency providing more than one type of service; 30 employees.
	Better communication.	Individual providing protective payee services.
Input information quickly, so payment is received without long delays.	Realize childcare is a business and we are professionals too. Allow us easier access to call center and caseworkers. Also, return calls in a timely manner.	Agency providing childcare; 4 employees.
Harvey Cardwell is always available to answer questions no matter how small.	Other workers in office are not helpful and should be replaced or retired.	Individual providing more than one type of service.
Sometimes they are not restless. It's hard to think of anything good that they do.	Have employees who enjoy their work and who are willing to help others. Employees need to be friendly and helpful. Many times they have almost made our families cry. They feel scared to call to the call center. BETTER ATTITUDES!!!	Agency providing childcare; 13 employees.
	Caseworker does not return my phone calls, does not share information.	Individual providing more than one type of service.
Meet.	Not be so rigid.	Agency providing more than one type of service; 250 employees.
Answers questions till we understand, and will provide back up documentation.	Return calls quicker!	Agency providing more than one type of service; 4,000 employees.
Our CSO [Community Services Office] has been understaffed and has had personnel problems: Courtesy, yes - On top of cases, no.	Problems could be resolved with proper staffing levels. Invite contract workers in to meet new caseworkers.	Individual providing more than one type of service.

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Provide information I need, always with courtesy and respect.	To answer their phones and voice messages.	Agency providing more than one type of service; 54 employees.
Communications could be better.		Individual providing protective payee services.
Communication is open and good.	Nothing at present.	Individual providing more than one type of service.
We communicate on a regular basis. The staff of DSHS seem to value our services and trust our recommendation.	Send all pieces of the referral at once, including eJAS ID number.	Agency providing more than one type of service.
Create bureaucracy and roadblocks that prevent things from being completed quickly.	Understand that we are here to serve the customers and that those customers are the individuals who need these services. Show compassion for the customers. When people are already down on their luck, do not make it even more difficult for them.	Agency providing more than one type of service; 600 employees.
Use pleasant voices.	Do not tell me you cannot help me.	Agency providing childcare; 15 employees.
	Have someone to answer questions in a timely manner.	Agency providing more than one type of service; 13 employees.
Contract management.	Replace current SSPS [Social Service Payment System] payment system.	Agency providing more than one type of service; 300 employees.
Certain caseworkers bend over backwards to get authorization done in a timely manner, so client can start child.	Expedite the authorization process somehow. We have had families not start because we will not start them until we have an okay.	Agency providing childcare; 23 employees.
Both (work with and help us).	To increase the number of the services.	Individual providing more than one type of service; 1 employee.
	Let me know of landlord address changes, return calls sooner.	Individual providing protective payee services.
Offers training, disseminates regulation, invites our participation on WAC [Washington Administrative Code] review. Thoroughly and properly investigates.	Respond in a timely basis (within a work week) or according to DSHS policy!!!! We need to hear or receive the answers to our questions and client needs.	Agency providing more than one type of service; 300 employees.
The core staff of the Bellingham CSO [Community Services Office] are excellent.	Educate their own staff on the different programs clients may be enrolled in, and take input from providers.	Agency providing more than one type of service; 55 employees.
As an associated organization, and when attending LPA [Local Planning Area] meetings or other meetings with WF [WorkFirst] manager or other staff, it is often difficult and awkward to get past the front counter, even when the meeting has been planned in advance.	Notify front counter staff of meetings, so entrance is easier and more efficient. Make WF [WorkFirst] referral of clients easier.	Agency providing WorkFirst services; 100 employees.
eJAS is wonderful! Allowed us to speak to DSHS employees and participants about services.	Keep us better informed of when clients are closing. Send referral paperwork when a payee is referred. Several times we get only their check and no referral information.	Agency providing more than one type of service; 20 employees.

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	Timely respond.	Individual providing more than one type of service.
Helps with grant questions, very friendly, supports our staff at DSHS offices.		Agency providing more than one type of service; 20 employees.
Love the call in line for vouchers - gets check out ASAP.	When a child is approved before mailings arrive, please fax us if we request! (Specific DSHS staff name) refuses to and we have lost money because she approves and then takes it back and says did not qualify. (Specific DSHS staff name) never treats us with courtesy and respect, and at directors meeting this is collaborated.	Agency providing childcare; 6 employees.
Most DSHS workers are great, but (Specific DSHS staff name) in Snohomish County wants us to take her word for it that a child is approved.	(Specific DSHS staff name) has in the past (just today) refused to fax us an approval to tell us to let the child start, but then later will say they did not qualify. So who pays us? NO ONE.	Individual providing childcare.
We are in a rural community - our CSO [Community Services Office] has made themselves very accessible, and we have been able to maintain good relationships with workers to the benefit of those we serve.		Agency providing more than one type of service; 17 employees.
They are good at problem solving. They all are usually on the same page.	Call when a parent did not turn paperwork in.	Agency providing childcare; 10 employees.
The Attorney General legal staff provides me with timely moving papers (petitions) and telephone notice.	The AG [Attorney General] staff (especially Ms. Margaret Kennedy) does it just fine.	Individual providing Guardian ad Litem.
Promptly answers questions and returns my calls; respond quickly to requests for more invoice forms.		Individual providing Guardian ad Litem.
Calls back quickly.	Give more notice on kids leaving, some are gone the next day.	Agency providing childcare; 18 employees.
Phones me as requested - with urgent questions. Always willing to discuss a case.	No improvement is necessary. The staff is totally professional.	Individual providing medical review.
It seems to vary by region. We work as a team in several regions, and receive little or no support from others. This small survey could never cover the problems.	DSHS could be consistent across the State. The WAC's [Washington Administrative Code] should be enforced the same in all regions.	Agency providing child support services; 12 employees.
	Complete childcare paperwork in a timely manner.	Individual providing childcare.
Invoices are quickly processed. Ballard CSO [Community Services Office] is wonderful with phones and information. Helpful office!	Less confusing paperwork. Cover more extra hours on early release days. Help other locations (like West Seattle and Rainier) to be more helpful.	Agency providing childcare; 50 employees.
Responds promptly to any questions/problems we may have. Everybody we've dealt with is efficient, professional, and courteous.	Take back administering the sexual assault money in the State of Washington!!	Agency providing domestic violence and sexual assault services; 12 employees.

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Management staff are helpful. Line staff turn over frequently and don't understand duties and responsibilities of different contracts.	Meet with contractors. Having all staff training with DSHS and contractor staff.	Agency providing more than one type of service; 60 employees.
Phone is very important element, because many problems will be resolved by phone - must open phone line so you can talk to caseworkers.	Work together by sharing information about each client.	Agency providing refugee services; 2 employees.
Most workers return my calls timely.	Better knowledge of the law and standards (re: MINIMAL parenting standards). Overall, workers need more training and supervision, in my opinion.	Individual providing legal services.
	Be more responsive and communicate better. So many questions go unanswered. No communication (on their part)!	Agency providing more than one type of service; 15 employees.
Friendly, willing to work together.	More case staffings (core staffings with other agencies). More consistency among case managers.	Agency providing more than one type of service.
DSHS is a fine agency. We enjoy working with everyone.	Pay the vendor in a timely manner. Waiting two months for payment in services rendered is not good.	Agency providing WorkFirst services; 3 employees.
Answer phone calls promptly. Provide required reports/information as appropriate.	Simplify ability of GAL [Guardian ad Litem] to receive APS [Adult Protective Services] information (i.e. eliminate need for separate court order). Accept GAL order as sufficient for release.	Individual providing more than one type of service; 1 employee.
Faster service.	Fax or send confirmations faster (besides verbals).	Agency providing childcare; 22 employees.
We work with CSO's [Community Services Office]. Financial workers (when we are able to connect via phone) are very responsive in resolving problem client issues. We love the HWD [Healthcare for Working Disabled] program! Region 4 Call Center is an improvement.	CSO [Community Services Office] financial workers could have fewer clients on their caseloads to improve turnaround time on Medicaid awards, and to reduce the likelihood of lost or misplaced paperwork.	Agency providing more than one type of service; 100 employees.
	Return phone calls, inform us when licensing staff changes, let us know when providers licenses are revoked.	Agency providing USDA food program; 6 employees.
	Refer clients for services. Case managers and social workers need to know about the services available to their clients.	Agency providing WorkFirst services; 7 employees.
Answers my questions. Get me on track with forms.	eJAS! I still have trouble with it. It never works for me.	Agency providing WorkFirst services; 3 employees.
Responds quickly to inquiries, especially regarding billing.	Process payments more promptly.	Individual providing child support services.
Provide records, respond to requests, return phone calls (depends on caseworker).	Provide information in dependency care quickly.	Individual providing more than one type of service.

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Local CSO [Community Services Office] is great in communicating and responding to needs, so that clients needs are met timely.	Regionally - return phone calls, provide billing training or any QUALITY training. Improve eJAS - too slow, cumbersome.	Individual providing protective payee services.
The staff that I have contact with are always very helpful. I have appreciated having good rapport with them in all areas of this field.	I think they have a high volume of calls, so sometimes the wait to speak to someone is long - this is understandable.	Agency providing childcare; 6 employees.
Provide answers for me by helping answer my questions each time we call on parents.	As a day care provider, DSHS needs to communicate with day cares more.	Agency providing childcare; 6 employees.
Provide good contract information. Return calls within 24 hours.	Provide more information regarding clients, online or e-mail communication.	Agency providing more than one type of service; 120 employees.
Assures I get the proper forms in a timely manner.		Individual providing Guardian ad Litem.
Changes/updates are (for the most part) made quickly. Information appears more readily available.	Be more consistent in authorizing registration fee, infant bonuses, and appropriate tuition rates.	Agency providing childcare; 65 employees.
	Share more information, ask for input, treat us more as a partner and less as a vendor.	Agency providing childcare; 14 employees.
	It was difficult to get information needed from DSHS employees. I felt like my part of the project was an afterthought and they did not really want my input.	Individual providing legal services.
Much improvement on criminal history, background check turnaround time. Contracting process is quicker than used to be.	Increase clarity regarding contract goals (seems to change frequently). Staff in DCCEL [Division of Childcare and Early Learning] seem stressed and often not competent for the work they are asked to do. Focus more on hiring and supervising staff.	Agency providing more than one type of service; 6 employees.
Is positive and gracious when I contact financial worker (re: information, etc).	Communicate! And assign more clients that should be assigned.	Individual providing protective payee services.
Patiently answers questions. They have treated me with respect and consideration when I've been frustrated (not with DSHS, however!).	Seek alternative methods to expedite pay-out more rapidly (i.e. I currently need to send A-19's to prosecutor for his signature, which adds 1-3 days to the process).	Individual providing Guardian ad Litem.
Really like the electronic invoicing - checks get here quickly. Much better with workers returning phone calls in a timely manner. Thanks!	Pay better reimbursement rates, and don't punish childcare centers when parents don't bring their child. More notice and more than one time option for meetings, such as changes to WACs [Washington Administrative Code].	Agency providing childcare; 240 employees.
Faye Hoyt is ALWAYS willing to look up or direct me in the direction I need. I can't say everyone else is that informative, so I call Faye Hoyt.	Listen to what it is we are actually trying to figure out. Don't just assume you can't do anything, or have no answers. But this comes with seasoned employees, I'm sure.	Agency providing more than one type of service; 11 employees.

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Be more supportive to families and inform them of reasons for changes (more promptly).	Keep up with paperwork and reviews for families. Notify providers about changes/terminations in a more timely fashion.	Agency providing more than one type of service; 2 employees.
In terms of making a contract, should have a committee who has been served/provided direct service to community.	DSHS should listen to CBO [Community Based Organization], not only the mainstream provider.	Agency providing refugee services; 3 employees.
They are caring, but really don't know often questions asked about day care assistance. The process takes longer, and when they make financial/co-pay errors I don't ever see the money. PS: I'm sure as time progresses all will someday be okay, and we do appreciate the concern and assistance of the DSHS staff.	Rehire Ken French for day care assistance clients. We need Ken back!	Agency providing childcare; 8 employees.
DSHS responds to requests for help at the supervisory level. Sometimes line staff are less than co-operative.	Understand that we are trying to help the same population, not trying to make more work for them.	Agency providing housing services; 100 employees.
The Ellensburg and Yakima CPS [Child Protective Services] staff are outstanding to work with.	Communicate locally about staffing and program changes. Many things keep moving to Yakima (from Ellensburg) and we aren't always up-to-date.	Agency providing more than one type of service; 25 employees.
Share DSHS problem/issues so we can understand "where they are coming from".	Avoid favoritism among providers. Help staff to work more collegially with provider staff.	Agency providing more than one type of service; 32 employees.
Friendly! Respect! Smiling Face!	Friendly, set more information phone lines, provide information to local agencies.	Agency providing more than one type of service; 4 employees.
Childcare, low income subsidy, special needs. Great relationship with childcare licensors.	FPS [Family Planning Services] caseworkers could authorize invoices in a timely manner.	Agency providing more than one type of service; 120 employees.
They solve problems and handle the necessary paperwork.	The caseworkers could actually be at their desks answering phones. They are rarely available.	Agency providing childcare; 5 employees.
Keep clients needs as a priority, listen to our concerns, provide adequate records.	Reduce shuffling caseloads, return phone calls readily, be more involved with clients.	Agency providing employment services; 30 employees.
Regional staff have been helpful in solving problems related to lack of understanding of refugee specific regulations, with some CSO's [Community Services Office].	Better training of CSO [Community Services Office] staff so that they fully understand the regulations which apply to refugee clients. They need to understand refugee cultures and display more empathy.	Agency providing refugee services; 14 employees.
Funding for underprivileged kids.	Less paperwork!	Agency providing more than one type of service; 9 employees.
Nothing.	Better phone system and more knowledgeable employees.	Individual providing childcare.

ESA 2003 Provider Survey Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Providers give clear instructions as to what they expect of their referrals and our agency.	When we contact staff - get back with us in 72 hours, particularly when client is in non-compliance status. Sometimes client is in non-compliance for over 30 days before staff responds to our e-mails and phone calls.	Agency providing vocational rehabilitation placement services; 70 employees.
Allowed follow-ups by phone or mail. Very pleasant interviews, and gave explanation of changes.		Individual providing protective payee services.
Return phone calls promptly, with knowledge on the subject.	Send more information on clients with the assignment.	Individual providing protective payee services.
Answering questions.	Provide new contract training.	Agency providing refugee services; 5 employees.
Most caseworkers are helpful. We provide services to children from various offices, yet not all staff are helpful (especially from the Rainier office).	We continually have problems with the Rainier CSO [Community Services Office] N41-1 office. Most families assigned to that office experience problems with paperwork processing, thus delaying approval.	Agency providing childcare; 1,000 employees.
I really appreciate a fax at the time of approval, so I have verification at the time the children enter the center.	Use the fax more often to help providers have documentation right at the time service is needed.	Individual providing more than one type of service.
Pretty responsive.	Not always timely on payments for reports (monthly and quarterly).	Agency providing more than one type of service; 210 employees.
Returns calls quickly and answers any questions or seeks answer for me.	Okay, for the most part.	Agency providing childcare; 7 employees.
	Return phone calls more promptly.	Individual providing protective payee services.
	Return calls in a more timely manner, send out termination notices sooner. We often get them long after the date.	Individual providing childcare.
Answers questions quickly.	More phone lines, not such long wait time.	Agency providing childcare; 46 employees.
Problem solve/brainstorm.	Return messages in a timely manner (sometimes it's weeks before we hear back) regarding specific issues/concerns.	Agency providing childcare; 100 employees.
They are polite and thoughtful. They provide appropriate referrals.	Make paperwork for payment for services less cumbersome. Get input from contractors (re: RFP's [Request For Proposal]).	Agency providing more than one type of service; 6 employees.
Teaming together on individual cases.	Probably just more availability. Everyone is so busy. It would be great to figure out more possible ways to team together and provide more services.	Agency providing more than one type of service; 25 employees.
They are very helpful when I need to change a client's social service notice and also when I need information.	They could find a way for day care providers to get quick answers to simple questions and not wait 15 minutes to talk to someone to get a 5 second answer.	Agency providing childcare; 25 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Hard to answer. For most of the time, DSHS is very hard to get ahold of. When you do, they mostly answer your question.	Be more courteous when we are in need of help with some problems that need to be resolved. Be more available when needed.	Agency providing childcare; 6 employees.
Coordinate protective payee services has established a closer relationship. Still lots of time it is us-versus-them attitude due to services we provide!	Be more responsive to client needs. We receive a LARGE number of complaints from clients who are treated roughly by direct service staff. Treat people (all people) with respect.	Agency providing more than one type of service; 30 employees.
Always get back to us promptly.	Fund absences for part-time childcare slots.	Agency providing childcare; 25 employees.
Childcare assistance - approval of parents receiving or not.	Respond quicker to phone calls and faxes.	Agency providing childcare; 4 employees.
Workshops or meetings. We understand the severe cut, besides that not much now can be done without more staff.	Give good examples of types of paperwork needed, improve eJAS e-mail, please return phone calls sooner. We almost never get to talk to CSO [Community Services Office]/caseworker, but have to leave messages.	Agency providing more than one type of service; 5 employees.
Friendly, open to speak, and communicate on e-mail. Positive and provide meetings. Payment processed promptly.	Create fee agreements which support true costs of direct business. Allow a negotiation review to propose fair contracts	Agency providing more than one type of service; 12 employees.
Almost the current pattern works just fine with us.		Agency providing more than one type of service; 2 employees.
	Clarify procedures for providers in working with State health and fire inspectors, also, when to work with local authorities.	Agency providing childcare; 18 employees.
Access to appropriate administrative contacts, work collaborative.	Up awareness of funding opportunities.	Agency providing more than one type of service; 150 employees.
Some workers are very caring and help us figure out how to move or remove barriers for client service, others seem to feel it's "not my job."	Be more responsive. Messages are often left 2 or 3 times before responded to (professional/professional). Face to face meetings have helped and creative solutions can occur.	Agency providing more than one type of service; 200 employees.
Timely response.		Individual providing Guardian ad Litem.
Response to CPS [Child Protective Services] or CWS [Child Welfare Services] issues good.	Lower caseloads to be more available for collaboration and meetings.	Agency providing counseling services; 200 employees.
They have abandoned the very people who ARE the tires of the vehicle - interpreters!	You may cut the pay, but cut off Hope"less" link as a middleman. They are disasters.	Individual providing more than one type of service.
The staff we work with want what's best for the customer (contractors, clients) all the time.	Keep the communication lines open.	Agency providing food stamp services; 90+ employees.
Most of the time Irene is someone available to talk with me on the phone.	Currently we have a case of non-payment due to misinformation on parent part. They received money instead of us. We have complained, but ALMOST three months has gone by.	Agency providing childcare; 12 employees.

ESA 2003 Provider Survey Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Caseworkers respond to calls (re: clients), explain client's situation clearly, and work with advocates to best serve clients.	Perhaps, release a summary of services offered by DSHS (generally), so we can better understand process and rules, etc.	Agency providing more than one type of service; 92 employees.
As a provider, I am not very happy with the way DSHS gets back to us regarding clients. It's not 24 hours as they say - most of the time never.	There is too much changing of the guard. You never know from day-to-day if the same care manager is working with the same clients (in most cases it's not).	Agency providing more than one type of service; 8 employees.
Front desk/reception much better. Referrals more appropriate.	DSHS staff not all versed in procedures around contracts. Difficult to work around staff language issues (LES - Limited English-Speaking). Impedes services to client, appropriate explanation of program, etc.	Agency providing WorkFirst services; 45 employees.
ORIA [Office of Refugee and Immigrant Assistance] billing department and contract manager training for contractors to successfully do their jobs. We are very pleased to work with them.	We are very pleased with their help.	Individual providing refugee services.
We had great support up till a few months ago. Presently, services and support are not completed in a timely manner.	Assign a permanent case manager to be out-stationed at the 3 Indian Tribe Reservations, doing eligibility and case management 3 days a week. Limit caseload to tribal only.	Agency providing WorkFirst services; 5 employees.
Provide information for clients.	Respond quicker to messages.	Agency providing protective payee services; 2 employees.
Communication.	Help tribe understand state/tribal relationships.	Agency providing more than one type of service; 35 employees.
	DSHS clients are unable to access Para Transit Interpretive services with the NEW system. Follow the Health Care Authority model (they have one dedicated phone line for Spanish, Vietnamese, etc.).	Agency providing refugee services; 2 employees.
Gives me addresses they have missed. Probably more if they actually put all the clients on payee that they should.	Have your workers follow all the state's rules. No matter how much the client complains, this would be nice.	Individual providing protective payee services.
On-going communication (re: our mutual clients - refugees).	Cross training of our two agencies function (re: refugee caseload).	Agency providing more than one type of service; 190 employees.
With many staff there is a sense of partnership and support. Many are good at communicating effectively.	Knowledge of how eJAS works, how to make referrals using this system, etc. DSHS staff need more training.	Agency providing WorkFirst services; 20 employees.
	Be more professional in handling the client needs based on case by case.	Agency providing refugee services.
DSHS has assisted me and Highline College, in securing students-in-need for our pre-college studies department.	Be more amiable to academic pursuits for low-level learners.	Individual providing more than one type of service.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Provides Spanish interpretation.	Less wait time while calling. It would be nice to be able to work with people from our area (a local office) that would understand better the dynamics of our community.	Agency providing childcare; 14 employees.
Returns phone calls within 48-hours.	Have better understanding of disability issues.	Agency providing more than one type of service; 6 employees.
The supervisors can always fix the problem and they are very helpful.	I wish all workers went by the same rules. It's so frustrating getting so many different answers. I would like a direct line so I, as a provider, can call with invoice problems. As it is now, on average, there are 20 to 30 problems each month. Waiting on hold and then only getting to work on 3 problems at a time, it takes all day. I understand that Yakima has a direct line for their providers. Many workers are only black and white and perhaps that's the way they are trained.	Individual providing childcare.
Listen to feedback regarding the appropriateness of referrals. DCFS [Division of Children and Family Services] staff make time for presentation on how we can provide services to them and their clients. DCFS social workers work hard to maximize client utilization of resources and coordinate resource acquisition with agency staff.	Be more timely in their responses to calls from therapists and clients. Recognize that they are contracting with professionals who will spend many of our hours with their clients than they will and respect the professional assessments and evaluations. Work collaboratively to develop plans and goals for their clients with the clients themselves and other professionals working with their clients.	Agency providing more than one type of service; 100 employees.
In releasing information concerning clients applying for services.	Updating us with new material and information regarding services.	Agency providing more than one type of service; 20 employees.
Tries to help us meet our DCCEL [Division of Child Care and Early Learning] contracts requirements that include "work" from them.	The transitions from Regional Managers to Field Managers needed to be done quicker.	Agency providing more than one type of service; 315 employees.
Communication.		Individual providing Guardian ad Litem; 1 employee.
Provide referrals.	Communicate, both listen better and respond in a timely manner. Collaborate better. Have a more positive attitude and cooperate.	Agency providing more than one type of service; 20 employees.
Generally very available.	Can't think of anything!	Agency providing refugee services; 2 employees.
Willing to consider us as the experts with regard to making recommendations for future placement. Generally tries to make decisions that are in the best interests of kids and families.	Often difficult to schedule caseworkers for quarterly reviews. They're often not willing to work late afternoons/early evenings to meet family's needs.	Agency providing residential treatment services; 110 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
On the occasions that DSHS holds community stakeholder meetings and/or seeks community input, I find these very helpful.	Create more opportunities for DSHS policy makers to interact with the community for input.	Agency providing more than one type of service; 150 employees.
They value the service that we provide to their clients in the area of employment services. Most DSHS staff want to connect their clients up to helpful community resources.	More flexibility on the part of what they will provide and contract for.	Agency providing more than one type of service; 250 employees.
Returning my calls.	It would be nice if there were more workers than just 2 to handle the caseloads.	Agency providing childcare; 3 employees.
Answers questions.	Return calls sooner.	Individual providing childcare.
Helpful and courteous.	Better information: I asked the desk personnel how to apply for release of the opposing parties address. Was given an application and sent it in. Now have to send a letter on letterhead - I would have done it the first time.	Individual providing legal services.
Willing to provide important information.	Payment specialists in each office inform providers in advance of change in SW [Social Worker].	Agency providing counseling/preservation services; 75 employees.
Case staffing. eJAS is a great tool for communication.	More timely communication regarding WorkFirst program participant issues.	Agency providing more than one type of service; 60 employees.
Social workers help problem solve difficult childcare issues.	Keep us informed of contact people to trouble-shoot childcare problems, updated contact names and numbers.	Agency providing childcare; 8 employees.
Polite and efficient.		Agency providing childcare; 12 employees.
	Return phone calls.	Agency providing more than one type of service; 7 employees.
Promptly returns telephone calls.	Getting in to CSO [Community Services Office], through front desk, and to caseworker is very cumbersome - not user friendly.	Individual providing WorkFirst services.
Some DSHS employees are excellent and respond very promptly to requests. The percentage of DSHS workers that are helpful has increased in the past 3 years.	Some DSHS employees are not willing or not capable of providing assistance.	Agency providing childcare; 8 employees.
Listen and problem solve.	Refer clients for Working Image, DVR [Division of Vocational Rehabilitation], and our project with Industry Voc-rehab. program.	Agency providing vocational rehabilitation services; 56 employees.
Some caseworkers use a team approach, which includes attorneys and GAL [Guardian Ad Litem] - this works well to meet best interests of child and parents.	Replace current supervisors who view all cases as adversarial and hinder ability to assist parties (i.e.[Specific DSHS staff name] in Aberdeen).	Individual providing more than one type of service.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Yes!! The best DSHS staff!!!	They do great. No changes are needed. They treat us wonderful!!!	Agency providing more than one type of service; 5 employees.
Networks with our agency in a proficient, responsible manner.	Return calls in a more timely manner.	Agency providing WorkFirst services; 9 employees.
When information given, it helps make determination easier and more accurate. Information from GA-U [General Assistance-Unemployable] evaluations not always helpful or objective evidence omitted.	Encourage facilities input from their observations.	Individual providing medical review.
	Make training (i.e. video streaming) from your website for certain inputs. Meetings take a long time (i.e. training).	Agency providing refugee services; 6 employees.
All workers help with information needed on referrals made - return phone calls, etc.	DSHS workers are under a lot of stress and that comes across to their clients. Not sure how to fix that. It is apparent, clients get frustrated and it's difficult for them to understand.	Agency providing WorkFirst services; 300 employees.
Case managers are willing to work with agency and are reliable returning phone calls.	Let us know when people move, when payee status terminated, or when client put on payee status.	Individual providing protective payee services.
Teamwork on LPA [Local Planning Area] group.	Too rigid in referrals, too few, and too inflexible and uncompromising lip service (little follow through). Not true partners!	Agency providing basic skills/GED services; 150+ employees.
If prodded for information they will get you what you need.	Hire people that actually like doing the job, instead of cranky people.	Agency providing more than one type of service; 10 employees.
Returns phone calls, answers my questions promptly.		Agency providing childcare; 15 employees.
DSHS updates, contactor's meeting.		Individual providing more than one type of service; 1 employee.
Some caseworkers return calls within 15 minutes or answer the phone and talk to me. Many are aware of the client, pull up the case, and address the issue competently and courteously.	Allow me to accompany client to interview. Return calls promptly. Be aware that reception and placement money for refugees is not counted when awarding a grant. Act on applications within 5 days.	Agency providing refugee services; 10 employees.
Regional administrator: quick to respond to concerns, very pro-active in problem solving. Some social workers are good - make themselves available for case staffings.	Case managers and direct staff at DSHS seem very unknowledgeable at times - we run into case managers that are punitive towards clients, very negative, and seem to be ignorant about their job. Frustrating - some are good though.	Agency providing more than one type of service; 30 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Regional administrators are receptive, helpful, pro-active. Returns phone calls, answers questions.	Case managers - many seem ignorant. We constantly hear the excuse, "We're going through a transition". We all are - but at DSHS, the customer service goes down. ALL the time - punitive towards clients. "Powertrips." Some case managers are absolutely RUDE.	Agency providing WorkFirst services; 30 employees.
Provider help line has become efficient and timely in assisting with inquires and needs at our day care.		Agency providing childcare; 15 employees.
Setting up contracts.	Streamline licensing requirements for childcare site - process takes much too long. Make sure each licensing agent is courteous and effective.	Agency providing childcare; 25 employees.
Great communication, excellent working relationship. Provide referrals. Support services within DSHS guidelines to victims of abuse - expedites processing of cases for safety issues.	We have a very good working relationship. Perhaps case managers could learn eJAS more - but we do correct errors ASAP.	Agency providing more than one type of service; 160 employees.
Access to supervisors to help with problem solving.	Take advantage of the resources we have to provide more cross trainings.	Agency providing domestic violence services; 16 employees.
Regular phone contact.	More flexibility, less condescending to the clients, more access to mental health services.	Agency providing more than one type of service.
Communication, considers safety of others in shelter when referring, involved in community (staff). Friendly, provide necessary information.	Hire more CPS [Child Protective Service] workers.	Individual providing mental health eval and assessment services.
Not sure.	DSHS administrator needs to become a part of this community.	Agency providing more than one type of service; 25 employees.
We love the speed in approval!	No complaints whatsoever.	Individual providing legal services.
Provides training on services, helps determine financial eligibility of the client for services.	Explain policies, billing procedures (i.e. eJAS, TANF [Temporary Assistance to Needy Families] rules).	Agency providing more than one type of service; 6 employees.
Most locations do their best to answer questions and research problems.	Make sure we receive paper confirmation ASAP.	Agency providing childcare.
The admin. are fantastic: John Olivas, now Stephanie Murphy; Tom Balzar; and Fran Younce.	Be willing to participate in community partnerships. Courtesy in attitude toward staff of agency and clients.	Agency providing more than one type of service; 80 employees.
	Complete things and return paperwork in a more timely fashion. Follow through on the requested changes. Be consistent at all locations. Send out notices on time.	Agency providing childcare; 2,000 employees.
		Agency providing more than one type of service; 41 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Respond to messages quickly, include in case staffings, provide information to contact client.	Fax referrals (even if on eJAS) with client signatures to expedite intake and assessments. Keep up to date information on contractors programs and services available to clients to help provide more timely - appropriate referrals.	Agency providing paid work experience and support services (welfare to work through Dept. of Labor); 16 employees.
Quick on paperwork and answering questions regarding if parents are qualified for DSHS.	Let parents know the rules. Tell us their work schedule. Don't let them take advantage of us and their schedules.	Agency providing more than one type of service; 10 employees.
First off, I have had little necessity to contact with DSHS personnel - but when I have, I have been treated courteously.		Individual providing Guardian ad Litem.
Keeps clients needs as priority, listens to our concerns, provides adequate records.	Stop changing caseloads (at least less often). Return phone calls readily. Be more involved with clients.	Agency providing WorkFirst services; 30 employees.
Call us to give childcare authorization in a timely manner.	Inform us if subsidy ends prior to scheduled time because of change in circumstances.	Agency providing childcare; 80 employees.
When staff members have questions, we always receive a quick response via phone or e-mail.		Agency providing more than one type of service; 85 employees.
Obviously particular caseworkers do a great job. Others obstruct and try to "dump" you - they are poorly INFORMED.	Have up-to-date DIRECTORIES - ability to locate your own PROVIDERS (across service lines, like CPS [Child Protective Services] to financial queries, and DV [Domestic Violence] program certification). No one knows who does what or how to find out.	Individual providing more than one type of service; 1 employee.
We work very well with Children's Services.	More children services caseworkers.	Agency providing more than one type of service; 23 employees.
They're doing well now.	Doing well.	Agency providing refugee services; 2 employees.
DSHS provides technical support and training to assist clients needs according to contract basis.	Refugee serving organization serves large number of clients with very limited resource, so increasing dollar amount is crucial.	Agency providing refugee services; 2 employees.
Offer in-service presentations and meetings about clients at DSHS CSO's [Community Services Office].	Provide "realistic" fee schedules for subcontractors with input from them. Reduce paperwork requirements.	Agency providing more than one type of service; 10 employees.
I have worked with DSHS at many levels for years. DSHS staff have always provided excellent support and provided data, answered questions, assisted in every way to make my job easier.	In my current position as a grant writer - collect and disseminate data on child/family needs/services provided by more usable areas - by city - or in large cities by CSO [Community Services Office].	Agency providing more than one type of service; 286 employees.
Some do, some don't.	Not enough staff.	Agency providing childcare; 11 employees.
Provides necessary information, training, and support for us to do our job.	Improve communication.	Agency providing refugee services; 6 employees.
	Would like for them to return calls in a timely matter.	Agency providing protective payee services; 25+ employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
They TAKE my calls, figure out what I need to know, answer my questions. "Doug Steward" is especially helpful.	Okay at status quo.	Agency providing more than one type of service; 35 employees.
Willing to staff difficult individuals and plan methods to help them.	Answer their voice mail.	Agency providing WorkFirst services; 36 employees.
Share needs/goals prior to meeting.	Last minute re-scheduling may be unavoidable. Be willing to discuss barriers, prevent reunification (uneven - depends on case).	Agency providing facilitation services; 34 employees.
Return calls.	Update on caseworkers and phone numbers. Complete landlord information.	Individual providing more than one type of service.
Direct to the appropriate people.	Unsure at this time. Perhaps more timely return calls.	Individual providing legal services.
	Personnel could be less aggressive/hostile.	Individual providing more than one type of service.
	Return phone calls, let me know about moves, new LL [Landlord] information.	Individual providing protective payee services.
Provides current information in a timely manner.	Pay more quickly.	Individual providing Guardian ad Litem.
Coordination of services for clients.		Agency providing more than one type of service; 350 employees.
The social workers work at getting the referrals made, return phone calls promptly, and seem to care a lot about clients' needs being met.		Agency providing WorkFirst services; 5 employees.
Administrated a great project for after school programs for middle schoolers.	Find more funding (smiley face).	Agency providing more than one type of service; 35 employees.
Cowlitz always stays in contact and returns my calls.		Agency providing WorkFirst services; 17 employees.
Answer questions when able to reach them, usually return phone calls.	Have phone numbers where they can be reached and back-up when gone at the 1st of the month. Provide current information and update information promptly.	Agency providing protective payee services; 2 employees.
Provide information in referring clients to me for evaluation.	Nothing.	Individual providing more than one type of service.
SOME programs/staff are very responsive.	Communication (re: contract requirements and documentation) for payment difficult with some specific programs. Untimely reimbursement issues.	Agency providing more than one type of service; 30 employees.
Communication link is great with some staff.	Ensure new staff are aware of our services to connect clients. Possible Resource Fair for CASEWORKERS to have opportunity to connect.	Agency providing other services; 7 employees.

ESA 2003 Provider Survey Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS (APS and CPS [Adult Protective Services and Child Protective Services]) have been helpful with needed information, along with Margaret Kennedy from Olympia's AG [Attorney General] office.	Ms. Kennedy and the staff at Pierce County DSHS are already excellent - and highly cooperative.	Individual providing Guardian ad Litem.
When I can get ahold of them, staff is helpful with information.	Return phone calls. Be more flexible with ideas on work readiness.	Agency providing more than one type of service; 60 employees.
Communication is better than it has been in the past.	At this time, there is nothing - everything is working fine between DSHS and our agency.	Agency providing WorkFirst services; 175 employees.
AUTHORIZATIONS ARE HAPPENING IN A MORE TIMELY FASHION.	Set up a line for providers so the wait is lessened! Don't send out duplicate surveys (this is the 3rd one I've received). I returned the first one in a timely manner.	Agency providing childcare.
Very professional and friendly.	Sometimes issues (re: payment for services).	Individual providing Guardian ad Litem.
Prompt notification has been very good.	Just keep above priority.	Individual providing childcare.
Return my calls in a timely fashion.	Send updates (mail) when case managers have changed. Accessing eJAS to respond to client calls is too slow and impossible to do. High speed internet is not available here. I have to rely on my files and written notes. eJAS - redundant and doubles my workload.	Individual providing protective payee services.
	Be available when we call for information regarding social services notices and contracts. Set up a call in time.	Agency providing childcare; 9 employees.
Try to implement a change or something missing from my invoice ASAP. Thanks.	Be sure registrations are paid for in the year asked - so that they don't think it needs to be paid for again the following year, because it took so long to receive payment.	Agency providing more than one type of service; 20+ employees.
Providing financial support for refugees, but still making many mistakes.	To contact us.	Agency providing more than one type of service; 6 employees.
Help with CPS records.	Answer phone calls, respond time can be lengthy.	Individual providing Guardian ad Litem.
Is available for questions and concerns.		Individual providing more than one type of service.
Very cooperative.	Could increase contract rate which has not changed in 15 years.	Individual providing Guardian ad Litem.
Keep us updated regularly!	There's occasional lapse in confidentiality. Messages given to assistant containing confidential information.	Agency providing childcare; 25 employees.
	Pay promptly - I rarely get paid within 30 days - 45-60 days more common. Better policy on communication.	Individual providing WorkFirst services.
Call center people are very helpful.	Have caseworker forward information on IRP [Individual Responsibility Plan] more quickly to call center.	Agency providing more than one type of service; 22 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
I am very pleased with the service we receive. The staff is courteous and helpful.	The only thing I can think of is not such a long wait to speak to someone, being put on hold on the telephone.	Agency providing childcare; 6 employees.
Provided timely, written updates.	No suggestions at this time.	Individual providing Guardian ad Litem.
I have never spoken to a DSHS staff person.		Agency providing WorkFirst services; 300 employees.
When you get to correct person, it works well - if you get to wrong contact, process ends and slows.	Identify key contacts for specific areas.	Agency providing more than one type of service; 135 employees.
Specific licensors are great support.	Respond to questions, problems, keep accurate records, increase efficiency and detail work.	Agency providing childcare; 1,200 employees.
Record keeping.	Listen to the information BEFORE saying/commenting on the referral. Could do better protecting children.	Individual providing Guardian ad Litem.
Give adequate information (monthly) to evaluate the case for GA-X [General Assistance - Expedited Medical].		Individual providing GA-X [General Assistance - Expedited Medical] services.
	Some of the call center workers could be better trained. Please do not act like it's the providers who don't know what they're doing! All I want is a direct line that I can call with the list of kids I don't get paid for! And until that becomes available - I would like the call center to answer more than 3 problems! I don't want to fax my list - no one sees it!	Individual providing childcare.
When they have TIME, they communicate with us. They try to work with our client needs.	Work out their eJAS mail system so there is an avenue of communication.	Agency providing more than one type of service; 21 employees.
Provide interpreter for our clients, and process application for assistance.	Be more responsive and return calls in a timely manner.	Agency providing refugee services; 6 employees.
Some of them are nice, they answered my question. But most of them don't know what they are talking about.	Please provide the right information and give all the information at one time.	Agency providing more than one type of service; 51 employees.
Coordination of referrals, help locate clients, and advocate for our services.		Agency providing public health nursing services; 22 employees.
Sends information when requested.		Agency providing more than one type of service; 2 employees.
The supervisors and staff have been very helpful when there are questions regarding unusual and new situations.		Agency providing more than one type of service; 5+ employees.
The service centers are very well informed.	Stop the continuing to distance yourselves from your clients, stop all the buffers.	Agency providing more than one type of service; 100 employees.

ESA 2003 Provider Survey Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Payment vouchers are received promptly.	Return calls back in a timely manner. Give client their caseworker's telephone # instead of the main phone line to call if they have a question(s) concerning their eligibility.	Agency providing childcare; 10 employees.
We always get quick responses. Thank you!		Agency providing protective payee services; 350 employees.
Answers ALL my questions!	Return criminal background checks earlier than 3-6 months for the non-fingerprint in State checks.	Agency providing childcare; 40+ employees.
Prompt when looking for information.		Agency providing childcare; 7 employees.
Easy to work with, may get a call if something unusual about case.		Individual providing protective payee services.
It is difficult to lump DSHS as one. We have a wonderful relationship with the Childcare Licensing Program, especially Grace Shaver.	WorkFirst - return telephone calls. Understand what we can do to help. Be more open minded and less judgmental.	Agency providing more than one type of service; 37 employees.
Provide payment status.	Process payment more quickly - especially the process from bill submitted to authorizing payment.	Individual providing child support services.
Willing to brainstorm solutions and be creative, views family violence as a top priority, respectful.	Be more forthcoming regarding changes/services available, mandate DV [Domestic Violence] training for front line staff.	Agency providing more than one type of service; 18 employees.
Some would listen and help.	Make transactions easier for client and provider. Answer their calls faster.	Agency providing childcare; 12 employees.
	Return calls.	Individual providing more than one type of service.
They are good at helping me with questions I have from the award letters.	From time to time when I've called, they speak to me in a way that I feel is totally unprofessional.	Agency providing childcare; 12 employees.
Yes, for the most part, everyone was helpful.	Better communication. But I realize their caseload is very heavy and that is not always possible.	Individual providing more than one type of service.
Good communication.	Timely communication (mail).	Individual providing protective payee services.
They are always very responsive to our requests.		Agency providing food program services; 15 employees.
DSHS staff are polite and responsive. I'm able to obtain information as needed.	I would like to be advised of contracting opportunities.	Agency providing more than one type of service.
Most providers are willing to help and answer questions asked. Other times, some are hard to work with.	Return phone calls and faxes in a timely manner.	Agency providing more than one type of service; 7 employees.
Updates of client status when we are able to get through on the phone.	Sooner notification of family loss of eligibility and changes in status.	Agency providing childcare; 34 employees.
Provide opportunities.	Less paperwork!	Agency providing childcare; 9 employees.
Answered questions.	Explain procedures.	Individual providing more than one type of service.

ESA 2003 Provider Survey Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	eJAS is still confusing. There are clients on the system that should not be on. We receive checks for clients that are not on the eJAS system. I would like to voice mail sometimes instead of always using e-mail.	Agency providing more than one type of service; 350 employees.
Nothing. Criticize when we do ask for training.	Terminate current case manager and begin to work together for the betterment of our clients. Due to past retaliations, we cannot identify ourselves. We are afraid.	Agency providing residential treatment services.
Answer phones.	Address the problem of the wait for answers to questions. Staff needs to learn more about CBO's [Community Based Organizations].	Agency providing food stamp services; 4 employees.
The staff in Goldendale are very good about answering questions and providing back-up for me, except (Specific DSHS staff name).	(Specific DSHS staff name). This is the first of March and I still HAVE NOT received my money for January. She should designate someone else if she isn't going to do invoices on a timely manner.	Individual providing protective payee services.
Caseworkers refer clients who have been or are now involved in a domestic violence relationship.	None known at this time. Everyone has been helpful.	Agency providing domestic violence services.
They (the caseworkers) are usually helpful about clients reviews. They let us know if parents have/have not renewed their childcare and answer questions we have. Monaca McGrew and Stephanie Pinkney are the caseworkers.		Individual providing childcare.
	Better lines of communication. I have no idea who my liaison is from month to month.	Agency providing protective payee services; 3 employees.
Answers questions and sends forms.	Nothing.	Agency providing childcare; 9 employees.

ESA 2003 Provider Survey Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Pay me on time - this job is my livelihood. (Specific DSHS staff name) acts as though if it was up to her, we'd get paid when she feels like it. (Specific DSHS staff name) leaves the work just sitting on his desk. I am writing in regard to the lateness in the way we are paid. Region 4 seems to think we do not need to be paid until they feel like it. This is unacceptable. You can call to see about your money and they seem to think it's funny. (Specific DSHS staff name) just leaves his paperwork laying on his desk until he feels like looking at it. I would like for his check and (Specific DSHS staff name)'s check to be held up and see how it feels. This is a lot of madness, I am very unhappy with this. This is my livelihood. All of the bills receive late charges due to their action. Now they have 3 people working and the same thing is happening. This is really not right. (Respondent name on card)	Agency providing protective payee services; 25 employees.
Refer clients to our services and send informational materials when requested.	Discuss client cases objectively. Cooperate when client needs to change childcare provider. Inform CPS [Child Protective Services] when required.	Agency providing childcare.
Timely response to telephone calls/e-mails.	Increase organization skills and working knowledge of eJAS.	Agency providing WorkFirst services.
DSHS sees us as a real service for client families. We keep getting plentiful referrals year after year.	We are satisfied. Can't think of anything!	Agency providing family preservation, family reconciliation, & intense family preservation services; 10 employees.
Almost always communicative and responsive. Intake people are great.	As a Guardian Ad Litem, I need to get Child Protective Service records. Used to get them when requested - now I request and they never come.	Individual providing Guardian ad Litem.
Historically, we have had a very hard time getting caseworkers on the phone and they tend to be quite rude when we finally do.	They could begin by treating their clients with more respect. I have seen for myself the disrespect they receive - as well as difficulty with services.	Agency providing more than one type of service; 12 employees.
Program manager's very helpful, knowledgeable, professional, always gets back to me promptly.	Extremely difficult to get ahold of social workers, or their supervisors. Do not return calls in timely manner or turn in paperwork in a timely manner. Not respectful of clients or their needs.	Agency providing more than one type of service; 17 employees.
Communication has improved tremendously.	Notify changes, policies, procedures, etc., more frequently.	Agency providing more than one type of service; 15 employees.