

2005

ADSA Long-Term Care Services Provider Survey

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Provider Comments

Provider Characteristics



Washington State
Department of Social and Health Services
Research and Data Analysis Division
OCTOBER 2006 ? 11.108.j

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
When I can't get ahold of my caseworker, I can call another worker in Colville. She always gives good advice.	My caseworker in Nespelem needs to check her messages more often. Her call back is two days.	Individual providing adult residential care services in Eastern Washington.
Now - notify us of expected changes. Our representative is easy to work with, very approachable.	Just continue contact.	Agency providing assisted living services in Western Washington; number of employees not indicated.
For the past 6 months, I have been kept updated on my clients status. My client's caseworker adjusted her day care because even the older children were here more than 6 hours a day.	Keep up the good work!	Individual providing in-home caregiver services in Western Washington.
	Give me more hours since my Aunt lives with me 24-7.	Individual providing in-home caregiver services in Western Washington.
Provided assistance for all our residents and management.	Already doing so.	Individual providing adult family home services in Western Washington.
Friendly, ask questions, and care.		Individual providing in-home caregiver services in Western Washington.
Anything I need to help.	Working directly with me when I need some help.	Individual providing in-home caregiver services in Western Washington.
Caseworker is responsive to client needs.	Help clients buy supplies wholesale that are not covered. Think it cost \$19.50 at drugstore, but only \$12.50 from distributor - client is allowed 3/month, but uses 4-5/month.	Individual providing in-home caregiver services in Western Washington.
	Less paperwork, less hassles, make WAC's understandable and easy to interpret.	Individual providing adult family home services in Western Washington.
I don't have direct contact very often, but when I do they are very helpful.	There should be more contacts or information to reach the right person faster.	Agency providing other services in Western Washington; 500+ employees.
Not a lot. Communication between IP and case manager is often poor at least.	When I call to talk to my clients case manager, they could at least call me back.	Individual providing in-home caregiver services in Western Washington.
Provide in-service trainings/seminar. Give booklets to guide in caring for adults. Encourage you to read books with ideas on caregiving.	For me, DSHS is doing an excellent job.	Individual providing in-home caregiver services in Western Washington.
In-service trainings/seminars is conducted. Booklets for guide in caring for adults are provided. Continuing education for caring for adults is encouraged.	DSHS is doing an excellent job. Thank you.	Individual providing in-home caregiver services in Western Washington.
They provide training and knowledge.	Give more pointers.	Individual providing in-home caregiver services in Western Washington.
Anytime I ask for help.	To be able to be there when needed.	Individual providing in-home caregiver services in Western Washington.
Social workers are always available. My payment comes quickly.	Rate increases.	Individual providing adult family home services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They offered classes that are very helpful. They also helped with getting a grant for my granddaughter.	My son is disabled and it would help out if we knew what he is entitled to.	Individual providing in-home caregiver services in Western Washington.
Explain how the system works for payment.	Keep in contact - some case managers do not, but mine (Russel Hilmo) does.	Individual providing adult family home services in Western Washington.
They are all courteous and responsive to all my needs.	Have the state increase our pay.	Individual providing in-home caregiver services in Western Washington.
All I do with them is drop off papers once a year.		Individual providing in-home caregiver services in Eastern Washington.
I go through my caseworker for anything.		Individual providing in-home caregiver services.
Is informative and helps with what I do not understand.	Unknown.	Individual providing in-home caregiver services in Western Washington.
Communicate.	Reduce paperwork.	Individual providing adult family home services in Western Washington.
Telephone contacts by case manager.	Expedite the transfer from a community service to county case manager.	Agency providing other services in Western Washington; number of employees not indicated.
When I call with questions about the patient, they listen and try to help me.		Individual providing in-home caregiver services in Western Washington.
When my check comes on time!	Higher pay, more hours to work!	Individual providing in-home caregiver services in Western Washington; 2 employees.
They never pick up phone calls. Always have to leave message.	Be able to answer phone and questions within an hour.	Individual providing in-home caregiver services in Eastern Washington.
	Less paperwork.	Individual providing in-home caregiver services in Western Washington.
Gave us seminars and visiting us and giving pointers on proper caregiving.		Individual providing in-home caregiver services in Western Washington.
Our case manager, Tina Le is very timely and always available to answer questions.	Sometimes we have difficulty getting through to financial workers with questions about participation rates.	Agency providing assisted living services in Western Washington; 35 employees.
Mostly.	State licenser comes once every so many months - she stays for 8 hours for checking home and 3 clients. I think that is excessive.	Individual providing adult family home services in Western Washington.
Give me information when need it.	Same as above [Give me information when I need it].	Individual providing in-home caregiver services in Western Washington.
To work better with my client.	Still work with me.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Fast response to questions. Good client support. Cathy Yormark, Case manager is GREAT!	Can't think of a thing!	Agency providing adult family home services in Western Washington; 2 employees.
I take care of my live in mother. My HOURS were CUT. I take care of her 24/7!!!! Not fair.	Give me my hours back!	Individual providing in-home caregiver services in Western Washington.
Always call back.	Try to call back sooner or answer phone.	Individual providing in-home caregiver services in Western Washington.
Find the correct connections.		Individual providing in-home caregiver services in Western Washington.
Anything that is needed to make life better for my clients is done in a timely manner.	Be more realistic when figuring out the hours needed to care for someone.	Individual providing in-home caregiver services in Western Washington.
They listen and are empathetic.	Pay better wages to caregivers.	Individual providing in-home caregiver services in Western Washington.
Treat you with respect, not like you are a beggar. Very helpful and they take care of you in a timely manner. Thank God for DSHS. Keep up the great work.	When assessors start the process of how many hours caregivers will be getting, please put yourself in the person's place and don't be on an ego trip and deny people quickly. I take care of 2 sick family members, but it took me 6 months to qualify. I had t	Individual providing in-home caregiver services in Western Washington.
Payments are on point. I'm not sure what DSHS does well. I am not familiar with DSHS, although I do work for them.	You could make the contact information for DSHS more easier to find. Where can I find benefit information?	Individual providing in-home caregiver services in Western Washington.
Whenever we needed something for my Mother-in-law, we have been assisted where or how to get what is needed in a timely manner!	I can't think of anything that DSHS could do better. We are completely satisfied.	Individual providing in-home caregiver services in Western Washington.
Never had any trouble.	Keep on doing what you doing.	Individual providing adult residential care services in Western Washington.
DSHS courteously answers questions I ask.	DSHS maybe can provide more information on client benefits.	Individual providing in-home caregiver services in Western Washington.
Provides quality automated services.		Individual providing in-home caregiver services in Western Washington.
Our case manager is ALWAYS available for questions or support. She (Caralope Lindeley?) returns calls.	I know your job is difficult to weed out the cheaters or liars - But your FINANCIAL managers could at least recognize those of us who really are not and use their own records for insurance and dated materials that do not change. Each year I am threatened	Individual providing in-home caregiver services in Western Washington.
Good follow-up, mostly courteous, prompt, organized.		Individual providing in-home caregiver services in Western Washington.
When we ask for directions in care, we have prompt answers.	We do not find any of DSHS deficiency that we could complain about.	Individual providing adult family home services in Western Washington.
In recent months, they expedited getting equipment to my clients house to make things safer.	Caseworkers should not be so judgmental about clients as they do not see them on a daily basis.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Give us work hours to keep elderly.	Provide more translated materials (i.e. letters, survey, information in Chinese), therefore less degrading on others to help interpret.	Individual providing in-home caregiver services in Western Washington.
Always returns my calls, answers all my questions. Also give me helpful information on caring for my client.	Nothing - Doing a great job!	Individual providing in-home caregiver services in Western Washington.
Helps us with problems with our clients.	Quit trying to take away our time.	Individual providing in-home caregiver services in Western Washington.
We don't have access to staff!	Access to talk to staff for help - not recording. Publish phone numbers.	Agency providing assisted living services in Eastern Washington; 23 employees.
Answer questions right away.	Try to place providers close to clients, so that we can be more helpful.	Individual providing in-home caregiver services in Eastern Washington.
Very accessible, return phone calls promptly, help sort out problems.		Agency providing assisted living services in Eastern Washington; 80 employees.
Return phone call. Correct mistake when it happens.		Individual providing in-home caregiver services in Western Washington.
They take very good care of my parents' health needs. We are truly thankful for the services.	I cannot think of one improvement.	Individual providing in-home caregiver services in Eastern Washington.
They respond quickly to needs of my client (i.e. senior services installed grab bars within 2 days of my request). They ignore MY issues, and give me someone else's number.	STOP PASSING THE BUCK, from agency to agency and person to person. Give direct answers to direct questions.	Individual providing in-home caregiver services in Western Washington.
Return call and always try to help.		Individual providing in-home caregiver services in Eastern Washington.
Home visit and every three months keep in touch by phone.	Doing great.	Individual providing in-home caregiver services in Western Washington.
They leave me alone and let me do my job.	I like it how it is. Thanks.	Individual providing in-home caregiver services in Eastern Washington.
Return calls, easy to talk to.		Individual providing in-home caregiver services in Eastern Washington.
Answers all of your questions.	I think they do a great job.	Individual providing in-home caregiver services in Eastern Washington.
Allows me to bill on SSPS System.		Individual providing nurse delegation services in Western Washington.
Good service.	Stop cutting hours.	Individual providing in-home caregiver services in Eastern Washington.
Good service.	Stop cutting hours.	Individual providing services not indicated in Eastern Washington.
Always return any calls.	I can't think of anything.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Return phone calls. Responsive to needs.	Could you try to get the EVENING 2.5 hour continued education classes again, instead of ALL day (Skills Center in Vancouver).	Individual providing in-home caregiver services in Western Washington.
Courteous and understanding, always ready to help.	Not too much. I feel they do well especially under the workload they carry.	Individual providing in-home caregiver services in Eastern Washington.
Kathy Ritter is very, very good to answer all my questions and direct me to the right resources when needed.	Provide low cost or no cost CPR and First Aid training classes.	Individual providing in-home caregiver services in Eastern Washington.
Send information promptly.	Make sure my client has gas to and from appointments and not say Transcare will pay and not follow-up.	Individual providing in-home caregiver services in Eastern Washington.
Always available when needed for information or referral.		Individual providing in-home caregiver services in Eastern Washington.
Friendly and knowledgeable.	All needs are met at this time.	Individual providing in-home caregiver services in Eastern Washington.
They attend to the needs of my client/employer. They make a real effort to listen and try to understand, the particular needs and how to best translate them into the forms they have to work with.	It would help to have the person from DSHS speak English fluently and understand or be a native English speaker. And sometimes be a little less dismissive of the caregiver - me. On the whole, DSHS does very well with us.	Individual providing in-home caregiver services in Western Washington.
Nothing.	A telephone call asking how we are doing in our work and client.	Individual providing in-home caregiver services in Western Washington.
They answer questions promptly.	At this time I have no complaints.	Individual providing in-home caregiver services in Western Washington.
Someone is always available to answer any questions, and caseworker calls when she comes across something helpful.	?	Individual providing in-home caregiver services in Western Washington.
I'm satisfied for the services		Individual providing adult family home services in Western Washington.
Always someone on staff to answer questions or listen. Prompt return of calls.		Individual providing in-home caregiver services in Western Washington.
Returns phone calls. Follows up on changes to care. Very attentive and caring. Synda Henderson is wonderful.	Support groups for caregivers - we could share and help one another. Mailings on new information about various illnesses. Nutrition education for clients.	Individual providing in-home caregiver services in Western Washington.
Responds in a timely fashion and always is helpful and courteous.	Nothing I can think of.	Individual providing in-home caregiver services in Western Washington.
They answer any questions I have and are always courteous.	Nothing.	Individual providing in-home caregiver services in Western Washington.
	Could require fewer hours for medical insurance coverage.	Individual providing in-home caregiver services in Western Washington.
	I think they are understaffed. Need to withhold federal taxes from pay.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
She will help me when I have problem.	I think DSHS has done a good job.	Individual providing other services in Western Washington.
Timely response and full answers to questions.	Nothing - doing well.	Individual providing in-home caregiver services in Western Washington.
	Have more people at the office to serve better.	Individual providing in-home caregiver services in Eastern Washington.
Our facility has a wonderful case manager.	Financial recovery unit could be more organized about the overpayment system.	Agency providing assisted living services in Western Washington; 28 employees.
DSHS always helps me when I need their helping.		Individual providing in-home caregiver services in Western Washington.
They are there to answer questions and provide classes so you won't have many questions.	At this time I do not have any complaints or an answer to the question.	Individual providing more than one type of service in Western Washington.
Send information to us.	Not make us feel like we are doing something wrong, or look for dirty dishes, bathroom, etc.	Individual providing adult residential care services.
Excellent staff in AAA (Aging and Adult Services Administration) office (Long Beach, Washington).	Replace the person that did our original assessment [Identifying Data Redacted] in the [Location Redacted] Office (Wa).	Individual providing in-home caregiver services in Western Washington.
All that has been asked of them. And the courtesy has been outstanding.	Can think of nothing at this time.	Individual providing in-home caregiver services in Western Washington.
They're always there for me if I have a question or anything.	There are some providers that don't speak very good English, and sometimes they have problems. They need interpreters at all times.	Individual providing assisted living services in Western Washington.
Pays on time, helps paying my bill on time.	Nothing right now.	Individual providing in-home caregiver services in Eastern Washington.
Is willing to listen and try to help or make suggestion.		Individual providing in-home caregiver services in Eastern Washington.
Return my calls. Explain things well. Are understanding and empathetic of situations.	They do just fine.	Individual providing in-home caregiver services in Eastern Washington.
Gave me phone numbers I needed.	Pay attention if someone is standing at the window - don't assume everyone is to punch the computer.	Individual providing in-home caregiver services in Eastern Washington.
They are prompt in dealing with changes to the program.	The program has come a long way in helping those in need. We are thankful for all you do.	Individual providing in-home caregiver services in Eastern Washington.
Case managers from other sources not our buildings case manager.	Help us to get a supportive case manager. One that will help fill the building and be supportive in dealing with problems of residents.	Agency providing assisted living services in Eastern Washington; 21 employees.
Not much, increase pay rate with state people, so caregivers are more accommodated for really what they do...(paid).	Help people more and your budget will balance better. Be in the office more to answer phone calls PERSONALLY. GOD BLESS.	Individual providing adult family home services in Western Washington.
Very pleasant and always with concern.	Nothing.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I really like my licenser John Arellano, he really help me and my question. Laura Yacko was good on her opinion.	Get some people that know what they are doing. It just happen that I'm lucky to have them.	Individual providing adult family home services in Western Washington.
They provide all information necessary to help provide good care and where to get it. They are prompt with everything.	Everything is okay now.	Individual providing in-home caregiver services in Western Washington.
Easy to reach for questions, etc...	Nothing come to mind at this time.	Individual providing in-home caregiver services in Western Washington.
They send you to classes to help with your caregiving and how to help with the elderly to make their lives better so they can stay in home.	When new people (caregivers) sign up get them processed quickly, not seven months later with no pay or help.	Individual providing in-home caregiver services in Eastern Washington.
When we have questions they answer them in a timely manner.	It would be nice to have the SSPS forms before the date to which the participation changes.	Agency providing assisted living services in Western Washington; 39 employees.
Checking in by phone to hear how client is doing.	Not change social workers so often - Client gets familiar and appreciates and then the social worker is changed.	Individual providing in-home caregiver services in Eastern Washington.
See the needs of clients. Provide good and necessary programs for the elders.	They should not cut hours that are highly necessary for our clients to be cared for.	Individual providing in-home caregiver services in Eastern Washington.
Fast and helpful.	So far okay!	Individual providing in-home caregiver services in Eastern Washington.
Respectful. Sending checks in time.	Do not cut client's hours. This is very important for our clients to have enough help.	Individual providing in-home caregiver services.
We get paid on time.	Allow us to enter invoices on the computer rather than by phone or mail	Individual providing adult family home services in Eastern Washington.
They are very consistent with the checks.		Individual providing in-home caregiver services in Eastern Washington.
They really take time to answer your question. They're great.	I'm very satisfied.	Individual providing in-home caregiver services in Eastern Washington.
Caseworkers are very diligent with information and care, more often than not, can help with paperwork. We have a very good caseworker, office is also good.	I believe that more men need help and don't know how they can get it. I believe that men in this state need more assistance.	Individual providing in-home caregiver services in Eastern Washington.
Answers my questions well when I call or stop in.		Individual providing in-home caregiver services in Eastern Washington.
All services are great! Thank you!	At this time I do not have anything else to wish. I am so pleased! Continue your good work.	Individual providing in-home caregiver services in Eastern Washington.
Keep me informed and updated.	Not sure.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They sent things I need to me.		Individual providing in-home caregiver services in Western Washington.
Communication - communicate to our needs as a provider and a caregiver a decent salary to live on!	Give protection to home health care provider, like giving them health insurance if they work more than 70 hours.	Individual providing in-home caregiver services in Western Washington.
The staff answers all my questions efficiently and in a way I can easily understand.	They do not need to change.	Individual providing adult residential care services in Western Washington.
They were so nice to me if I got some question, they can really answer me right and good opinion regarding my residents.	I'm satisfied.	Individual providing adult family home services in Western Washington.
	Return calls sooner.	Individual providing nurse delegation services in Western Washington.
Nothing.	Pay me for the time I put in taking care of a person who is mentally ill.	Individual providing other services in Western Washington.
Answers questions in a positive and timely manner.	N/A.	Individual providing in-home caregiver services in Eastern Washington.
They are able to answer my questions to my satisfaction.	It is really hard to get ahold of who you want to talk to.	Individual providing in-home caregiver services in Eastern Washington.
Everyone is very helpful.		Individual providing adult family home services in Eastern Washington.
They show respect for every person, regardless.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
Send my paycheck fast. Answer my question. Take care of my questions.		Individual providing in-home caregiver services in Eastern Washington.
Through "Aging and Long Term Care" program, I receive advice, counseling and classes that I much appreciate for guidance and help.	Off hand, nothing. If I had a problem I would call them.	Individual providing in-home caregiver services in Eastern Washington.
Caseworkers are always willing to help with anything - always!		Agency providing assisted living services in Eastern Washington; 42 employees.
They're always there to help and answer questions.	Schedule continuing education hours at different times of days to fit clients schedules better.	Individual providing in-home caregiver services in Eastern Washington.
To get necessary health equipment.		Individual providing other services in Western Washington.
Answers questions.	Call back sooner.	Individual providing in-home caregiver services in Western Washington.
I don't know.	I don't know.	Individual providing in-home caregiver services in Western Washington.
Always returns calls quickly.		Agency providing adult family home services in Western Washington; 6 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Send less paperwork!	Agency providing adult family home services in Western Washington; 5 employees.
They listen to me and discuss difficult things I don't understand.		Individual providing in-home caregiver services in Western Washington.
They return our calls.	They do fine the way they are, except we don't like changing our caseworkers.	Individual providing in-home caregiver services in Western Washington.
Yes.		Individual providing in-home caregiver services in Western Washington.
Work with me and help me.	To work with me.	Individual providing in-home caregiver services in Eastern Washington.
	Less paperwork.	Individual providing in-home caregiver services in Eastern Washington.
Answers all my questions.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.
Returns calls.	Get back sooner.	Individual providing in-home caregiver services in Western Washington.
N/A.	N/A.	Individual providing in-home caregiver services in Western Washington.
Any question, they always call back usually the same day.		Individual providing adult family home services in Western Washington.
Everything is explained very well - good communication. Instructions are very clear.		Individual providing in-home caregiver services in Western Washington.
Always there any time I need help.	Good staff, no problems.	Individual providing in-home caregiver services in Western Washington.
Some of the time social worker would call me back, some not. Not good with keeping appointments/scheduling.	To tell me that payment for services could decrease because of a new pay scale and new assessment even if care is the same or has increased.	Individual providing adult family home services.
Paperwork and procedures overwhelming and confusing - most DSHS staff helps explain, helps me figure out how to fill out, protects my client.	Simplify paperwork! Most times feel like I'm chasing myself - after MONTHS of procedures and paperwork wind up where I started. Emotionally, stressful, exhausting for client and myself!	Individual providing in-home caregiver services in Western Washington.
They always communicate with me when needed.	I am pretty independent and can take care of anything that comes up (usually).	Individual providing in-home caregiver services in Western Washington.
Our worker has good communication skills and she is fun. Always returns phone calls in a timely manner.	Can't think of anything.	Agency providing assisted living services in Western Washington; 38 employees.
Caseworker always returns phone calls within a 24 hour time period.	So far I haven't had any real problems.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Usually keeps me updated on what's going on, and my case manager is very helpful.	Pay me what it actually costs to take care of our residents instead of shorting me over \$20,000 dollars a month. Then I could provide insurance to my staff and they wouldn't be on Basic Health.	Agency providing assisted living services in Western Washington; 50 employees.
Love WAWEBWEB for eligibility and provider warrant information!! Staff use it all day!	More people answering phone/e-mails on claims questions.	Agency providing other services in Western Washington; 35 employees.
They do help a lot when it comes to the elderly and see to it that they get whatever services they need.	Be more attentive and caring when it comes to children. When there's complaints, DO something about IT. Not pass the buck, or make up excuses.	Individual providing in-home caregiver services in Western Washington.
Keep in contact and make suggestions.	Develop an interagency communication system, such as for example, between DSHS and HATC so clients would not have to duplicate so much of the same information used by both agencies.	Individual providing in-home caregiver services in Western Washington.
They listen and try to help as best as they are allowed by the rules.	I think we need better rules that allow for special circumstances. Every job is different and no standard form can see the whole picture.	Individual providing in-home caregiver services in Eastern Washington.
Work with us good, but wasn't too happy with new computer laptop - too changed and made clients so upset.	I think go back to old way. In past was great with very friendly and better communications. No upset!! To change.	Agency providing more than one type of service in Eastern Washington; 3 employees.
My supervisor is people. She has worked the field and will answer any questions, or find the answer.	Nothing.	Individual providing other services in Eastern Washington.
My supervisor is people. She has worked the field and will answer any questions, or find the answer.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
	Answer their phones or at least return phone messages. Treat people with respect, not with the attitude that they are above you.	Individual providing in-home caregiver services in Eastern Washington.
Giving more information about taking good care my client and being good provider.	Reminding me to attend seminars to learn more knowledge and understand more how to deal with my clients.	Individual providing in-home caregiver services in Western Washington.
Good at explaining issues/financial and Medicaid eligibility/survey concerns and WAC.	Hire more staff, they are doing their best to meet needs. Demands are high and they are stretched.	Agency providing assisted living services in Eastern Washington; 30 employees.
Stay current with my stuff.	More personal instead of through mail/phone/computer.	Individual providing adult residential care services in Western Washington.
	More hours of care authorized for my grandmother. Her hours cut has negatively affected our family! And advance notice of appointment instead on just dropping by (yearly evaluation).	Individual providing in-home caregiver services in Western Washington.
Cuts its own bureaucratic red tape.	Eliminate nonsense rules - use judgment.	Individual providing adult family home services in Western Washington.
I have a good case manager, so everything is good for me.	I don't know.	Individual providing in-home caregiver services in Western Washington.
Keeps me informed about changes and reminders, etc.	Pay more?	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Friendly.	Rather than just using computer program to determine hours, should be talking to physicians, visiting nurse, and physical therapist to determine hours.	Individual providing in-home caregiver services in Western Washington.
The case manager returns my calls immediately. She is very helpful in terms of helping me during crisis situation. She is knowledgeable and very intelligent.	There is TOO much paperwork and requests for the same information, that does not change, every 3-6 months.	Individual providing nurse delegation services in Western Washington.
Answer any question, polite and patient.	Too many times on hold.	Individual providing in-home caregiver services in Eastern Washington.
	Need more works. But, never asked if give more works. Good ideas.	Individual providing in-home caregiver services in Western Washington.
Answer questions and find someone who can help me, if they cannot.	Be faster - that is the social workers and not make people wait so long. Sometimes social workers have attitudes!	Individual providing in-home caregiver services in Eastern Washington.
Appreciate prompt payment of deposit (new resident from nursing home).	?	Agency providing other services in Eastern Washington; 15 employees.
They're on top of everything and they're very upfront and they're working to go the extra mile to find (resources) if they can't help me with what I need.	Nothing. Good job! (LOL) Give me a raise! Ha! Ha!	Individual providing in-home caregiver services in Western Washington.
Always informative and will get the information for you if they don't have it right on hand.	They are doing great now!	Agency providing assisted living services in Western Washington; 28 employees.
Some staff make suggestions and give out information.	Stop making mountains out of mole hills and let caregivers know what IS covered for state clients (gel pads, etc). Pay us a industry current wage instead of BELOW minimum wage.	Individual providing adult family home services in Western Washington.
Return calls, answer questions, notify me promptly of changes, pay me promptly.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.
The case manager is responsive to concerns.	Take on a less adversarial role. Provide more opportunities for training.	Individual providing adult family home services in Western Washington.
Case managers try to customize care and programs as much as possible.	Return calls - only had this problem with one case manager.	Individual providing in-home caregiver services in Western Washington.
Supervisor Lynn Bryant spends time during her re-assessments to really listen to her people and help them get what they need.	Hire more people who truly listen and care for their clients and helpers.	Individual providing in-home caregiver services in Western Washington.
Advise me on how to proceed when I do have a need or question.	With requests and questions, get back with me in a timely manner.	Individual providing adult family home services in Western Washington.
They have good classes.	Be more available when calling for a specific person at their time of work.	Individual providing in-home caregiver services in Western Washington.
Personally, I have never had any encounter that was bad or negative with DSHS.	Just keep up your good work.	Agency providing adult family home services in Western Washington; 9 employees.
Provide services for clients.	We can always get better. Nothing that stands out that needs to be better.	Agency providing assisted living services in Western Washington; 39 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Good communication with me.	Inform me of possible perks/benefits I could receive.	Individual providing in-home caregiver services in Western Washington.
	If I can get a little bit earlier my EFT.	Individual providing in-home caregiver services in Western Washington.
Prompt and thorough in processing paperwork.	At present, I am satisfied with the level of service they are giving.	Individual providing in-home caregiver services in Western Washington.
?	For my Mother - She needs more than \$33.00 a month food stamp assistance.	Individual providing in-home caregiver services in Western Washington.
Very polite.	Better follow through with questions. Get the "runaround" from case manager too often.	Agency providing adult residential care services in Western Washington; 48 employees.
I have a good case manager.	She is doing great with me and my client.	Individual providing in-home caregiver services in Western Washington.
Always ready to help.	More dollars. Ha.	Individual providing in-home caregiver services in Western Washington.
Pay care provider on time.	DSHS provides adequate service.	Individual providing in-home caregiver services in Western Washington.
When I call, someone gets back to me in a timely fashion and will research my question.	The current assessment system cut my client's hours even though she needs more care than she did 5 years ago when I started. I don't understand.	Individual providing in-home caregiver services in Western Washington.
Helping me to get a job.	Nothing.	Individual providing adult residential care services in Western Washington.
Caseworker was very helpful and kind.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Provide resources and problem solving.	Not sure?	Individual providing in-home caregiver services in Western Washington.
How well do you know us and the life we live? Otherwise you do a damn good job.	Matching up clients with the right case managers so communication is better for everyone.	Individual providing in-home caregiver services in Western Washington.
Nothing.	Not "paint" every caregiver with the same broad brush. Each situation is different and more consideration should be given.	Individual providing in-home caregiver services in Western Washington.
Get supplies for my employer who is on the COPES program.	Call client on COPES to see if more services are needed.	Individual providing in-home caregiver services in Western Washington.
Include me in client assessment process.	Return phone calls within a 24 or 48 hour period of time.	Individual providing in-home caregiver services in Western Washington.
	Treat with more respect for a human being in a system they don't want to be in.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Squeak by enough to still collect a paycheck, maintain a bad "holier than thou" attitude.	Take a pay cut like DSHS did to all of us (shared living) homecare workers who live with their clients.	Individual providing in-home caregiver services in Western Washington.
Knowing how both sides can work together.	Keep the same caseworker instead great new one. Maybe get higher job but, not really...The higher ups do not know what they are doing...????	Individual providing in-home caregiver services in Western Washington.
Easy to reach all the time, even if they have to call back.	More hours needed for care of father.	Individual providing in-home caregiver services in Western Washington.
Very helpful, caring caseworker. She truly cares about her clients and is committed to keeping them in their own home!		Individual providing in-home caregiver services in Western Washington.
Communication as need it.	Nothing so far.	Individual providing adult family home services in Western Washington.
Answer any questions I have.	I don't know at this time.	Individual providing in-home caregiver services in Western Washington.
Always there to help with suggestions.	Not a thing.	Individual providing other services in Western Washington.
The local people are usually always willing to help.	Inform agencies up front about problems/issues with clients.	Agency providing in-home caregiver services in Eastern Washington; 18 employees.
Assess residents health care needs.	Find placements faster for people who need a higher level of care than we provide.	Agency providing assisted living services in Western Washington; 62 employees.
Whenever we call for something, a request or a question, they always return the call immediately.	As of now, could not think of anything.	Individual providing adult family home services in Western Washington.
	Get more involved with clients and caregivers (more than one or twice every 6 months).	Individual providing in-home caregiver services.
Very good communication and advice.		Individual providing adult family home services in Western Washington.
Yes, what they are allowed to.	Please return our hours that was taken from us. I was reduced from 189 to 117. The care I give is 24/7.	Individual providing in-home caregiver services in Western Washington.
They answer any question I may have.	Have Russian speaking representatives and services.	Individual providing adult family home services in Western Washington.
Not much.	Stop making you feel like its come out of their own pocket	Individual providing in-home caregiver services in Western Washington.
I like the easy way to claim for payment, over the phone and direct deposit.	DSHS could benefit from hiring more bilingual/bicultural social workers that work with diverse populations.	Individual providing in-home caregiver services in Western Washington.
They are there anytime I call.	Nothing.	Individual providing other services in Western Washington.
Very supportive and friendly.	N/A.	Agency providing adult family home services in Western Washington; 2 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer questions. Give help when needed (as in a wheelchair ramp).		Individual providing in-home caregiver services in Western Washington.
Caseworker works well with me - I don't have any trouble. Enjoy working with everyone.	DSHS is doing well for me.	Individual providing nurse delegation services in Western Washington.
The case managers whom I have dealt with, are always courteous and answer my questions in a timely manner.	Make it easier to obtain forms by phone for those who do not have access to a computer.	Individual providing adult family home services in Western Washington.
Offers what is applicable to help the needs of adults - information.	Continue the good work and service.	Individual providing other services in Western Washington.
Prompt answers to questions and follow through with support.	More information on training and services.	Individual providing in-home caregiver services in Western Washington.
Explain benefits of clients.		Individual providing in-home caregiver services in Western Washington.
They have given my Mom a new lease on life and are helping her become a productive citizen again.	None I can think of to change, except financial could be better at responding to inquiries.	Individual providing in-home caregiver services in Western Washington.
They are normally prompt in returning my calls and answering questions.	Continue doing the good job they are doing.	Individual providing in-home caregiver services in Western Washington.
We have been treated very well and given lots of help.	The new social worker and nurse have been very helpful.	Individual providing in-home caregiver services in Western Washington.
Not much.	Quit cutting hours.	Individual providing in-home caregiver services in Western Washington.
Home visits - It's nice to get a personal touch.	Instead of mega phone lists, a phone list for individual patient from caseworker assigned to patient.	Individual providing in-home caregiver services in Western Washington.
Training classes, good pay system, prompt call backs.	Be less suspicious looking for fraud. Learn to read people so you know who to hassle about fraud.	Individual providing in-home caregiver services in Western Washington.
Prompt service.	Everything is great!	Individual providing in-home caregiver services in Western Washington.
Can't answer at this time. It's never been offered.	Be more available! Be more involved! I feel the only time my caseworker reaches me is when there is a form that needs updating, never to just find out how things are and if there is anything they can do!	Individual providing other services in Western Washington.
Everything is fine.	Everything is fine.	Individual providing in-home caregiver services in Western Washington.
Very helpful and resourceful.		Individual providing in-home caregiver services in Western Washington.
Over the phone invoicing - Great! Caseworker, Gwendolyn Goodeum, really nice!	Take out taxes, this is a no brainer. Give caseworker assistant possible to field calls. More hours.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Everything is well.	Thank you for helping.	Individual providing in-home caregiver services in Western Washington.
Everything.	Okay.	Individual providing other services in Western Washington.
Automated voice response works great!		Individual providing in-home caregiver services in Western Washington.
Not much contact.		Individual providing in-home caregiver services in Western Washington.
Answers questions.		Individual providing adult family home services in Western Washington.
County caseworkers and nurses are excellent. DSHS staff seems to be overwhelmed with work and at a dead run all the time.	Take more time to communicate between themselves so everyone knows what is going on with each case.	Individual providing other services in Western Washington.
Everything.		Agency providing in-home caregiver services in Western Washington; 20000 employees.
Looks into our needs.	?	Individual providing in-home caregiver services in Western Washington.
It helped me care for my Mom. I learned a lot from the case manager assigned to my Mom.	Giving an advice, open to my problem in continuing for my caring of my Mom.	Individual providing in-home caregiver services in Western Washington.
	Be nice all the time.	Individual providing in-home caregiver services in Western Washington.
Treats me as an individual with changing needs. Does a lot to accommodate special requests. Thanks!	My caseworker is GREAT. Suzanne Kenyon is professional, yet caring. Efficient, responsive. I like working with her very much.	Individual providing in-home caregiver services in Western Washington.
Respond when I have questions and try to help with problems.	Stop cutting allowed hours for care of family member living with their family, who provide care in our home. If my Mother was cared for by someone outside the family, she would get more hours. Not fair. We still have the same amount of care required.	Individual providing in-home caregiver services in Western Washington.
Sends a small paycheck on time.	No ideas or help. I must know how to ask a specific question to maybe get an answer. Then most answers do not help.	Individual providing in-home caregiver services in Western Washington.
Yes, indeed, a fine job! They have a difficult job and they do it very well. Thanks for a good job!	More pay, education, and benefits for its employees. It makes for happy employees and happy employees do a better job.	Individual providing in-home caregiver services in Western Washington.
I get help when I need help.	Hire more bilingual workers.	Individual providing in-home caregiver services in Western Washington.
Very good.	Very good.	Individual providing in-home caregiver services in Western Washington.
Our caseworker is very courteous and helpful. She is always available to answer my questions.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Helps to explain when I don't understand something.		Individual providing in-home caregiver services in Western Washington.
Have good communication.	Return or answer the telephone calls as soon as possible.	Individual providing in-home caregiver services in Western Washington.
Jaci Hoyle has been so very good to work with! Seeing problems are solved.	Perhaps give me more hours.	Individual providing in-home caregiver services in Western Washington.
Provides information as needed.		Individual providing in-home caregiver services in Western Washington.
Mary Fran Marnon has gone way out of her way to help me.	I can't think of anything different.	Individual providing other services in Western Washington.
I enjoy working and communicating with Sue Christman - She has helped in so many ways.		Individual providing in-home caregiver services in Western Washington.
They make sure to keep my checks coming to me when I need it.	They should have more hours for us that spend 24 hours with our parents. Especially me. I took care of my Mother for almost all my life.	Individual providing in-home caregiver services in Western Washington.
They respond promptly to phone calls - much appreciated!	Keep up the good work.	Individual providing in-home caregiver services in Western Washington.
Solves problems.	Solve problems faster.	Individual providing in-home caregiver services in Western Washington.
They work hard to make us aware of the various services available.	They could have events to make us feel like we belong and are wanted. Like picnics or retreats.	Individual providing in-home caregiver services in Western Washington.
I'm very happy that casework keeps in touch with me and reviewed my job performance yearly.	I should have vacation benefit, but I don't! I've worked in this field for 10 years, but no paid vacation!!!	Individual providing in-home caregiver services in Western Washington.
Promptly and accurately answers my questions. Keeps me informed of changes.		Agency providing assisted living services; 25 employees.
Provide resources or a list of resources.		Individual providing in-home caregiver services in Western Washington.
About every aspect.		Individual providing in-home caregiver services in Western Washington.
Return calls promptly.	Stop needlessly cutting home care workers hours.	Individual providing in-home caregiver services in Western Washington.
Has provided medical supplies and medical equipment that client needs.	By contacting the client more to check on her progress.	Individual providing other services in Western Washington.
Arrange to visit warehouse. Arrange for child to go to Summer Camp.	No suggestion.	Individual providing in-home caregiver services in Western Washington.
It's good for us but sometimes the hour is very little, so if you can help us increase, thanks!	To increase the hours so that it helps us in our need. We need benefits because of our health future.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They give us one case worker, who is aware of our situation, so we don't have to re-explain things.	Be more available by phone. Hold time are EXTREMELY long.	Individual providing in-home caregiver services in Western Washington.
Aleta stays in contact with [Identifying Data Redacted] all the time and is always quick to return our calls with well researched and explain our option.	Maybe help a little more in identifying resources and to question and improve training. We've been caring for [Identifying Data Redacted] for 20 years and do NOT need to repeat mandatory classes.	Individual providing in-home caregiver services in Western Washington.
Our caseworker is very kind and thoughtful. Just hard to get ahold of.	Respond to phone calls and messages sooner.	Individual providing in-home caregiver services in Western Washington.
It really help a lot for me because I have money and able to help people (seniors).	I think DSHS did the best job I ever seen in my life. Thanks a lot from my heart.	Individual providing in-home caregiver services in Eastern Washington.
	Financial could be more accurate and on time instead of going back several months.	Agency providing assisted living services in Eastern Washington; 50 employees.
Haven't heard from them other than a letter to let me know my hours cut.	More communication about client. Check in every now and then.	Individual providing other services in Western Washington.
Explained procedure and answered questions. 1st time home care provider - home visit to determine eligibility was helpful.		Individual providing in-home caregiver services in Western Washington.
Yes, they are very helpful. They listen! And try to help anyway they can and they sometimes suggest things we have not even thought of yet.	For us personally, I don't know what they can do better; just please always be there, to listen, to help. It makes a big difference in life knowing someone is there that can help.	Individual providing in-home caregiver services in Western Washington.
Customer service.	More people on customer service so the wait won't be long and more information given.	Individual providing adult family home services in Western Washington.
Nothing, they don't help at all.	Help me with my case, but I don't see someone who can help me.	Individual providing other services in Western Washington.
Provides information.	Give the caregiver more hours for elderly in-home care.	Individual providing in-home caregiver services in Western Washington.
Assist me with all of my concerns about my son's need. They are great people.	N/A.	Individual providing in-home caregiver services in Western Washington.
The case managers that come here have been fair and listen when you talk.	Maybe be more on top of nurse delegation. They can be slow at responding in that area.	Individual providing adult family home services in Western Washington.
Jim Tarr and Tonia King are always quick to answer my calls and my questions. They're wonderful to work with.		Individual providing assisted living services in Western Washington.
They call you back when you leave a message.	Everything is all good!!!	Individual providing in-home caregiver services in Western Washington.
Automated invoice service.	Let me know about classes more often.	Individual providing in-home caregiver services in Western Washington.
They always answer my question when I need help.	They have always given me all the help I needed.	Individual providing adult residential care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Communicate.	Always keep good communications flowing.	Individual providing in-home caregiver services in Western Washington.
Good care advice.	Process invoices faster...especially on federal holiday weekends.	Individual providing in-home caregiver services in Western Washington.
Once they know that you speak English as a second language, they treat you like crap! They do this well.	Russian workers (social workers) treat Russian caregivers bad. They always blame the computer for problems and less hours. As they say, "it's your Mom or Dad you have to take care of them".	Individual providing in-home caregiver services in Western Washington.
Make me feel comfortable to talk to and with a positive attitude.	More opportunity to help out if things don't work best, or information's without me asking.	Individual providing in-home caregiver services in Western Washington.
Everything.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Case managers are very helpful with PDN clients needs. Very responsive.		Agency providing private duty nursing services statewide; 212 employees.
Every time I call, my questions are answered.	Nothing - the only problem is catching them in the office.	Agency providing assisted living services in Western Washington; 66 employees.
Explain duties.	Different continuing education classes.	Individual providing in-home caregiver services in Eastern Washington.
Easy to understand instructions to call in time.	Be available to the phone more often.	Individual providing in-home caregiver services in Eastern Washington. Agency providing assisted living services in Eastern Washington; 45 employees.
Calls to see if everything is okay or if we need something else.	Take out income tax.	Individual providing in-home caregiver services in Eastern Washington.
My caseworker provides me with information that helps me understand age related problems my person goes through. I can provide better service for him.		Individual providing in-home caregiver services in Eastern Washington.
They answer any questions that I have.	I have no criticisms.	Individual providing in-home caregiver services in Eastern Washington.
Prompt response, good training.	Base care on needs, not politics.	Individual providing in-home caregiver services in Western Washington.
Answer my questions.		Individual providing in-home caregiver services in Eastern Washington.
Answers all questions/communicate well.		Individual providing in-home caregiver services in Western Washington.
They talk to us like they know us and answer our questions courteously. We appreciate that a whole lot (speaking for client and caregiver)!	We have pondered this question and really can't think of anything. We are satisfied with our lives and how we are treated by DSHS!	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
My caseworker is perfect. He provides more information than what I was aware of.	Can't think of anything.	Individual providing nurse delegation services in Western Washington.
They respond quickly and efficiently. They always answer questions and provide resources in a timely manner.	They are great the way they are. I see no need for improvements.	Individual providing in-home caregiver services in Western Washington.
Answer my questions, be there when I need assistance, stay out of my hair the rest of the time.	Nothing I can think of at the moment.	Individual providing in-home caregiver services in Western Washington.
Answers my telephone messages.	More monitoring with person that is being taken care of.	Individual providing in-home caregiver services in Western Washington.
I have excellent case worker.	Repeal the unfair and penalizing shared living policy.	Individual providing in-home caregiver services in Eastern Washington.
Whenever I have some difficult clients, they try to work with me to help with problems.		Individual providing in-home caregiver services in Western Washington.
My caseworker makes herself easily accessible and is always patient and helpful.	Repeal the shared living policy! It is unfair!	Individual providing other services in Eastern Washington.
Keeps me updated. Helps me to stay on tracked. Helps me to feel I'm part of a team.		Individual providing more than one type of service in Western Washington.
If one person cannot answer a question, they help to direct you to the correct person.	Sometimes it is somewhat difficult to read/understand some of the coverage's for clients and mail sent to IP's.	Individual providing in-home caregiver services in Western Washington.
DSHS is really good about answering my questions and supplying information I need.	DSHS could be better about in home visits and re-evaluations when needed.	Individual providing in-home caregiver services in Western Washington.
Answer my questions when I don't understand things.	Be more generous.	Individual providing in-home caregiver services in Western Washington.
If I have sometime a problem, I call to my case manager, response immediately.	I'm very thankful if increase my hours because only 62 hours in one month.	Individual providing in-home caregiver services in Western Washington.
Answer any questions the best they can and if they don't know they tell me where or who to call to find out the information I need. They call back quickly if I call and they are not in the office or unable to talk right then.	I find no problems or inconvenient at this time. Our case manager and finance person's are excellent.	Individual providing in-home caregiver services in Eastern Washington.
Returns calls promptly to answer questions, etc.	Provide reimbursement for transportation (i.e., Med, groceries) that I provide as a caregiver with only 78 hours a month allowed for care, even though it's much more.	Individual providing in-home caregiver services in Western Washington.
Social workers have always been great.	Pay for the hard work we do. Have less paperwork. Pay the same AFH as assisted living. We do a better job and get paid less.	Individual providing adult family home services in Western Washington.
Not much.	Don't take hours away.	Individual providing in-home caregiver services in Eastern Washington.
Answer questions and returns phone calls.	Could have contacted me occasionally personally to see how it was going over the 2 years I was on a case.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Yes.		Individual providing adult residential care services in Eastern Washington.
Somewhat - some licensors are close minded.	Be more human.	Agency providing assisted living services in Eastern Washington; 15 employees.
	I wish NOT to get an envelope with my monthly invoice. I call it in.	Individual providing in-home caregiver services in Eastern Washington.
	Should not consider someone living in with a client (ALTC) as preparing the same meals and living expenses.	Individual providing in-home caregiver services in Eastern Washington.
Answers phone calls, provides education, sends caseworkers out monthly.	DD caseworker we have is less involved than Aging (Colville).	Individual providing adult family home services in Eastern Washington.
	They could mail out class schedule at the beginning of the year.	Individual providing in-home caregiver services in Eastern Washington.
Keep me informed.	Not much.	Individual providing in-home caregiver services in Eastern Washington.
Polite and helpful - When I have questions they are willing to explain so I understand.		Individual providing in-home caregiver services in Eastern Washington.
The caseworker is almost always available - if not the staff can answer questions.	Eliminate some of the long "phone numbers".	Individual providing in-home caregiver services in Eastern Washington.
Teaching me how to do the invoice system. Assessment process for our resident.	Get payment equal to cost of providing care.	Agency providing adult family home services in Western Washington; 5 employees.
Answers all of my questions.		Individual providing in-home caregiver services in Eastern Washington.
Are here on time for assessment.	Caseworkers need to return phone calls.	Individual providing in-home caregiver services in Eastern Washington.
They are trying to make sure that my pay gets to me on time. It has taken three months for them to get this right.	Keep better records on their care providers and if they need to contact the provider by phone, or mail if there is a problem.	Individual providing in-home caregiver services in Eastern Washington.
	Think more of the people that need help (whether at home or not). They treat in home caregivers like they are nothing.	Individual providing in-home caregiver services in Eastern Washington.
Provided medical coupon right away when I need if I did not get it through the mail.		Individual providing in-home caregiver services in Eastern Washington.
They push really hard to get our 10 hours of training, yet they are slow to provide options.	The local office is not very helpful. If you call and ask questions or go into the office it seems like they think you are bothering them.	Individual providing in-home caregiver services in Eastern Washington.
Courteous, always find answers promptly, and help make the chores painless.	Pay more hours.	Individual providing in-home caregiver services in Eastern Washington.
Home health care. They help very much.	They do very well.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
The ones who work directly with us are as timely and efficient as possible. They have a huge caseload that makes it very difficult.	Have local people deal with applications instead of sending it to Spokane and it is not timely or efficient. Long waits involving bed holds.	Agency providing assisted living services in Eastern Washington; 20 employees.
When I get ahold of my supervisor then she helps me out with whatever it is, it takes awhile sometimes.	When I need to get ahold of my supervisor, then if she's not answering for her to call me back sooner not weeks later.	Individual providing in-home caregiver services in Eastern Washington.
Have very little contact. Hard to answer this.	Have very little contact. Hard to answer this.	Individual providing in-home caregiver services in Eastern Washington.
Return calls and are courteous. Pays promptly and listen to me.	Not at this time. Everything is good. No complaints.	Individual providing in-home caregiver services in Eastern Washington.
Quarterly meeting are very helpful.	Make it easier to find the right person to ask questions.	Individual providing adult family home services in Eastern Washington.
Gets the paperwork through fast and efficiently.	Listen carefully.	Individual providing in-home caregiver services in Eastern Washington.
I have a wonderful case manager, Dennis Paterson. He knows my client well. Very aware of his needs.	Be more realistic about food stamps. There is no way a person can live on what they allow.	Individual providing in-home caregiver services in Eastern Washington.
Home visits.		Individual providing in-home caregiver services in Eastern Washington.
They pay on time, send me good records to show what I've made. Keeps me well informed on what's happening with my individual's care.	Give me more hours to work I need six more for my Mom so I will receive medical which I need, and Mom needs full day care and night.	Individual providing in-home caregiver services in Eastern Washington.
Offer suggestions I hadn't thought of. Tell me what is available.	Can't think of anything.	Individual providing in-home caregiver services in Eastern Washington.
I don't see or hear from them to even form an opinion one way or another. Just a lot of mail!	More communication.	Individual providing in-home caregiver services in Eastern Washington.
The caseworker along with the other employees have been most gracious.		Individual providing in-home caregiver services in Eastern Washington.
They do excellent job. When I have any question they help me right away.	I think they do right and I don't see anything wrong.	Individual providing in-home caregiver services in Eastern Washington.
Agencies work together to get things done usually in a timely manner. Mainly paperwork.	Use mainly one person to handle cases instead of 2 or 3, better phone leadership instead of being transferred all time.	Individual providing in-home caregiver services in Eastern Washington.
Nothing, they are working for themselves and a personal vendetta with the assisted living - not the betterment of the residents.	Give us a chance to fix a complaint before returning the next week on the same complaint. Changes don't happen overnight.	Agency providing assisted living services in Eastern Washington; 25 employees.
Whenever I call they help find an answer.	I don't know.	Individual providing in-home caregiver services in Western Washington.
Give good answers to my questions so I can understand.	Supply more information on job performance.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
DSHS has certainly not helped one bit!! When you drastically cut in-home care providers their hours!!! Instead - it has caused more stress. Not enough money for the work we do for our clients 24/7 with no breaks!!!	Give us IP home providers our hours BACK!!! Cutting our hours from 184 to 115 (65 hours!! Cut!!) Totally unjustified!! How are we suppose to make a living with our family, take care of our clients 24/7 hours a day??? And other caregiver do the same job, g	Individual providing in-home caregiver services in Western Washington.
Nothing. Speaks rude and belittling.	Be easier to get in touch with.	Individual providing in-home caregiver services in Western Washington.
Haven't had any problems. Always works with me on a "good time" for appointments.	Not sure.	Individual providing in-home caregiver services in Western Washington.
	RETURN CALLS.	Individual providing in-home caregiver services in Western Washington.
	Call back, investigate payments faster.	Individual providing assisted living services in Western Washington.
When I leave a message they always call me back. If they don't know an answer they help me find it.	I can't think of any need I have that is unmet.	Individual providing in-home caregiver services in Western Washington.
I will call my case manager and she can help me with all my questions. She also get right back to me if I leave message.	The only thing I can think of is for DSHS to take out ALL the taxes before issuing the checks.	Individual providing in-home caregiver services in Western Washington.
Return calls - Respond to questions.	Continue to hire great social workers.	Agency providing assisted living services in Western Washington; 35 employees.
Most of the staff are arrogant and very abrupt.		Individual providing services not indicated in Western Washington.
Case manager responds quickly and decisively when called.		Individual providing assisted living services in Western Washington.
It helps to see that things are run well.		Individual providing in-home caregiver services in Western Washington.
My Mother's case manager is great! He communicates well and is very helpful. Manages case well.	Stop cutting services for disabled vulnerable adults. IP's cannot claim hours for meal, prep/shopping. This doesn't seem fair as agencies and AFH receive the benefits.	Individual providing in-home caregiver services in Western Washington.
Case manager is very concerned about problems and tries to follow through with solution.	There has been no raise in cost of living allowance for my client.	Individual providing in-home caregiver services in Western Washington.
Assessment of needs for both disabled/care providers.	Extend hours for providers.	Individual providing in-home caregiver services in Western Washington.
Have not had to need much help.	Refer to my AFH. I've been open for almost a year and have had 2 calls concerning state clients. I take Medicaid.	Individual providing adult family home services in Western Washington.
Send our money or the payroll checks.	Pay more hours.	Individual providing adult residential care services in Western Washington.
Every time I called my case manager and left a message, it was answered the same day.	I had no complaints.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Offer an option to submit SSPS invoices on-line rather than by mail or telephone.	Individual providing adult family home services in Western Washington.
Easy to talk to them about staff and interest to me.	I'm quite happy with them and the people who come to home to help me.	Individual providing in-home caregiver services in Western Washington.
Client caseworker is usually prompt and helpful with any questions or needs.	More hours for my client and Federal taxes withheld from paycheck.	Individual providing in-home caregiver services in Eastern Washington.
I need an insurance because I reply no get.		Individual providing assisted living services in Eastern Washington.
Nothing.	Their operators are about 50-50 nice, but they can't help people because they work for a government agency.	Individual providing in-home caregiver services in Eastern Washington.
Very courteous, informative.	A few weeks ago I had to talk to DSHS and there was no one in the office. It was a week day. I had to call Spokane's office.	Agency providing adult family home services in Eastern Washington; 10 employees.
They have helped me with everything I have ask them to.	I really don't know of anything. By that, I mean I have no complaints.	Individual providing in-home caregiver services in Eastern Washington.
Answers all questions.	Not losing paperwork sent out to them	Individual providing in-home caregiver services in Eastern Washington.
Listen attentively, give fast and courteous results.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
	More personal contact.	Individual providing in-home caregiver services in Western Washington.
	Add more hours.	Individual providing in-home caregiver services in Western Washington.
Answer questions.	Call back sooner.	Individual providing in-home caregiver services in Western Washington.
Answer questions in a timely manner.	Nothing at this time.	Individual providing in-home caregiver services in Western Washington.
Resident assessment.		Individual providing adult family home services in Western Washington.
I feel real good and I'm happy with the man that comes to see my Mother and me.	I'm very satisfied.	Individual providing in-home caregiver services in Western Washington.
My supervisor, Mark Bernstein, is courteous and respectful always.	Not sure.	Individual providing in-home caregiver services in Western Washington.
Last year they mixed the payment almost every month, increasing and decreasing participation amount 2 times a month. Makes me so confused I don't know the truth.	We work for state clients because we like to do, helping not because DSHS pays right but because God give to me a lot of love and compassion, I like to help I like caregiver job.	Individual providing adult family home services in Western Washington.
Help me getting medical devices for my Mother. Payment okay.	The ACRS my case manager always help me.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Prompt return calls, provide complete information, follow-through good.		Agency providing services not indicated in Western Washington; 40 employees.
It's okay.	N/A.	Individual providing in-home caregiver services in Western Washington.
These questions are answering not completely.	Phone call and to wait longer.	Individual providing in-home caregiver services in Western Washington.
Accurate and timely payment.	Better (easier) system for authorizing payment (perhaps not needed to do this).	Agency providing other services in Western Washington; 2 employees.
Good communication - Clients interest first.		Agency providing adult family home services in Western Washington; 4 employees.
Gives me information.	Nothing, they do a great job now.	Individual providing in-home caregiver services in Western Washington.
Only 2 people have ever been helpful or sincerely concerned, or went out of their way to help.	CUSTOMER SERVICE. Train everyone the same. The main problem I have is hearing different things and rules from different people.	Individual providing in-home caregiver services in Western Washington.
The current case manager and oversight Nurse showed me that they care. I cannot say the same for the previous case managers.	The one that I now have is very nice and I am satisfied.	Individual providing in-home caregiver services in Western Washington.
Help with seeing that [Identifying Data Redacted] get the care and hours she needs.	Do what they are doing.	Individual providing in-home caregiver services in Western Washington.
Always calls me or mails me information about changes. Always listens to me and helps me to understand the things that I need to know.	Be more in unison and listen. To kind of sit down with you and talk about stuff you need to ask or know.	Individual providing in-home caregiver services in Western Washington.
Always answer the phones. Give an accurate information.	I don't know. They do very good job!	Individual providing in-home caregiver services in Western Washington.
Answer my questions - and promptly.	Lists of providers who accept Medicaid payment (Medical, dental, pharmacy, supplies, other services).	Individual providing adult family home services in Western Washington.
Right now I am not a happy provider.	Return phone calls. Give more prompt service. I have had medical taken out of my check for 4 months. They won't send refund or stop the deduction from my check.	Individual providing in-home caregiver services in Eastern Washington.
Keeping us up to date with class information, and training.	?	Individual providing in-home caregiver services in Eastern Washington.
They always answer my questions.	They could let me know what other resources are available that I could be eligible for.	Individual providing in-home caregiver services in Eastern Washington.
My worker helped me a lot with scheduling an appointment for my patient.	If it's possible, I would like to receive my paycheck on 5th each month.	Individual providing in-home caregiver services in Eastern Washington.
	Nothing. It's all okay.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Responds promptly to questions or concerns.	I would like more referral contact - are new referrals placed equitably among facilities?	Agency providing assisted living services in Eastern Washington; 25 employees.
Prompt replies to questions and/or phone calls. My patients' caseworker is very good at her job and never talks down to her.	I'm fine with the service that has been given - no complaints.	Individual providing in-home caregiver services in Western Washington.
Answers my questions promptly and refers me to the resources I need.	Could make yearly evaluations shorter and less tedious. How about having an option to just list changes from the previous year?	Individual providing in-home caregiver services in Eastern Washington.
Good communication with social worker and survey team.		Individual providing assisted living services in Eastern Washington.
They take time to hear what I have to say, but are very snobby.	They help with paperwork, but rarely give ADVICE!	Individual providing in-home caregiver services in Eastern Washington.
For one they always make sure that if I ask a question that I get an answer.	Not fond of the automated menu.	Individual providing in-home caregiver services in Eastern Washington.
Yes.	Yes.	Individual providing in-home caregiver services in Western Washington.
With my needs.		Individual providing in-home caregiver services in Western Washington.
Not much contact now.		Individual providing in-home caregiver services in Western Washington.
Returns calls promptly.	Hire more financial workers.	Agency providing assisted living services in Eastern Washington; 79 employees.
Answers questions regardless of how unimportant they may appear to be.	Transfer to bank account (EFT) takes as long as sending a check to person. If (EFT) is dated on 2nd, money should be in bank on 3rd, not 7th.	Individual providing in-home caregiver services in Eastern Washington.
The at least once a year interview is okay, so are the classes, but why not for case managers as well as caregivers.	Have case managers trained to understand individual needs, adjust the new pool.	Individual providing in-home caregiver services in Western Washington.
They do well only when referring a patient for admission.	Staff to whatever department they hold must be supportive because we are the backbones of hard work, often uncompensated.	Individual providing adult family home services in Western Washington.
Does well with assessments and follow-ups.	Some homes get referrals, others NONE! HELP US OBTAIN NEW CLIENTS when one leaves AFH! Return calls sooner!	Individual providing adult family home services in Eastern Washington.
Return phone call and keep me informed of changes.	More information on continuing education to be a better caregiver.	Individual providing in-home caregiver services in Western Washington.
Answers questions.		Individual providing other services in Eastern Washington.
Willing to help figure things out.	Less waiting on the phone, being on hold is very time consuming.	Agency providing other services in Western Washington; 20+ employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I feel that DSHS really tries hard to meet the needs of those eligible for services . Our case manager from COPES is WONDERFUL (Sheryl Johnson).		Individual providing adult family home services in Western Washington.
	Give us more hours, the so called shared work we do is more work than if we were just doing them for family members. They want special treatment for special food or treated special. It takes extra time and extra effort.	Individual providing in-home caregiver services in Western Washington.
Darrel, our case manager, is supportive and helpful whenever I call him and he returns calls.	I am happy with DSHS - except with mileage. They should give that to all whoever needs it. The SEIU union has gotten us increases and benefits. That really help me to do this job - It's almost at "living wage".	Individual providing in-home caregiver services in Western Washington.
The fact that I can get in contact with them is important to me.	Really cannot think of anything right now.	Individual providing in-home caregiver services in Eastern Washington.
Pay me money on time.	I'm happy with them.	Individual providing in-home caregiver services in Eastern Washington.
All is good.	I'm happy with them.	Individual providing in-home caregiver services in Eastern Washington.
All is good.	I'm happy with them.	Individual providing in-home caregiver services in Eastern Washington.
Pay me money on time.	I'm happy with them.	Individual providing in-home caregiver services in Eastern Washington.
Evaluate change of condition and suggest accommodations.	Payment issues when clients move through the system. Bed holds processed inaccurately (wrong dates, delayed payment). Billing adjustments processed after-the-fact cumbersome for accounting.	Individual providing assisted living services in Eastern Washington.
Find out what my needs are, even though they can't get accuracy of my day-to-day life by that form they have in the computer.	Pay my caregivers a living wage for the work they are required to do for me 7 days a week. A nursing home gets 2 1/2 - 3 times the amount of money for the same assessment!	Agency providing adult family home services in Eastern Washington; 4 employees.
	Return my calls faster, pay better for time required to keep residents safe and well cared for. Cost of care has increased. Speed up and do paperwork on time so I can get paid on time. Worker needs more help in her office to keep up.	Individual providing adult family home services in Eastern Washington.
Very courteous and helpful when I'm trying to find and take my yearly classes.		Individual providing in-home caregiver services in Western Washington.
They listen and try to help with information or the materials that I need for my client.	Need to interview providers without the client present so that accurate information can be given without interference or hurt feelings.	Individual providing adult residential care services in Eastern Washington.
Good question.	Less paperwork and filled out only once - not 3 or 4 times and see 4 or 5 different people just to get hired.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Get us a relief caregiver once in a while.	Individual providing in-home caregiver services in Western Washington.
My case manager always returns my phone calls promptly. Very informative about services. Makes a lot of phone calls to make sure her clients' needs are being met.	Nothing. I believe they are doing a fabulous job.	Individual providing in-home caregiver services in Western Washington.
They let us know who can help us if we have a question about other services.		Individual providing other services in Eastern Washington.
Append pay service.	Be more informed about available pay brackets (Re: travel and hours).	Individual providing in-home caregiver services in Western Washington.
Try to get back to a person with questions within 30 days. Tried to not be/sound hurried or rushed.	Not make a person feel like there is only one way to look at a situation ("The state's way"). We're people, not animals.	Individual providing in-home caregiver services in Eastern Washington.
Les is a good supervisor.	Help us if our client needs more hours (if possible).	Individual providing in-home caregiver services in Western Washington.
Always listens when a client is being impossible.	Have a larger staff (impossible, I know).	Individual providing in-home caregiver services in Western Washington.
They always help us with our problems, trying to solve them as quietly as they can.	Try to give us more days. Not just for me and my wife, but for every person, to attend Circle of Friends.	Individual providing in-home caregiver services in Western Washington.
To work with me.	Help me.	Agency providing in-home caregiver services in Eastern Washington; number of employees not indicated.
Advised to take care of elderly.	No idea.	Individual providing in-home caregiver services in Eastern Washington.
All aspects of my work.	Cannot think of anything off hand!	Individual providing in-home caregiver services in Eastern Washington.
They are quite helpful.	If they can provide few days off with pay every six months it would be helpful.	Individual providing in-home caregiver services in Western Washington.
DSHS does what it can, I have never had any problems.	Hard to contact people sometimes.	Individual providing in-home caregiver services in Western Washington.
I think DSHS works well.	I can't think of anything DSHS could do to work any better. I think they do a great job.	Individual providing in-home caregiver services in Western Washington.
Always helpful - When I have had problems the staff, if at fault, has been willing to admit and then fix the problems, or at least hear me out. HCS is easy to access by phone. Good, caring staff in Vancouver, WA. Direct deposit has been so far consistent	There is a WASTE of RESOURCES in sending out pay/wage statements to HCS workers! I have direct deposit and 1st get a mailing saying what was deposited, THEN another mailing days later showing SAME with deductions. This is a WASTE of state funds and resour	Individual providing adult residential care services in Western Washington.
Communication.	Return calls sooner for follow-up or other.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Everything so far!	I am not aware of anything.	Individual providing in-home caregiver services in Western Washington.
Very friendly and helpful.	Little slow in getting application done.	Agency providing assisted living services in Eastern Washington; 90 employees.
They are there and VERY helpful when I have questions or need to talk or gripe or sound off to relieve stress. They have given me verbal help as well as made materials available to me.		Individual providing in-home caregiver services in Eastern Washington.
DSHS has answered all my questions and resolved problems for me regarding my wages.		Individual providing in-home caregiver services in Western Washington.
Are very helpful with any questions or concerns we have.		Individual providing in-home caregiver services in Eastern Washington.
They keep me informed.		Individual providing in-home caregiver services in Eastern Washington.
They're there at all times.	They can leave interpreter on call because there are a lot of times when I used them to troubleshoot.	Individual providing in-home caregiver services in Western Washington.
Case manager, Cathy Yormark, is outstanding, professional, caring, informative, and always ready to help!!		Agency providing assisted living services; 33 employees.
Social worker does well on returning calls and questions I have - not always fair on payment but says its not her it's the program they have.	Financial workers here take forever. Social worker did her assessment July 20, but financial worker still not done and it's 9/12/05 and I've got zero dollars.	Agency providing adult family home services in Eastern Washington; 8 employees.
I haven't used DSHS for anything other than payment for services.		Individual providing in-home caregiver services in Western Washington.
Stay in contact. Communication is ALWAYS good.		Individual providing in-home caregiver services in Western Washington.
Diane Quimet has been VERY helpful in clearing up payment problems.	Assessment times and completions - we are not getting increases in care in a timely manner.	Agency providing adult family home services in Western Washington; 15 employees.
Always polite and helpful.	I am satisfied with services.	Individual providing in-home caregiver services in Western Washington.
Always answer questions that I have.		Individual providing in-home caregiver services in Western Washington.
When they try to answer my questions.	When I call to my mother's caseworker to get back to me sooner.	Individual providing in-home caregiver services in Western Washington.
Very supportive.	They are doing fine.	Individual providing in-home caregiver services in Western Washington.
Diane Quiet has been a great help fixing all the payment errors.	Assessments on time and returned so we get paid for the work we are doing.	Agency providing adult family home services in Western Washington; 13 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Help solve each residents problems with health and financial difficulties.	Assess residents really depending on their level of care respecting the care provided by providers.	Agency providing adult family home services in Western Washington; 1 employee.
Only Maria Gonzalez of Wapato area.		Individual providing other services in Eastern Washington.
Always responsive to any e-mail or letter questions I have written, phone call returns promptly.	Less mailing out of changes on clients. Go to e-mail based notification of changes or continued client coverage.	Agency providing nurse delegation services in Western Washington; 1 employee.
Pretty good about letting you know what you need done and haven't done.	Get back with my client and me faster instead of taking so much time.	Individual providing in-home caregiver services in Eastern Washington.
To offer direct deposit instead of always offering a check to deposit and wait for.		Individual providing in-home caregiver services in Western Washington.
Prompt response to questions.	Connect to caseworker faster - No answering machine, voice mail, etc.	Individual providing in-home caregiver services in Western Washington.
SSPS.	Explain more when something new appears.	Individual providing adult family home services in Western Washington.
Caseworker are generally pleasant and helpful Automated payment system works well. RN delegation program managers helpful/supportive.		Individual providing nurse delegation services in Western Washington.
Good about calling back.		Individual providing in-home caregiver services in Western Washington.
Using SSP funds to buy equipment, etc. Caseworker very supportive, helps me to the right information.	Need much help in guiding and finding good caregivers.	Individual providing in-home caregiver services in Western Washington.
Payment on time. Thank you.	Increase payment for residents on DSHS since everything is expensive now.	Individual providing adult family home services in Western Washington.
Almost everything.	Providers should be updated to any new rules, regulation, changes of any kind before a Licensor comes to the home and found out that there is a violation which the providers doesn't know it exist.	Individual providing adult family home services in Western Washington.
They provide help for the sick and old.	They could be better prepared when going to clients homes. Don't cut or shorten hours/unit, because the caregiver lives with client.	Individual providing in-home caregiver services in Western Washington.
Answer questions.		Individual providing in-home caregiver services in Western Washington.
Whenever I have problem they do help and advise me well what to do.	They are so nice to work with and very approachable, so I think that's good.	Individual providing in-home caregiver services in Western Washington.
Yes - I am new at this position and Ella has been wonderful.	I am not sure so far.	Individual providing assisted living services in Western Washington.
Provide information when I have questions.	Nothing.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Always return my phone call. Invoices always accurate, on time. Social worker very professional and helpful.		Individual providing in-home caregiver services in Western Washington.
Case manager for Aging and Disability are always on the ball.	Provide better pharmaceutical coverage for employees and patients. Get need people on the Financial case managers.	Individual providing in-home caregiver services in Western Washington.
Communication - DSHS provides excellent communication to their caregiver as well as their employees.	Setup database of caregiver and collect their e-mail address if they prefer communicate in that method.	Individual providing in-home caregiver services in Western Washington.
Calls are returned and help is given promptly when needed.	Remember to give information on ALL services available to client. I had to ask for some services that were available.	Individual providing in-home caregiver services in Western Washington.
Provides excellent services, goes above and beyond to help out.	More information on contacts.	Agency providing other services in Western Washington; 500+ employees.
Our caseworker does a great job on the annual review. They could respond to voice mail and return calls.	Communication with their caseloads could be much improved.	Individual providing in-home caregiver services in Western Washington.
CUT HOURS.	Quit cutting hours.	Individual providing in-home caregiver services in Eastern Washington.
Give me more information about my job (caretaker).	Okay.	Individual providing in-home caregiver services in Eastern Washington.
Quick assessment and subsequent assistance.	Nothing - to this point I have been very satisfied.	Individual providing in-home caregiver services in Western Washington.
	Having areas in Marysville for training and continue education.	Individual providing other services in Western Washington.
Returns calls promptly - always nice and helpful.	I don't have any suggestions.	Individual providing in-home caregiver services in Western Washington.
Most of the time they are there to answer the phone when I have a question.	Need to have better help. More people to sub when we are sick and need time off.	Individual providing in-home caregiver services in Western Washington.
Paperwork's, IP training.	Get up and fill out tax deduction W-2 form for every caregiver.	Individual providing in-home caregiver services in Western Washington.
COPES payments are quick.	COPES authorization forms are non-item-specific. Would help if they detailed what "special services" were being provided so it can get to correct department more timely.	Agency providing other services in Eastern Washington; 18 employees.
Assist me by phone when I have a question.	Hire more workers (office).	Individual providing in-home caregiver services in Eastern Washington.
Everyone has been prompt and helpful as well as pleasant to work with.	Process time card/payment for vouchers quicker. Provide caregiver more hours or increase wages.	Individual providing in-home caregiver services in Eastern Washington.
DSHS's doing great.	No comments.	Individual providing in-home caregiver services in Western Washington.
Understanding, courteous, and answer questions honestly.	Nothing. My case managers are the best.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answers any questions I may have - if person doesn't know they refer you to someone who does have answers.	Don't call very often, but have no complaints.	Individual providing in-home caregiver services in Western Washington.
Answers any and all questions.	N/A.	Individual providing in-home caregiver services in Western Washington.
Can't think of anything.	Pay attention to what is said and react and return calls. Show compassion. Don't be know it all.	Individual providing more than one type of service in Western Washington.
Offering a variety of classes to take.	Offering more dates for the classes.	Individual providing other services in Western Washington.
Seem to want to help.	No one person seems to be able to solve a problem or handle a request. I get - "I have to call... and I will get back to you".	Agency providing services not indicated in Western Washington; 20 employees.
They answer my question that I may have.	Be more available.	Individual providing in-home caregiver services in Western Washington.
Comes out to facility with paperwork, return phone calls promptly, answer questions patiently.	Can't think of anything.	Individual providing adult family home services in Western Washington.
Most of the things they do.	Always room for improvement.	Agency providing adult family home services in Western Washington; 3-4 employees.
Listen.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.
?	I have no issues that I feel need improvement.	Individual providing nurse delegation services in Eastern Washington.
Direct deposit is nice.	Would like more accommodating training schedules - Maybe a night class option? Also, take Federal taxes out.	Individual providing in-home caregiver services in Eastern Washington.
Always check with me and my patient how we are doing.	Provide information. How I can help my patient more better?	Individual providing in-home caregiver services in Western Washington.
My phone call discussion was followed-up and result was favorable.	Encourage open communication with staff. Advice on anything to improve quality of care. Anything that DSHS knows that is not familiar to providers, like list of equipment/material/supplies/services available without cost for.	Individual providing in-home caregiver services in Western Washington.
Always responds to messages left immediately - are well informed and knowledgeable, very friendly.		Individual providing in-home caregiver services in Western Washington.
Answer questions and return calls. Faster information.	Some could be a little polite.	Individual providing in-home caregiver services in Western Washington.
Everything, very satisfied.	Nothing at the moment.	Individual providing in-home caregiver services in Western Washington.
I have not had enough contact with them. But when I have had such contact, they have tried to listen and guide me and help me as far as they could.	Better wages, especially benefits. We have no benefits at all. Provide us a better education to help us get a career.	Individual providing other services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Usually available (by phone) when I have questions. Friendly and courteous. Clear goals are set for providers, which is helpful and takes the guessing work out.	Offer more CE (Continuing Education) classes (maybe on-line classes). Set-up some type of referral service so providers have the option to add clients that may be in their area.	Individual providing in-home caregiver services in Western Washington.
I rarely seek assistance - but when I need it, I expect results not just answers are that is what is expected of me.	A reimbursement check for getting paid late would be nice. Get me my paychecks faster and so I will not have to pay late fees for bills/rent due on a certain date when my check should be here. It should not take 10-11 days into the next month to receive p	Individual providing other services in Western Washington.
Knowledge to taking care of the client after learning from Training Caregiver class. Convenience to receive payment each month.		Individual providing in-home caregiver services in Western Washington.
DSHS responds prompt whatever question you might have. Prompt in making payments	No improvement necessary in my opinion.	Individual providing adult family home services in Western Washington.
Their job: accessible, responsive, informative, honest.	Pay more? Reduce regulation and continuing education requirements to 1996 levels. Increase limit to 8.	Individual providing adult family home services in Western Washington.
Listen and understand and communicate.	She is very good to old people.	Individual providing in-home caregiver services in Western Washington.
They have always been prompt with answers to questions I have had and been efficient and professional.	N/A.	Individual providing in-home caregiver services in Western Washington.
Nothing.	Provide classes other then Kent - During the week in the Seattle area, during the daytime in Seattle.	Individual providing in-home caregiver services in Western Washington.
Great people! Helpful, sincere, professional.	Turnover of caseworkers. I have had three. Each has been great, but starting over every time is frustrating.	Individual providing in-home caregiver services in Eastern Washington.
Always answer any questions and help.	Nothing - Thanks for being there.	Individual providing in-home caregiver services in Eastern Washington.
They are usually able to answer any questions and give me needed information.	At this time I cannot think of anything.	Individual providing in-home caregiver services in Eastern Washington.
Answer questions, return my phone calls.		Individual providing in-home caregiver services in Eastern Washington.
Assists with clients that have difficult issues (health and/or social). Great information source.	The two social workers that are assigned to us could not be any better. DSHS would benefit from taking tips from the private sector and show appreciation for having such great employees who are loyal, caring, and efficient. Sometimes even a thank you card	Agency providing assisted living services in Eastern Washington; 60 employees.
Answer questions.		Individual providing in-home caregiver services in Eastern Washington.
Returns calls quickly. Very caring toward client's needs.	Less paperwork each year to complete.	Individual providing in-home caregiver services in Western Washington.
Answers my question on many items.	Just keep being there to help.	Individual providing assisted living services.
Give me information, and/or at least put me in the right direction to obtain the information needed.	I would like them to be a little more helpful as far as finding activities for clients' children in the summer.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer my questions and try to help me stay up with all the changes.	Not change the rules so often.	Individual providing adult family home services in Western Washington.
My pay arrives promptly.	Return phone calls!! I placed numerous phone calls to social workers and supervisor and it took them 3 weeks to get back to me. All I needed was to schedule an appointment. Inexcusable!!	Individual providing in-home caregiver services in Western Washington.
Keeps up with client.		Individual providing in-home caregiver services in Western Washington.
Okay.	Why do the direct deposits come 3-5 day after the checks used to ?	Individual providing in-home caregiver services in Western Washington.
I call a caseworker - usually get a response that day or the next she is in the office.	I still haven't gotten paid for last February 2005 for one resident. I haven't heard from anyone since end of July. 800 needs a person to talk to.	Agency providing adult family home services in Western Washington; 4 employees.
Returning call.	Continue to service the community. Keep up the good work DSHS.	Individual providing in-home caregiver services in Western Washington.
Help in all ways or do better needs help.	Do more and better care for adult earn and more education.	Individual providing more than one type of service in Western Washington.
Our caseworker, Vrezh, really cares.		Individual providing in-home caregiver services in Western Washington.
They work well with me and listen well and follow through on what they say they are going to do.	Nothing I can think of.	Individual providing in-home caregiver services in Western Washington.
Answer all questions.	Return phone calls. Sometimes the call still hasn't been returned 1 week later.	Individual providing in-home caregiver services in Western Washington.
Indoctrination process could be done in more detail - how the pay system works, how much per hour...	Nothing - the training requirements match the job so far.	Individual providing assisted living services in Western Washington.
Always answers my questions. When I have to leave a message, my phone call is returned in a timely fashion.	Nothing I can think of at this time. All the folks I have dealt with do a great job. Thank you so much.	Individual providing in-home caregiver services in Western Washington.
Nothing.	Help caregiver get clients, and a boss over the caseworker we can talk too. Put us to work where we can work, everybody not CNA.	Individual providing in-home caregiver services in Western Washington.
Their ability to access client information via computer makes sharing information and communication/reporting much easier over the phone.	Keep the "answer-phone", and call-manager services available.	Individual providing in-home caregiver services in Western Washington.
Try to respond to the needs of senior citizens.	For me personally, you do a good job! But I am concern about children and Mothers.	Individual providing in-home caregiver services in Western Washington.
Yes.	Streamline the process for correcting errors on payments and process the corrections faster.	Agency providing private duty nursing services in Western Washington; 25 employees.
They always try to give me a person or number to call.	The answer machines could be more simple!	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Is there when I need to confer.	Give more hours when needed. This patient needs more hours, at least 2 hours more.	Individual providing in-home caregiver services in Western Washington.
Continuing education is one of the most helpful for me. How to improve my skills and learn more about caregiver lessons.	Right now, everything is perfect. I don't have anything to complain about it.	Individual providing in-home caregiver services in Western Washington.
It helps me to have a list of everyone's numbers. That way when I can't get an answer from one person...I have list of other people that can help me.	Respond in a timely manner. I've waited up to 5 months (and still waiting) for an issue to be resolved.	Individual providing assisted living services in Western Washington.
Very well.	Very well.	Individual providing in-home caregiver services in Western Washington.
Answer questions promptly.	Call back sooner as sometimes it takes a few days.	Individual providing in-home caregiver services in Eastern Washington.
	Don't cut hours.	Individual providing in-home caregiver services in Eastern Washington.
Gives us classes and teaches us what's right and what to do in situation.	Nothing much actually.	Individual providing other services in Eastern Washington.
Let you do your job with no interference.	Pay twice a month. 30 days is to long to wait. Other companies pay twice a month.	Individual providing in-home caregiver services in Eastern Washington.
Information is inaccurate. Assessments are not accurate. phone calls not returned.	It would be helpful if they had some training/knowledge about what we do and why we are necessary to our community.	Agency providing adult family home services in Eastern Washington; 8 employees.
I am allowed to watch videos and read a manual instead of taking the standard caregiving class, which was in conflict with my other job.	I had to drive in 2 weeks in a row because DSHS employee forgot I needed to do more when I began. I would have preferred to do it all at once and not waste time and gas money on extra trip.	Individual providing in-home caregiver services in Eastern Washington.
Work with us to find solutions to meet clients needs. Understand pressures of caregiving and are encouraging.	DSHS staff do a good job with few exceptions. To my knowledge the exceptions have moved on.	Individual providing in-home caregiver services in Eastern Washington.
	Not cut homecare hours. Be aware of clients need to be home in familiar surroundings.	Individual providing in-home caregiver services in Eastern Washington.
They respect our time and try not to waste it. Accepts phone processing of invoices/payment - slick! Processes checks in timely manner - Thank You!		Individual providing in-home caregiver services in Eastern Washington.
Respond in timely manner when left message on phone.	Improve on response time, please.	Individual providing in-home caregiver services in Western Washington.
Send you reminders of upcoming classes.	Have a bulletin board of clients in need of a provider.	Individual providing in-home caregiver services in Western Washington.
Yes.	No - they are very helpful.	Agency providing more than one type of service in Western Washington; 2 employees.
Answer any questions I have.	Pay more per hour.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They answer your questions and give helpful suggestions.		Individual providing in-home caregiver services in Eastern Washington.
They help the people I care for.	Quit cutting services - like the nutritional drinks.	Individual providing adult family home services in Western Washington.
They LISTEN carefully, respond clearly, seem genuinely concerned, and do everything possible to address the needs of the client; promptness has been exceptional.		Individual providing in-home caregiver services in Eastern Washington.
Knowledgeable about mentally handicapped people. Easily accessible and helpful with problems.	Nothing at this time.	Individual providing in-home caregiver services in Eastern Washington.
Everything.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Always answer on the phone. Always let people know about something changing, dollars, new information.	More training.	Individual providing in-home caregiver services.
HCS meets with us monthly and is responsive to phone and e-mail communications to coordinate services.		Agency providing in-home caregiver services in Western Washington; 35 employees.
Social workers who come into facility to assess residents are COMPASSINATE, PROFESSIONAL people.	Have a difficult time dealing with upper management (head of region) do not feel heard or respected.	Individual providing adult residential care services in Western Washington.
To help and understand the needs of a client.	To have medical insurance and provide food assistance.	Individual providing private duty nursing services in Western Washington.
Respite day care filling.	When calling Olympia and leaving a message with an agent, it would be nice to hear back from them.	Agency providing assisted living services in Western Washington; 60 employees.
Answers all questions.		Individual providing in-home caregiver services in Western Washington.
Keep current and be supportive to me and the client. There's an element of humaneness versus the coldness one feels in larger cities and states.	Change some of those STUPID laws that cost caregivers time and rob us of income to take care of our in-home clients!!	Individual providing in-home caregiver services in Western Washington.
Nothing.	Help caregiver's get more client. No bogs in the office's.	Individual providing other services in Western Washington.
Protecting the integrity and anonymity of the client and in-home caregivers or provider and prompt efficient pay.	Be more above-board about the extent of services being provided to ensure quality service and reliability.	Individual providing in-home caregiver services in Western Washington.
When I need to get a social worker in ASAP for my client, I get one very promptly (possibly because I don't bother them when it is not an issue I can deal with myself, and because I am assertive at need).	I am aware of the overwork - understaffing. Giving that, together with the diminishment of funds/resources, it's a miracle thing works as well as they do. At this time I/my client are low maintenance. This may change in the future. I hope that service at	Individual providing in-home caregiver services in Western Washington.
DSHS does a great job, especially in relation to compensation.	To give more information/tips how to improve our services to our clients.	Individual providing in-home caregiver services in Western Washington.
They are helpful when I asked question about my Mom.	Continue your good service.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Not much.	Listen, and talk to us, not at us.	Individual providing in-home caregiver services in Western Washington.
Keep me working.	Not sure.	Individual providing private duty nursing services in Western Washington.
DSHS (staff "investigators" use unethical tactics to gain information from staff and residents) is a punitive body. The staff is not available to assist - They are only interested in finding things wrong. The COPES case managers do nothing to assist the	Reinstate the DSHS Quality Assurance position - that person actually cared about quality service being delivered, not about finding things wrong with the faculty.	Agency providing assisted living services in Western Washington; 70 employees.
Licensors, case managers in ADS are great - [indecipherable name] for delegation not a leader.	Engage my opinion more and experience to improve Nurse Delegation program - Have been with program over 6 years.	Individual providing nurse delegation services in Western Washington.
Does keep yearly re-assessment appointment.	Treat caregiver with courtesy and respect. Don't expect CARE software to accurately gauge client's needs. It is not often black or white answers. Some empathy (real) would be nice.	Individual providing other services in Western Washington.
Help make life easy and respectable. Help pay the bills.	They have been wonderful. Thank you.	Individual providing in-home caregiver services in Western Washington.
Aging and long term care programs.	Enteral Nutrition Program needs to have 1 form that meets requirements instead of asking for vague extra information that physicians don't understand the need for.	Agency providing other services in Eastern Washington; 6 employees.
Very, very well - They really go out of their way (especially Newport office - smiley face).	They do a great job now - can't think of how it could be improved.	Individual providing in-home caregiver services in Eastern Washington.
Present social worker is wonderful. Have not been so fortunate in the past.	Communicate with facility. Stop judging the facility.	Agency providing assisted living services in Western Washington; 25 employees.
They are very courteous when answering my questions.		Agency providing in-home caregiver services in Western Washington; number of employees not indicated.
So far no problems have happened to where I would need assistance.		Individual providing in-home caregiver services in Western Washington.
When ask for they help in any place.	Hands on.	Individual providing other services in Western Washington.
In-home visit has been very professional, and every time I've called for any reason my call has always been returned in a timely manner.		Individual providing in-home caregiver services in Western Washington.
Yes.		Individual providing in-home caregiver services in Eastern Washington.
Timely pay of independent provider invoices.	Take out Federal Income Taxes due (per payday). Consider pay for a provider already living with client.	Individual providing in-home caregiver services in Eastern Washington.
Answer my questions.	Nothing that I can think of.	Individual providing assisted living services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Increase time to know residents. Decrease case manager turnover. Visit the facility to understand better what we do.	Individual providing adult residential care services in Eastern Washington.
Timely pay through invoice telephone express. Was impressed at promptness - received my 1st paycheck in 4-5 days.	PLEASE withhold timely income tax each/every payday - This would be GREAT for self-employed/independent providers.	Individual providing in-home caregiver services in Eastern Washington.
DSHS staff treat me with respect and courtesy to make sure everything I take care.	N/A.	Individual providing in-home caregiver services in Eastern Washington.
DSHS gives me the opportunity to participate in some trainings about fundamentals of caregiving and about safety to better serve, help and understand my clients.	The "continued education" that we as DSHS providers need to help us keep abreast with things we need to know to give better service to our clients.	Individual providing in-home caregiver services in Western Washington.
Provide automated systems (example: telephone and website).	Provide me with list of all state programs. Explain more detail about programs rules and regulations. Give alternative options.	Individual providing more than one type of service in Western Washington.
Yes, they always.	Yes.	Individual providing assisted living services in Western Washington.
Understands people well and needs.	Really can't think of anything.	Individual providing in-home caregiver services in Western Washington.
Be polite and courteous when listening and solving person's problem.	Be patient to hear and listen, concern people to their problems.	Individual providing in-home caregiver services in Western Washington.
Every person I work with is kind and helpful.	Not to make us wait so long to get our calls into providers services.	Agency providing other services in Western Washington; 21 employees.
Written treatment plan is good. Quick response paying invoices is appreciated. Nice to have training paid for. Thanks for caring.	The pay rate is discouraging. Clarify mileage reimbursement (none available on phone-in invoices).	Individual providing in-home caregiver services in Western Washington.
Timely response in all respects.	No comment.	Individual providing in-home caregiver services in Eastern Washington.
Very friendly.		Agency providing other services in Eastern Washington; 5 employees.
The case manager, Laura Schiltz, is always there to help and answer any question I may have. Kind and patient.		Individual providing in-home caregiver services in Western Washington.
Nothing.	To do their job!!!	Individual providing other services in Western Washington.
SSPS works great by phone.	Less paperwork or combine some.	Agency providing other services in Western Washington; 8 employees.
Good support.		Individual providing assisted living services in Western Washington.
Quite responsible.	Work a little faster.	Individual providing adult family home services in Western Washington.
Have translator at front desk or bilingual workers at front desk.	If possible, more bilingual employees must help a lot, because I am afraid of seeing someone who can't understand my language.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Continuing education.	Client was just assessed with same level of needs as last year but time to provide them went down from 107 hours to 65 hours? Doesn't make sense and makes it impossible to continue providing care [Identifying Data Redacted].	Individual providing in-home caregiver services in Western Washington.
Cynthia English and Diane Quimet are fabulous! They take the time to explain how things work and are always willing to answer my numerous questions with a smile.		Agency providing assisted living services in Western Washington; number of employees not indicated.
They explain everything well.	Return calls in timely manner.	Individual providing in-home caregiver services in Western Washington.
Answer all questions I have promptly - if they don't know the answer, they'll find it for me.		Individual providing in-home caregiver services in Western Washington.
They are late most of the time, and then don't stay very long. We have schedules too.	Answer your calls, messages in getting back to you. Follow through on their work.	Individual providing more than one type of service in Western Washington.
Takes my calls and answers questions over the phone.	N/A.	Individual providing in-home caregiver services in Western Washington.
	Speak variety of languages.	Individual providing in-home caregiver services in Western Washington.
Case managers are not "sticklers" and use common sense when dealing with issues. I appreciate that they realize we are dealing with people, not just numbers.	Can't think of anything. I think everyone does a great job given the current resources they have to work with. Chuck Howard is my favorite case manager. Love him.	Agency providing private duty nursing services in Western Washington; 43 employees.
They are always willing and happy to answer any questions I have, even about my time cards!	I can't think of anything.	Individual providing other services in Eastern Washington.
Provide COPES referral for Lifeline.	Notify me when someone is no longer on COPES.	Agency providing other services in Western Washington; number of employees not indicated.
Invoice payment. SSPS.		Individual providing adult family home services in Western Washington.
Considerate and meets my needs.	Keep in touch to see if I need more help.	Individual providing other services in Western Washington.
	Instead of giving out other numbers and names, I think they should pull my whole file or connect me to where I need to be helped.	Individual providing in-home caregiver services in Western Washington.
Being prompt and correct.	Be correct.	Individual providing in-home caregiver services.
They are respectful and always help me when I have concerns.	Nothing really.	Individual providing in-home caregiver services in Western Washington.
Always available to talk to when I have questions. They call me back when I leave messages.	I think they do a great job. I can't think of anything they could do better.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer questions and provide answers and resources. I deal with home and community services.	Provide businesses that directly work with DSHS (such as Adult Family homes) with phone lists for different departments at DSHS. Could mail them once a year.	Agency providing adult family home services in Western Washington; 2 employees.
The annual reviews are always very thorough. The pay is good. I like my job very much.	Allow me to get food stamps. They told me I could only get \$10.00.	Individual providing in-home caregiver services in Western Washington.
More money.		Individual providing in-home caregiver services in Western Washington.
DSHS helps me with whatever problems I have regarding caring for my client.	I wish I could have a day off.	Individual providing in-home caregiver services in Western Washington.
Informational.	Expedite processes.	Individual providing in-home caregiver services in Western Washington.
Trained to do evaluation.	More accessible, more flexibility in training time. Response rate to telephone calls.	Individual providing other services in Eastern Washington.
They are on time with their appointments with worker and client.	Return our calls.	Individual providing adult family home services in Eastern Washington.
After I reach her, she is very cooperative and gives good advice and help.	Better telephone reply - never reach person first call - always call back.	Individual providing adult residential care services in Western Washington.
I LOVE the automated billing and payment process.	Okay, the case manager in my county is a challenge to work with in the past, but minimum contact now - I usually just leave a note.	Individual providing adult family home services in Eastern Washington.
Come when I call to discern the changes if any.	Not reduce hours when we get a raise.	Individual providing in-home caregiver services in Eastern Washington.
They try and do take care to work with. They listen to what I have to say.	Create a program to help more people with disability improve the PHYSICAL living environment, home, car, water, power, etc.	Individual providing in-home caregiver services in Eastern Washington.
Case managers fix errors in SSPS very quickly...and courteously.	Contracting processes and timely issuance of contracts.	Agency providing in-home caregiver services in Eastern Washington; 400+ employees.
In Mount Vernon, our senior services office treated me nicely.	Sometimes it was difficult to get through to the case manager - and it seemed to take a long time or repeated tries to get through to her. I eventually would go to the office.	Individual providing in-home caregiver services in Western Washington.
Not much.	Pay gas.	Individual providing in-home caregiver services in Western Washington.
Answer any questions I have. Always respond to my phone calls.	Faster response time?	Individual providing in-home caregiver services in Western Washington.
Always available if needed.	Nothing I can think of.	Individual providing other services in Western Washington.
	Shorten the waiting time for new caregivers to get an appointment to get signed up. This causes lapse in care if a client's full time caregiver leaves without notice. If family not available, what would happen?	Individual providing other services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Listen to my concerns and respond in a timely manner.	I have worked with 2 social workers and I cannot complain.	Individual providing in-home caregiver services in Western Washington.
They don't care to help caregivers.	Often you are transferred from person to person when calling. Payment is always late.	Individual providing in-home caregiver services in Western Washington.
They help in every way.	Not much.	Individual providing in-home caregiver services in Western Washington.
When we call JOHN HUMMER with a question he gets back to us very quickly.	Some of our people moved in weeks ago and are still waiting for award letters. Some financial people lose the papers we fax quite often, so we keep copies.	Agency providing assisted living services in Western Washington; 40+ employees.
Always good communication with staff, quick payment sent, always courteous. Thank you.	Identify check to customer or invoice if possible.	Agency providing adult residential care services in Western Washington; 26 employees.
Everything.	I can't think of anything. They do the best they can.	Individual providing in-home caregiver services in Western Washington.
Report new programs.	Call back within a week!	Individual providing in-home caregiver services in Eastern Washington.
Give me support and answer any questions I may have. Always returns my phone calls.	Offer more education.	Agency providing adult family home services in Western Washington; 5 employees.
Everything is good.	Nothing.	Individual providing other services in Western Washington.
Very informative and understanding to all races of people.	Be more informed of local agencies that help people in need, in our area.	Individual providing in-home caregiver services in Eastern Washington.
Track billing with attention of bed holds, etc.	Be more available to us. Not view us as a bother but view us as part of a team.	Individual providing adult family home services in Western Washington.
Answer all my question.		Individual providing other services in Western Washington.
Answers my questions or get me information I needed.		Individual providing adult family home services in Western Washington.
Consistent resources.	Change the policy for clients living with their providers and GIVE US OUR HOURS BACK. Otherwise a growing number of providers will be forced to obtain other means of income - creating a LACK of care for clients or even NON care due to absence, forcing cli	Individual providing in-home caregiver services in Eastern Washington.
Very helpful, also a good source for information.	I don't know.	Individual providing in-home caregiver services in Western Washington.
Listen to the people.	N/A.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They were helpful and informative and friendly whenever I called.	I know the people are VERY busy, but paperwork is slow when changes occurred. I received notices that the safety class needed to be taken when I already had done it. Payment was VERY SLOW: 6-8 weeks was stated, then 8-12 weeks when I called (after 8 week	Individual providing in-home caregiver services in Western Washington.
Caseworker is helpful.	Not sure.	Individual providing in-home caregiver services in Western Washington.
Responds promptly and courteously to my inquiries.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
When I need answers, I always get them.	Nothing at this time.	Individual providing in-home caregiver services in Eastern Washington.
Get information.	They have you on file and they want you to duplicate everything.	Individual providing in-home caregiver services in Western Washington.
Yes, my caseworker, Beth Kelly is wonderful.	Speed up the red tape and paperwork.	Individual providing in-home caregiver services in Western Washington.
Customer service.	None.	Individual providing in-home caregiver services in Western Washington.
They LISTEN, then help as best they can.	Can't think of anything at the moment.	Agency providing assisted living services in Eastern Washington; 35 employees.
Take information - tells me who to contact.	Take the time to listen to the whole story. Sometimes it would help them decide who could help me best (the first time).	Individual providing in-home caregiver services in Eastern Washington.
I don't deal directly with DSHS, but ALTC is very efficient and extremely helpful.	Have seminars dealing with issues pertaining to my client (mental health). Very few meetings deal with her problems.	Individual providing in-home caregiver services in Eastern Washington.
Personally took effort to accommodate training and resolve payroll issues. Returns phone calls in timely manner.	Just keep the good work up. My experiences have been more than satisfactory!	Individual providing services not indicated in Eastern Washington.
Very cordial and well trained staff.	Phone calls are always returned and a return call is appreciated.	Agency providing other services in Eastern Washington; 40 employees.
Local DSHS employees always easy to work with and respond. Very helpful.	Olympia DSHS very difficult, not user friendly, not an attitude of helping.	Agency providing assisted living services in Eastern Washington; 35 employees.
Give excellent information and resources.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
Offer suggestions and oral help.		Individual providing in-home caregiver services in Eastern Washington.
You do a good job in all areas that our home has dealt with you (from admission, through discharge and inspection).	You have always helped me in every way I have needed help.	Individual providing adult family home services in Eastern Washington.
Listen to problems we must address.	Work faster to provide services for residents. Not be so quick to judge grievances until all facts available. Use more COMMON SENSE!!	Agency providing adult family home services in Western Washington; 4 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
All contact has been informative and helpful.		Individual providing in-home caregiver services in Western Washington.
The caseworker is very prompt in notifying us of participation/daily rate changes - which helps in billing.	Nothing.	Agency providing assisted living services in Western Washington; 32 employees.
They help straightening up the rules we don't know.	They help to find substitutions for us.	Individual providing in-home caregiver services in Eastern Washington.
Helps me understand questions. Nice and cares about clients.		Individual providing in-home caregiver services in Western Washington.
Don't deal directly with them. The automated phone system is extra-ordinarily good. In 5 years I've never had trouble calling in my hours and always got a check or deposit in due time.	JUDGE RICHARD HICKS was 100% correct when he said that THE STATES "Shared living" rule "IS ILLEGAL" DSHS should pay home caseworkers THE SAME whether they live in or not! My client and I feel very much DISCRIMINATED AGAINST with DSHS cutting hours!! THEY	Individual providing in-home caregiver services in Eastern Washington.
Our case manager is very responsive and helpful! He is one of the reasons we decided to have 2 more Medicaid beds.	I do not have any complaints other than I wish we could get better paid for Medicaid beds so we could help more people.	Individual providing assisted living services in Western Washington.
Payments are timely - Very satisfied with the social workers efficiency.	No complaints.	Individual providing adult family home services in Western Washington.
Quick and fair solutions.	To increase the rates on caregiving.	Individual providing adult family home services in Western Washington.
Lets me know when I need to do my schooling.		Individual providing in-home caregiver services in Western Washington.
I don't know because I've tried to get help with clothing vouchers or with help moving or other help with things.		Individual providing in-home caregiver services in Eastern Washington.
Listens to me.	Nothing now, as we have moved out of state.	Individual providing in-home caregiver services in Eastern Washington.
Have Joann Contral.		Individual providing in-home caregiver services in Eastern Washington.
Provide the COPES program. This household is VERY GRATEFUL for the COPES program.	I cannot think of a constructive suggestion.	Individual providing in-home caregiver services in Eastern Washington.
Returns phone calls, provide training information, provides information to me and employer.	Wide selection of training. Sometimes needed training is hard to schedule in or date for training is a different type then signed up for (Example: Foot care was replaced with MS/therapy. Needed Respiratory Foot care).	Individual providing in-home caregiver services in Eastern Washington.
Answer questions that I have to the best of their abilities.		Individual providing in-home caregiver services in Eastern Washington.
Listens to suggestions.	Notify us if we DO NOT receive the bid.	Agency providing other services in Eastern Washington; 3 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
The social worker that assessed my wife was very polite, courteous, and answered all our questions (Susan Aigner) - Fantastic.	Get information to me faster. Took over 2 weeks to find out who the caseworker was and the IP specialist.	Individual providing in-home caregiver services in Western Washington.
Susan Aigner was very caring. Explained everything in well, easy manner to understand. Need more like her!	When calling DSHS the receptionist sometimes tends to sound angry, like you're bothering them.	Individual providing in-home caregiver services in Western Washington.
Direct phone numbers for staff.	Better directory of all departments.	Individual providing adult family home services in Western Washington.
Answer any questions and help with issues to do with client.	Nothing at this time.	Individual providing in-home caregiver services in Western Washington.
DSHS works with me and helps me very well.	DSHS works with me and helps me very well. It does everything at its best.	Individual providing in-home caregiver services in Western Washington.
Everything do well.	No comment.	Individual providing in-home caregiver services in Western Washington.
DSHS works well on getting paperwork processed quickly and efficiently.	Better assessment guidelines so that individuals need can be met rather than charting needs into groups.	Agency providing adult family home services in Western Washington; 2 employees.
Answer all questions very nicely, and often call to ask patient how things are.	No suggestions.	Individual providing adult residential care services in Western Washington.
DSHS helps my family. Give medical coupon for my Mother and my children.	DSHS is doing better and better.	Individual providing in-home caregiver services in Western Washington.
Everything.		Individual providing in-home caregiver services in Western Washington.
They supply things that my client needs.	To call or come by to speak to my client more often.	Individual providing in-home caregiver services in Western Washington.
Provide useful information about training.	Work better with language barrier.	Agency providing assisted living services in Western Washington; 100+ employees.
Have good case managers that are usually courteous and supportive.	Treat people equal and not be intimidating, and reimburse AFH better.	Individual providing adult family home services in Western Washington.
I felt the caseworker tried to keep my hours acceptable.	Get tired of the constant push to REDUCE the hours for care of my clients as her condition deteriorates, this needs fixed.	Individual providing in-home caregiver services in Western Washington.
They listen.		Individual providing in-home caregiver services in Western Washington.
I have no complaints at this time.	Condense paperwork! Put on just 2 papers instead of 4 or 5 each month!	Individual providing other services in Eastern Washington.
They are good in answering questions, or help solving problems.	Cannot think of anything. I'm very satisfied the way things are now.	Individual providing in-home caregiver services in Western Washington.
When I have payment questions they are always willing to get me the answer.	Put print information on-line so we don't have to call long distance.	Agency providing in-home caregiver services in Eastern Washington; 500 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Returns calls in a timely manner. Communication good.		Individual providing nurse delegation services in Eastern Washington.
Both.	I do not know.	Individual providing in-home caregiver services in Eastern Washington.
A "good" caseworker for my son. I really appreciate her sensitive nature.	Provide quality caregivers that do not make charges on your phone bill, cheat on their hours and especially go through the families belongings when they are hired to care for the disabled person.	Individual providing in-home caregiver services in Eastern Washington.
Provides a well written care plan.	Provide local seminars and training (Re: the ten hours of required education, etc). Documenting time sheets for my position is unrealistic as an in-home caregiver 24/7.	Individual providing in-home caregiver services in Western Washington.
Organize the projects.	Better directions to job site.	Agency providing other services in Western Washington; 6 employees.
Nursing Home TAD.	Change the way the assisted living billing is done. Too many mistakes.	Agency providing assisted living services in Western Washington; 250 employees.
Help us get job. Giving us education, learn more from getting Continuing Education once a year.	Hope we get "earlier" the direct deposit check. Less than 5 days.	Individual providing in-home caregiver services in Western Washington.
All people in the front desk very nice when I came to see the worker. I don't have to wait long and the worker, she's very wonderful.	I don't have idea because DSHS works very good.	Individual providing in-home caregiver services in Western Washington.
Excellent job to my client and my business.		Individual providing adult family home services in Western Washington.
I am very lucky to have a very knowledgeable and experienced case manager.	Continue hiring and training good case managers.	Individual providing other services in Western Washington.
I have no complaints.	They do a good job. No problems.	Individual providing in-home caregiver services in Western Washington.
Respond to telephone calls quickly.	Come to our building more often. Inform us of changes before they occur. And follow-up with phone calls more often.	Agency providing assisted living services in Western Washington; 33 employees.
Prompt and has an answer to all my questions.	Can't think of anything.	Individual providing adult residential care services in Western Washington.
They try very hard to make you understand an otherwise hard to understand system.	Get me the same information they send to their clients on a timely basis.	Agency providing assisted living services in Western Washington; 30 employees.
Answer questions promptly or seek answer of concerns.	Stop sending multiple letters, especially a financial qualifying letter comes here but also goes to a wife - Do not send one here.	Agency providing adult family home services in Western Washington; 2 employees.
They always make sure that we are paid appropriately.	Offer more classes on Continuing Education that could be completed in 1 day not 2 or 3.	Individual providing in-home caregiver services in Western Washington.
Sending reminders for safety training and giving us more options to complete it. Updating us with necessary information.	Keep track of us that we have all the information (updated information) that we need to provide proper care.	Individual providing other services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Our local HCS is supportive, helps problem solve, answer questions, etc.	It would be very helpful if different counties/regions were all on the same page. The variations on procedures are astounding - I would think guidelines would be standard statewide. The single biggest complaint is inaccuracy of assessments prior to admitt	Individual providing adult residential care services in Western Washington.
Francis Holganza has been wonderful! Both with me and with my client.	Hire more people like Francis Holganza!	Individual providing other services in Western Washington.
Have all the information we need to make decisions on qualifying.	Keep up your current standard.	Agency providing other services in Eastern Washington; 10 employees.
Inform me; support me.	!	Individual providing adult family home services in Western Washington.
Answers questions helpfully.	Give examples.	Individual providing adult family home services in Western Washington.
Remind caregivers to attend seminars on Fundamental for Caregiving and Safety Training and I'm so thankful for these.	To give or provide us caregivers health insurance and increase salary a little bit higher.	Individual providing in-home caregiver services in Western Washington.
Help resolve problems with billing.	Coordinate financial portion with facility person - participation coordination.	Agency providing assisted living services in Western Washington; 110 employees.
Yes.	Good services.	Individual providing in-home caregiver services in Western Washington.
	Return phone calls!! Get more workers...They're way overworked. Stressed!!	Individual providing in-home caregiver services in Eastern Washington.
Provide good quality help for individuals that can't afford it.	When a questions is left on voice mail to a caseworker, please do return calls.	Individual providing other services in Eastern Washington.
DSHS has made it possible for me to work and take care of someone else unable to take care of their selves.	Try to give more hours, some people need more help and they should have more hours.	Individual providing other services in Eastern Washington.
I ask for very little, "nothing extra". All I want to do is care take my Father and have minimal interference.	I have had a caseworker assigned to my Father's case whom I had to take to arbitration to resolve over conflict. This is unacceptable!!!	Individual providing in-home caregiver services in Eastern Washington.
Financial eligibility reviews.	Employee transition is high. My client's case managers or financial managers change constantly!	Individual providing adult family home services in Western Washington.
Answer all questions.	Change my name like I have asked them to do.	Individual providing in-home caregiver services in Eastern Washington.
Steve Chow is great! He is very helpful.	[Identifying Data Redacted] does not always know what is going on.	Agency providing assisted living services; 14 employees.
	Not put on hold or answer machine when you want to talk.	Individual providing in-home caregiver services in Western Washington.
DSHS wrong calculate my income, because I work like independent contractor. Twice time more them I have.	My wife has bad physical congestion. Now she has processing for SSI. But DSHS took her medical. We are very sad.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Send me elsewhere to get help.	Give me photocopies of food banks or clothing banks I could use.	Individual providing in-home caregiver services in Eastern Washington.
Helps me see, in another perspective what improvements or [indecipherable comment] that I could provide client with their home visits (eg. Mgr). And helps me do my job better working together.	Provide more of a vision of other caregivers. What problems seem to be coming up so we could avoid them with provided information, say a monthly newsletter, with good things vs. bad things - narrow it down.	Individual providing in-home caregiver services in Western Washington.
Letting me work with the individual with limited interference.	Take classes by computer and getting credits for the classes.	Individual providing in-home caregiver services in Eastern Washington.
Explaining duties as caregiver and what is needed to have ready for [Identifying Data Redacted] caseworker. Also, being flexible with appointments so [Identifying Data Redacted] (disabled client) is well enough for the visit.	None at this time.	Individual providing in-home caregiver services in Western Washington.
You have excellent employees with a good to great knowledge base to help me problem solve.	I have recently moved and address change has been a problem.	Individual providing nurse delegation services in Western Washington.
CURRENT social worker is always helpful to facilitate residents needs.	More communication and follow through with explanations as to why things can't be done for the residents well being.	Agency providing assisted living services in Western Washington; 76 employees.
Answer questions.	Deposit AFH payments earlier - August payment not received until September 7 - one week later than non-DSHS residents are required to pay!	Individual providing adult family home services in Western Washington.
	Better communications between financial worker and social worker. Often participations are conflictive.	Agency providing assisted living services in Western Washington; 48 employees.
So far I don't have any complaints to DSHS.	Just to keep in touch with me and see how I'm doing with my client.	Individual providing in-home caregiver services in Western Washington.
Available.		Individual providing in-home caregiver services in Eastern Washington.
DSHS training well, pays well and gives opportunities to IP's to fulfill the 10 hour training. Offering health insurance is a BIG bonus this year!	It is difficult at time to contact my clients DSHS case manager. I get no contact with her unless I catch her at the office and she is answering her phone. She does not often even call back after leaving a message. Perhaps she has a big caseload? She is a	Individual providing in-home caregiver services in Western Washington.
Assists in placement of individuals in our AFH.		Agency providing adult family home services in Western Washington; 4 employees.
Payments are usually very fast, although audits or adjustments not very prompt.	Get back in contact with clients and providers. Staff and caseworkers not very good at returning calls, but they do expect you to return their calls or forms promptly.	Individual providing in-home caregiver services in Western Washington.
Coordinate equipment for patients.	Faster authorization time for DME.	Agency providing other services in Eastern Washington; 20 employees.
They always help me with problems or if I have questions they always have answers.	I am happy with all their work and help.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Prompt attention to the needs they provided to me or requested by me.	Continue as they have been doing providing excellent service.	Agency providing in-home caregiver services in Western Washington; 300+ employees.
	Most of the staff at Post Office are very rude. If the hours weren't so drastically cut it would be easier to provide care. Easier for us to service. And, provide gas in our cars for all the errands and appointments we have to do as part of our job.	Individual providing in-home caregiver services in Eastern Washington.
They're very helpful for everything.	I think they're already doing a very good job.	Individual providing in-home caregiver services in Western Washington.
Advise what I need to know in my career or in rarity documentations.	Process quicker the wages claim from all caregiver.	Individual providing in-home caregiver services in Western Washington.
MSW's (caseworkers) wonderful!	Licensors come and are so negative, ignoring all positive aspects of home.	Individual providing adult family home services in Eastern Washington.
Except for [Identifying Data Redacted] in [Location Redacted]. She is very rude most of the time	Most of the DSHS workers are kind. I have been working with DSHS for a long time. [Identifying Data Redacted] is known by many in the health care field to be rude and not helpful.	Individual providing services not indicated in Eastern Washington.
Brett has a always been very nice and helpful and follows through for me!	Give a full time social worker - our new one is part-time.	Agency providing assisted living services in Western Washington; 33 employees.
MUCH better than it used to be - mean and grouchy really ARE NOT likeable! They tend to keep updated on the information and situations about my client better than previously. They seem to have a better attitude - experienced	Stop "adjusting" my clients' meds, pay for my mileage and gas. When things seem to be tolerable - someone decides to change or take away. LET WELL ENOUGH ALONE for 6 months at least.	Individual providing more than one type of service in Western Washington.
Training. Express pay system.	Can't think of anything.	Individual providing in-home caregiver services in Eastern Washington.
	Everything is going fine.	Individual providing in-home caregiver services in Eastern Washington.
Always call me back if I leave a message and provide caregiver training.	Authorize more hours for care - 145 hours a month is not very realistic.	Individual providing in-home caregiver services in Western Washington.
Is always nice and explains what I need to know - is nice to my disabled son.	?? More food stamp money, cheaper gas???	Individual providing in-home caregiver services in Western Washington.
Recently - just with forms DSHS requires for us to provide services. DSHS should promote AFH in the community MORE THAN USUAL REFERRAL.	Increase rate - So we may able to afford insurance liability DSHS is trying to require providers - also, to be able to afford to pay quality caregivers.	Individual providing adult family home services in Western Washington.
Automated time reporting.	Don't know.	Individual providing in-home caregiver services in Western Washington.
Answers all question and help understand what it's about.		Individual providing in-home caregiver services in Western Washington.
Brought interpreter.	Honestly evaluate work that is being done by caregivers.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Faster service. I waited 3 1/2 months to get services for 2 adults living in my home.	Individual providing in-home caregiver services in Eastern Washington.
Provide care plans. Answer questions. Provide reimbursement for supplies not covered by medical coupons.	Everyone has been helpful, responsive and professional.	Individual providing nurse delegation services in Eastern Washington.
If my check is late and my information is in the computer, they give me voucher number.	Work with people on their hours.	Individual providing other services in Western Washington.
Do everything on time.		Individual providing in-home caregiver services in Eastern Washington.
They are nice. If you have trouble, they help right away.		Individual providing in-home caregiver services in Western Washington.
Prompt return on phone calls. Courteous on the phone.		Agency providing other services in Eastern Washington; 1 employee.
They are informing us very well what is the right thing to do and how to comply the requirements.	Trust each other.	Individual providing adult family home services in Western Washington.
Humiliated and discriminated us. No help at all.	Repeal CARE tool which discriminates mentally sick people.	Individual providing in-home caregiver services in Western Washington.
Assessments of clients on time.	Follow up payments of clients - I had 2 clients last year (September/October 2004) that DSHS did not pay for their stay in my AFH for 10 days and 12 days.	Individual providing adult family home services in Western Washington.
Paychecks on time and orderly.	Not much.	Individual providing in-home caregiver services in Eastern Washington.
By getting us what we need when it's needed. And keeping up the positive attitude and support.	Keep up the good work!	Individual providing in-home caregiver services in Eastern Washington.
Providing training.		Individual providing in-home caregiver services in Western Washington.
Answering questions that I have about different problems that may come up.	Return phone calls more quickly, when messages are left.	Individual providing adult family home services in Eastern Washington.
DSHS work and help me everything be on time and very good.	DSHS could work and help me everything be quickly and well.	Individual providing in-home caregiver services in Western Washington.
Yes, they have been very helpful in the needs of my parents.		Individual providing in-home caregiver services in Western Washington.
If one has questions they always answer well. Always receive a call back if I leave a message.		Individual providing in-home caregiver services in Western Washington.
Ken, my [Identifying Data Redacted] social worker, is always ready to help in any way he can and always calls back the same day.	For full time care for my Aunt more hours...so that I could get away for rest and relaxation. It's too much for 1 person with no relief.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Give me information, when I ask. If they don't have the information they will direct me to the right person or office.		Individual providing adult residential care services in Eastern Washington.
They listen to problems and offer solutions when they can.	They could follow through with unsolved situations - were no solution was reached.	Individual providing in-home caregiver services in Eastern Washington.
Yes.	Yes.	Individual providing assisted living services in Western Washington.
They do well, and help me well.	Not that I know of.	Individual providing in-home caregiver services in Western Washington.
Answers questions well.	Answer calls and complete changes more efficiently.	Individual providing in-home caregiver services in Eastern Washington.
There is too much unnecessary paperwork.	They do not need all the double up paperwork.	Individual providing services not indicated in Western Washington.
Facilitates application pretty efficient.		Individual providing in-home caregiver services in Western Washington.
Yes.	Yes.	Individual providing assisted living services in Western Washington.
They are doing their standard job.	I do not know?	Individual providing in-home caregiver services in Western Washington.
Very good.	Yes.	Individual providing assisted living services in Western Washington.
They have me informed about what type of training I need to take and other information.	Information in Spanish. Thank you.	Individual providing in-home caregiver services in Eastern Washington.
	I have no complaints. They are very helpful to me.	Individual providing in-home caregiver services in Western Washington.
Always there to answer questions.	[Indecipherable comment] caregivers, pay papers come in on the 25th. If it falls on Sunday or holiday, mail one day early.	Individual providing in-home caregiver services in Western Washington.
Our caseworker is great! She is always very helpful.	Change the assessment tool. It does not reflect the needs of the mentally/brain injured clients.	Individual providing in-home caregiver services in Western Washington.
They get back to me promptly and are always courteous.	Nothing I can think of.	Individual providing in-home caregiver services in Western Washington.
Has the ability to use the web. So you don't have to call, most of the time.	Look further into claims when we are calling to see status. Just saying "I don't know" or "refill this claim" gets me nowhere! Match checks and RA's better.	Agency providing other services; 12-13 employees.
They are very helpful and accessible. I know my case manager by name, and she, mine.	I feel that the paperwork could be decreased. I work a different shift each month, so I get a new letter each month telling me how much I'll work (which will change), then I'll get an invoice, THEN I get paid. What a waste of stamps!	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Most all things.	Keep doing as you do. It works.	Individual providing in-home caregiver services in Western Washington.
Listen to my problems.		Individual providing in-home caregiver services in Western Washington.
Continuing education.	Give me the hours of time that is more nearly the actual time I work. At present: a little over half.	Individual providing in-home caregiver services in Western Washington.
Is timely with paycheck processing.	Return phone calls more often.	Individual providing in-home caregiver services in Western Washington.
Help with paperwork and documentation from hospital. Called follow-up with my health condition and treatment.		Individual providing in-home caregiver services in Western Washington.
Courtesy. Asking about any needs.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Answering and helping with all need.	They work well enough.	Individual providing in-home caregiver services in Western Washington.
Listen.	Have more helpful options in emergency matter.	Individual providing in-home caregiver services in Western Washington.
Answer my questions.	They could have more patience, less attitude.	Individual providing in-home caregiver services in Western Washington.
Return calls promptly; good at explaining things; give alternatives.	Make sure all correspondences are sent to correct address - it gets here, but the address isn't right.	Individual providing other services in Western Washington.
They treat my Father whom I provide care for respectfully.	Give me more notice on needed training.	Individual providing in-home caregiver services.
Honest, straight forward, and to the point.	Treat me as an equal.	Individual providing in-home caregiver services in Eastern Washington.
The rule makers do not take into consideration the cost of running an assisted living community. They say they listen - but they do whatever they want to do. The rule enforcers are pleasant and agreeable to work with.	Don't duplicate existing regulations. Realize assisted living communities work within a budget and do the best we can!	Agency providing assisted living services in Western Washington; 23 employees.
Help my with new information and advise me practically.	To inform more about future charging in laws for the AFH.	Individual providing adult family home services in Western Washington.
Answer my questions until I understand.	Keep doing as you do. It's very good.	Individual providing in-home caregiver services in Western Washington.
Send out caseworkers on a regular basis and when asked to.	Be a bit prompter on BH adjustment payments that were originally incorrect.	Agency providing assisted living services in Western Washington; 40 employees.
Sometimes we get a case manager who is very responsive to our issues and we feel she is very accessible, such as Sarah Barkman (current manager). Very helpful.	I don't think we always are notified of a new case manager. Also, the case managers change too often. Return calls.	Individual providing services not indicated.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
When I call she always takes care of any problem I might have.		Individual providing in-home caregiver services in Western Washington.
They call often to ask what it is that I need.	Everything seems good to me.	Individual providing adult family home services in Eastern Washington.
Sends referral paperwork promptly.	Return phone calls.	Agency providing in-home caregiver services in Eastern Washington; 125 employees.
Provide information. Encourage to get more training.		Individual providing other services in Eastern Washington.
Providing information and agencies.		Individual providing in-home caregiver services in Eastern Washington.
	To me everything is okay.	Individual providing in-home caregiver services in Western Washington.
I'm regularly getting all information on time! Thank you!	I just appreciated for your work and help!	Individual providing in-home caregiver services in Western Washington.
Yearly assessments are timed reasonably to fit with our schedule and are not overly long. I enjoy speaking to the case manager.	I have requested certain equipment and unfortunately, I have not received anything or heard why we didn't get the items.	Individual providing in-home caregiver services in Western Washington.
Everything DSHS do well.		Individual providing in-home caregiver services in Western Washington.
Mork Bernstein answers phone calls promptly. Always helpful and pleasant. Call in payment service WORKS GREAT. DRN classes are GREAT.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.
With assessment and finding other transfer facility when needed.		Agency providing assisted living services in Eastern Washington; 40 employees.
Our social worker, Colleen Rice-Zozwsky, always responds to our inquiries promptly.	At this time, all is going well.	Agency providing assisted living services in Western Washington; 70 employees.
Okay job.	Communications.	Individual providing other services in Western Washington.
Helps me with tips on how to care for my Mother better; in home safety.	Go back to the system that pays for all the housework entailed with keeping up the house and property and dietary cooking for a diabetic client.	Individual providing in-home caregiver services in Western Washington.
The DSHS responds to our request and solving any problems we ask that may be for the best of our client (residents).	I don't know yet, but if any that come up I'll let you know.	Individual providing adult family home services in Western Washington.
Our social worker, Cynthia English is a big help with any problems which may come up.		Agency providing services not indicated in Western Washington; 3 employees.
	Be clearer in giving information and reference material. Everyone should have the same information on how things are done - not one person telling something another saying its wrong!	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
SSPS system works well!		Individual providing nurse delegation services in Western Washington.
Responded faster than the hospital in getting hours increased as my Uncle's needs increased after surgery .	Realize that all individuals are different and don't "fit" into the same computer program. Get us better wages; livable ones.	Individual providing in-home caregiver services in Western Washington.
My invoice comes on time and check now late.	I can't think of any better.	Individual providing adult family home services in Western Washington.
Billing by phone is great! I had some problems with child support being withdrawn from my check a year ago, and the gal in the office was much more helpful and friendly than the officials working in the state office delinquent child support.		Individual providing adult residential care services in Western Washington.
Some case managers are very rude. There are a couple who are friendly and try to help.	Try to work with our schedule and not what they demand. Sometime it just can't work.	Agency providing in-home caregiver services in Eastern Washington; 24 employees.
Most definitely.	I have no complaints right now.	Individual providing in-home caregiver services in Eastern Washington.
I have no complaints with DSHS.		Agency providing adult family home services in Eastern Washington; 13 employees.
It has been a pleasure working with you. I have lost my paper to report hours twice - they were fast and friendly in helping me fix it.	Send out a booklet to let people know what all services are available and from which offices.	Individual providing in-home caregiver services in Western Washington.
They are there for you, and will help you with anything you need help with.	I find that everyone I work with is as helpful as can be.	Individual providing in-home caregiver services in Eastern Washington.
Nothing in particular at this time.	So far you're doing great.	Individual providing adult family home services in Western Washington.
In trying to answer all my questions.	Nothing that I can think of.	Individual providing in-home caregiver services in Western Washington.
Always returns calls or answers questions promptly.	Caseworker to house for visit never followed up with items she said she would.	Individual providing in-home caregiver services in Western Washington.
Great information on web site.	Difficult to reach a real human.	Individual providing services not indicated.
Yes, very good. Keep in touch very well.	Yes, very good.	Individual providing in-home caregiver services in Western Washington.
I find DSHS very easy to work with.		Individual providing in-home caregiver services in Western Washington.
They return calls and get you the information you need. For almost 11 years I've been in business. Smokey Point staff has been top of the line working with me and for my client.	They're losing good people - don't overload them and pay them enough to keep the good ones you have.	Individual providing adult family home services in Western Washington.
I'm afraid to ask - for fear it will get messed up more.	Yes!	Individual providing other services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Local caseworkers helpful, return calls promptly.	Pay a higher rate per day!!! Too low for the high level of care most residents need. Pay for the full day if resident here part of the day - we work hard to get them ready to move or care if sick and then not get paid for ANY care hours spent!! That's CRA	Agency providing adult family home services in Eastern Washington; number of employees not indicated.
Training classes.	A caregiver list for clients to contact.	Individual providing in-home caregiver services in Eastern Washington.
Be supportive with the care we do with client. We tolerate client temper, violent, etc. We should be treated like a client when DSHS comes to our house.	Closer supervision. More friendly communication.	Individual providing adult family home services in Western Washington.
Sending me all the information - Any changes, and whatever I request.	I'm thankful DSHS worked hard enough to help me. I don't expect anything else - Thanks.	Individual providing in-home caregiver services in Western Washington.
Everything I need and my client.		Individual providing adult family home services in Western Washington.
	Refer prospective clients to AFH with vacancies.	Individual providing adult family home services in Western Washington.
no comment.	I attended 4-7 hour classes in 2004. Never got paid for them. Sent my case manager a letter about it. Never got answer back.	Individual providing in-home caregiver services in Western Washington.
Try to answer all my questions - Solve problems.	Doing a great job!	Individual providing in-home caregiver services in Western Washington.
The DSHS does not help my adult foster care home.	DSHS does not pay for the care that state residents needs. The social workers don't help with placing residents in adult care homes.	Individual providing adult family home services in Western Washington.
Training, communication, on-time paychecks, caseworkers who consult us about our clients.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.
I just was shorted 19 hours on my August contract.	Pay the complete total.	Individual providing in-home caregiver services in Western Washington.
They ask questions about my well being and the person that I care for. They listen to my concerns.	Nothing, I have no complaints.	Individual providing in-home caregiver services in Western Washington.
The confidence of knowing I have back up, without interference.	For my situation things are fine as is.	Individual providing more than one type of service in Western Washington.
Phone calls. Answer my questions to my understanding very well.	Keep your good work as you are.	Individual providing in-home caregiver services.
They are very good at finding out what is available to get and help me get it.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Thanks. The automated phone system works well. Very happy to see a client's family get more hours. They have made a LOT of sacrifices to keep her mother at home. Thank You!!		Individual providing in-home caregiver services in Western Washington.
Help me with anything I need.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
No.	I would appreciate if front office was courteous and respectful to help if they see you standing.	Individual providing adult family home services in Eastern Washington.
Good service. Polite, knowledge about issues.	Unknown at this time.	Individual providing in-home caregiver services in Eastern Washington.
They are informed. You can always reach them. Very supportive, helpful.	I have been very happy with DSHS.	Individual providing in-home caregiver services in Eastern Washington.
Listens to my concerns and gives me feedback on how I can cope with problems that arise.	Offer respite care without deducting my wages.	Individual providing in-home caregiver services in Western Washington.
They always listen to me and do what they can to help.	Explain things better.	Individual providing in-home caregiver services in Eastern Washington.
Everything, I have no problems with DSHS, the service is working well for me.	At this time I don't know what could be done differently.	Individual providing adult family home services in Western Washington.
They help! Give answers to questions or advice on where to get help you need.	It would be nice if the people I call could always answer the phone right away. I usually have to leave a message. But I think that's an unreasonable expectation. My calls are promptly returned.	Individual providing in-home caregiver services in Western Washington.
They were very helpful in setting up the care for [Identifying Data Redacted].	Nothing.	Individual providing in-home caregiver services in Western Washington.
Answers phone messages in a timely manner. Refers to proper person or persons for problem solving.	I have not had any issue with DSHS since I began working with them in [Identifying Data Redacted].	Individual providing services not indicated in Western Washington.
Prompt responses from case managers - compassionate and caring staff.		Individual providing nurse delegation services in Western Washington.
You still need a lot of improvement in a lot of areas.	Raise payment reimbursement. We get paid next to nothing and we provide good quality meaningful care. Improve on your state assessments. They are too vague match with private pay.	Individual providing adult family home services in Western Washington.
None.	None.	Individual providing in-home caregiver services in Western Washington.
They send information on continuing education in the mail.	I'm happy.	Individual providing adult residential care services in Western Washington.
Communication and support.		Individual providing in-home caregiver services in Western Washington.
	To have more visits at home more then just once a year.	Individual providing in-home caregiver services in Western Washington.
Household upkeep/medical reminders/meal preparation/exercise.	Everything is just fine.	Individual providing in-home caregiver services in Western Washington.
Answers their voice mail (most of the time) in a timely manner.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Address changes. New medical contacts.		Individual providing in-home caregiver services in Western Washington.
Pays on time.	CHANGE caregiver guidelines. Not enough monthly hours for people in need.	Individual providing in-home caregiver services in Western Washington.
	Stop cutting service hours!	Individual providing in-home caregiver services in Western Washington.
They always have someone who speaks my native language.	Don't know.	Individual providing in-home caregiver services in Eastern Washington.
They get paperwork on time. They follow up on calls. They also find you answers to questions.	It would be great if you would pay taxes out of checks so providers don't fall behind.	Individual providing in-home caregiver services in Eastern Washington.
Initial and subsequent evaluations were scheduled very well and in a timely manner.		Individual providing in-home caregiver services in Eastern Washington.
Call back quickly. Courteous and listen well.	Nothing, they are already on the ball, always.	Individual providing other services in Eastern Washington.
They always have someone who speaks my native language.	Don't know.	Individual providing in-home caregiver services in Eastern Washington.
Great case manager.		Individual providing in-home caregiver services in Western Washington.
	They could provide more protective equipment such as respirator, gowns, and face masks - for clients protection as well as that of workers.	Individual providing in-home caregiver services in Eastern Washington.
Too much time paperwork sits from 2-4 weeks - this is wrong. Get more staff if you need it.	Cut down frivolous paperwork and pay people more promptly.	Individual providing in-home caregiver services in Western Washington.
Contact me when there is change in service.	A contact person and phone number when I have question.	Individual providing in-home caregiver services in Western Washington.
Well understanding.	No comment.	Individual providing in-home caregiver services in Western Washington.
They have been good to work with in letting in new residents, however, in 2 of 3 cases, the first months check was late and the caseworker said sorry I can't help you. You will receive paperwork mid-month.	It has been difficult to connect our residents to outside programs which would improve their quality of life. The caseworker continually says "they are not eligible, there is no funding".	Individual providing adult family home services in Western Washington.
Keeps us informed by mailing notices.	Have better counselors.	Individual providing in-home caregiver services in Western Washington.
My caseworker always gets back a response very quickly.	Continue to stay in contact.	Individual providing in-home caregiver services in Western Washington.
Everything.	Nothing.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
On-line payments.	Mail payments on last day of month.	Individual providing in-home caregiver services in Western Washington.
Licensing and communication.	She did a great job of licensing.	Individual providing in-home caregiver services in Western Washington.
Everything.	I'm very happy.	Individual providing in-home caregiver services in Western Washington.
Pays in a timely matter.	Inform of more education.	Individual providing in-home caregiver services in Western Washington.
Provide information, pay in time.	Everything is perfect. Maybe to increase the rates, prices have gone high and rates are the same.	Individual providing adult family home services in Western Washington.
Mail I received has been easy to understand and very informative.		Individual providing in-home caregiver services in Western Washington.
Always payment is sent on time.	Keep it as you do it right now.	Individual providing in-home caregiver services in Western Washington.
Cami follows up all questions or concerns that we have.	I'm satisfied with the service.	Individual providing in-home caregiver services in Western Washington.
The nurse gives a lot of advice. They seem to always be there to help.		Individual providing in-home caregiver services in Western Washington.
They turn me down most of the time, they're mean to me.	Be more friendly with their customer.	Individual providing assisted living services in Western Washington.
Sends my check. The only contact I've had with DSHS is BY MAIL, send in my hours and receive my check. I contract through COPES.	Allow more hours.	Individual providing in-home caregiver services in Western Washington.
Caregiver coordinator is good at returning calls - is courteous and cooperative.		Individual providing in-home caregiver services in Western Washington.
Keeps me informed.	Allow more hours to meet all needs of client.	Individual providing in-home caregiver services in Western Washington.
Give guidance and direction, plus information when necessary.	Continue to give information when it comes to light that would or even be helpful to us.	Individual providing in-home caregiver services in Western Washington.
Answer/return call, advice prompt, friendly.	None.	Individual providing adult family home services in Western Washington.
They provide medical treatments and medication for this senior!!	I think they have been excellent!!	Individual providing in-home caregiver services in Western Washington.
Cynthia English - approachable, explanations are detailed - Very good!!	The letters need to be updated anytime there's a change - for example SSPS letter.	Agency providing other services in Western Washington; 50+ employees.
We haven't had to use DSHS for anything yet.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Gives information I would never know. Help that's available, services available.		Individual providing in-home caregiver services in Western Washington.
Help solve problems and offer help I didn't know was available!	Less paperwork, maybe (but beggars can't be choosers).	Individual providing in-home caregiver services in Western Washington.
Provides good services, be on time.	Talking about DSHS system and policy how work this job to caregivers and friendly. Clear explanations.	Individual providing in-home caregiver services in Western Washington.
Good communication. Beth Kelly is the best AAA.		Individual providing in-home caregiver services in Western Washington.
Nothing whatsoever! We just have to grin and bear it! I am an RN and hold other health professional degrees, yet the case manager for my AFH talk down at me, treats me like I am stupid. I really dislike working with her.	Ask your employees to treat us like we are on the same team with them. We have a common goal which we want to achieve. They are "NASTY" to us providers. I wish someone would talk to them. I don't know who to talk to. I think this is one of the major reaso	Agency providing adult family home services in Western Washington; 4-5 employees.
They always return my calls in a timely fashion when there is a problem.		Individual providing in-home caregiver services in Western Washington.
Cooperation and communication.	Not much.	Agency providing adult residential care services in Western Washington; 18 employees.
Always willing to answer my questions for myself and my employer.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Prompt response.		Individual providing nurse delegation services in Western Washington.
	Everything is fine with your service, your staff is always very helpful and respectful.	Individual providing in-home caregiver services in Western Washington.
Nothing. I have talked to COPES and DDD for more hours. Even 1 hour more they said no. This is very wrong. Everyone needs insurance.	Give more hours to people who are in need. Case manager more supervision. Clients need talk to supervisor if need with no problem	Individual providing in-home caregiver services in Western Washington.
Answer all of my question and provide me with my needs.	None.	Individual providing in-home caregiver services in Western Washington.
Most of the time.	Give better hours to do our jobs better for live-in worker. Stop cutting hours.	Individual providing in-home caregiver services in Western Washington.
Everything is very good.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Answer all questions related to clients and job.	Keep up the good work for all employees.	Individual providing in-home caregiver services in Western Washington.
They help me with everything.	Talk louder on the phone.	Individual providing in-home caregiver services in Western Washington.
	Need to get paid before the 5th of each new month, that's what would be helpful.	Individual providing services not indicated in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They answer any questions I have and are glad to help with any paperwork.	Maybe if my case manager could stay in contact more often, but they all do a good job helping if there are any questions.	Individual providing in-home caregiver services in Western Washington.
Any help (questions) regarding myself or my client is met. I appreciate their input.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.
I asked several question to meet my needs as a new provider and they respond well.	Give me more potential residents that I can help and meet their needs. To be informed for all current issues.	Individual providing adult family home services in Western Washington.
Whenever I have had questions they find the answer for me.	I have never had any bad experience as of yet, so everything is fine.	Agency providing adult family home services in Western Washington; 1 employee.
Answer my calls and assist me in matters needed special handling.	Try and get back to me in a more timely fashion. 1 month is a little too long.	Individual providing in-home caregiver services in Western Washington.
Always willing to answer your question without delay. Mostly willing to work with you.	Not so much paperwork and realize not everyone has a computer to work with for online things.	Individual providing in-home caregiver services in Western Washington.
CHECK with me and my client anytime that needs to be checked. Also, anytime I left message they will answer me.	Pay me on 1st of month. That is much better to me.	Individual providing in-home caregiver services in Western Washington.
Being friendly and easy to reach and they often are.		Individual providing in-home caregiver services in Western Washington.
EVERYTHING.		Individual providing in-home caregiver services in Western Washington.
Always answer all my questions and answer quickly.	They always notify me in writing of any changes to my contract.	Individual providing in-home caregiver services in Western Washington.
Prompt answers and courtesy.	Give me more hours, my time is valued to me, too. Para transit could hire more phone people so there won't be such a LONG wait.	Individual providing in-home caregiver services in Western Washington.
They always send up-to-date information to me.	By answering my question to the best of their ability.	Individual providing in-home caregiver services in Western Washington.
Send my check.	Stop taking out so much, I need to eat.	Individual providing in-home caregiver services in Western Washington.
When I have questions, they answer very clearly.	When I don't know how to do, I would like somebody will show me to do better.	Individual providing in-home caregiver services in Western Washington.
They are very understanding.	No comments.	Individual providing in-home caregiver services in Western Washington.
Cyclically informing me about the changes made (in the mailing form) with translation in native language for my client.	Keep better track of documents sent for their records. Being more polite in direct contact. Calling back when you leave a message.	Individual providing in-home caregiver services in Western Washington.
Licensor's, social workers, or any DSHS staff should find the way to solve problems not to intimidate us who are doing the hard work.	Better approach to the caregivers and providers. DSHS should require each caregiver to take Dementia, Mental Health class as a requirement.	Agency providing adult family home services in Western Washington; 10 employees.
Call me if important changes take place. They send me any paperwork that needs to be filled out.	Keep me informed more often as to what I need to know about my case. Be more concerned.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Solve my paperwork in timely manner.	Reduce waiting time for service.	Individual providing in-home caregiver services in Western Washington.
Responds to questions.	Make WAC easier to understand.	Individual providing adult family home services in Western Washington.
They are good.	Give more hours.	Individual providing in-home caregiver services in Western Washington.
Sends me information about my clients health and needs and my responsibilities towards them.	Give me supplies such as rubber gloves and GAS MONEY!	Individual providing in-home caregiver services in Western Washington.
I think DSHS isn't that interested in the seniors. They need to champion them.	Be more available to caregivers and improve the yearly classes. They are outdated.	Individual providing in-home caregiver services in Western Washington.
The current case manager is terrific. She's very resourceful and goes that extra mile to help her clients.	The financial aspect of DSHS needs revamping but changes have to be made through legislation regarding taxes, overtime, etc.	Individual providing in-home caregiver services in Western Washington.
Give good advice.		Individual providing adult family home services in Western Washington.
DSHS nothing do well. It cut more hours from my job.	I could DSHS do better and it raise my job's hours.	Individual providing in-home caregiver services in Western Washington.
Very helpful.	Everything's fine.	Individual providing in-home caregiver services in Western Washington.
Providing training classes. Providing important information regarding new regulations, etc.	Provide training classes regarding Developmental Disabilities client and credit to continuing education.	Individual providing adult family home services in Western Washington.
By placing residents into our home. Providing training to improve our knowledge in providing care.	Provide training classes for provider who care for developmental disabilities client and give credit to continuing education hours.	Individual providing adult family home services in Western Washington.
	Have representatives that can speak other languages - that will be pretty neat.	Individual providing in-home caregiver services in Western Washington.
They answer all my questions with courtesy most of the time.	Get back to you more often when they're not in their office to take your call.	Individual providing in-home caregiver services in Western Washington.
Automated phone service, website. Quick prompt service for payments.	Less hold time on phone and better customer service skills.	Individual providing in-home caregiver services in Western Washington.
Every time I've called with a question, the person who answers sounds happy to help no matter how dumb the question.	I have no requests at this time.	Individual providing in-home caregiver services in Western Washington.
When I need assistance.	Helping. Explaining.	Individual providing in-home caregiver services in Western Washington.
DSHS keeps me informed about changes, if I have question they take the time and try and help me.	Give me more hours for the work that I do. I'm a live-in caregiver. My hours run out, but I still have work to do (care to give).	Individual providing in-home caregiver services in Western Washington.
No comments.	No comments.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Know who is in charge of each department and stop sending people to the wrong people.	Individual providing in-home caregiver services in Eastern Washington.
Provide information as to where to get products to use in my job.	Less transfer within the department.	Individual providing in-home caregiver services in Eastern Washington.
Both old and new case managers - APS and licensers are very clear and helpful.	Only pay me more as all my expenses go up!	Individual providing adult family home services in Western Washington.
The caseworkers are really great explaining things and setting up procedures.		Individual providing in-home caregiver services in Western Washington.
Timely follow up on concerns.		Agency providing assisted living services in Western Washington; 44 employees.
Love our licensor's. Always answers my questions. Always returns my calls, social workers overworked.	Don't assume we're doing a terrible job. Of course up our rate. Complaint nurses need different attitude: quote "I'm not here to tell you what you do well, I'm here to find out what you do wrong". Found nothing wrong but she looked good and hard.	Agency providing adult family home services in Western Washington; 8 employees.
They're always cooperative and do their best to answer my needs and questions. We see they care about us. We appreciate it!		Individual providing in-home caregiver services in Western Washington.
Listens to problems and helps resolve them.	DSHS is doing a good job.	Individual providing in-home caregiver services in Western Washington.
Return calls.	Make recommendation or help to work together instead of being the "Big Boss".	Individual providing adult family home services in Western Washington.
Try to explain all the things I ask.	Just keep helping as much as possible.	Individual providing in-home caregiver services in Western Washington.
She does her yearly report. This girl is new. 1st year with my Mother and I. She is young, condescending to me.	Stop having the social workers cut back our hours - Trying to save DSHS money and promotes the social workers to a higher level. I'm very angry about this - we work hard for what (little) we get - we are underpaid.	Individual providing in-home caregiver services in Western Washington.
They don't know what a caregiver is at most.	Go to bat for us with the state.	Individual providing in-home caregiver services in Western Washington.
Very good care of seniors.	May need to increase the service rate for Dementia care. It is too hard work.	Individual providing adult family home services in Western Washington.
They have always called me back when I leave a message. And help solve problems and answer my questions.	I really don't have any problems with the DSHS staff.	Individual providing in-home caregiver services in Western Washington.
Okay, is on-time.	Okay, is on time.	Individual providing adult family home services in Western Washington.
Always return's phone calls and answers questions.	By giving us more hours to help others and help ourselves earn a better living.	Individual providing in-home caregiver services in Eastern Washington.
Our licensor is very helpful.	Work to get Adult Family Home providers better compensation for DSHS residents.	Individual providing adult family home services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	I think you could add more weekend Continuing Education classes or make it mandatory every other year after 2 years of service.	Individual providing in-home caregiver services in Western Washington.
Help with medical bills.	They need to do their whole job: Get medical records, listen, don't assume client is doing well, don't compare with other client. Don't lie or make client upset.	Individual providing in-home caregiver services in Western Washington.
They are doing "better "this year to understand just how many man hours it takes!	It takes 9/10 + of my check to pay my health care insurance. I work 52 +++ hours. I would need 86 hours. I need affordable healthcare!	Individual providing in-home caregiver services in Western Washington.
Give me all necessary information (for my work).	Give me schedule of training (required for caregivers).	Individual providing in-home caregiver services in Western Washington.
Helps us get the help or services we need.	I think they are doing 100%.	Individual providing in-home caregiver services in Western Washington.
Send paperwork on time.	Speak to their clients with a little more respect.	Individual providing in-home caregiver services in Western Washington.
	Pay us in a more timely manner for the continuing education classes we have to take each year and also figure out a better way to evaluate clients so they don't lose their care hours.	Individual providing in-home caregiver services in Western Washington.
Everything.	Could not do better!	Individual providing in-home caregiver services in Western Washington.
By keeping everything I need as for medical and other services.	There isn't anything they could do better. They are helping me fine.	Individual providing in-home caregiver services in Western Washington.
If there is a problem they try to help me get it worked out.		Individual providing adult family home services in Western Washington.
Nothing, but they keep cutting her hours, and she is getting worse - DSHS is the problem.	Listen to the patient, DOCTOR and stop having nurses do evaluations. Her doctor put it in writing that she needs at least 8 hours care NOT 2 1/2 hours per day. It's a shame DSHS is cutting patient hours every year like they get better with age - NO. If so	Individual providing in-home caregiver services in Western Washington.
Good communication - always contact me when necessary.	Give more help to these needy elders.	Individual providing in-home caregiver services in Western Washington.
The continuing education classes. They are very information filled and the instructors are great!	Offer some of the classes to family members to inform them better of what their loved one is going through and understand their disability or disease.	Individual providing in-home caregiver services in Western Washington.
Sends lots of letters (re: changes). Sends monthly Medicaid card. Sends my monthly check.	?	Individual providing in-home caregiver services in Western Washington.
They do what they can under their "rules".	They could give people who really need more hours, more hours.	Individual providing in-home caregiver services in Western Washington.
Keeps me informed of safety and in-home care updates.	Couldn't change much.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I have no problems with the way DSHS works with me.		Individual providing in-home caregiver services in Western Washington.
Answer questions for me and direct me in different places.	Come to an understanding on the issue about hours that we all need to keep or get medical for ourselves. Don't take hours away, please.	Individual providing in-home caregiver services in Western Washington.
Caseworkers have been very helpful getting my mother settled in new home.		Individual providing in-home caregiver services in Western Washington.
They are always helpful.	Get the pay vouchers and the checks out on time.	Individual providing in-home caregiver services in Western Washington.
Convenience, but not much else.	PAY ME and my clients' caseworker more. This is hard work that should be recognized more.	Individual providing in-home caregiver services in Western Washington.
They understand what's going on and do work with me and my client. Little need for improvement.	Please give me my 44 hours a month back, as it's needed for me and my client.	Individual providing in-home caregiver services in Western Washington.
Keep on top of what I need - even sometimes what I don't know I need.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.
Get back to me right away. Jamie Tong is great.	Nothing - Jamie and crew are very understanding, and even when they can't change rules, they're good at defusing my frustration.	Individual providing in-home caregiver services in Western Washington.
Good communication! Materials when needed.	More classes for needed hours of continued education!	Individual providing in-home caregiver services in Western Washington.
I feel like they do everything necessary to get the job done.	I always feel like I'm interrupting something more important, so I'm being rushed. But then it takes forever to get anything to happen.	Individual providing in-home caregiver services in Western Washington.
Try to be available for questions or help at time of need.	Make our required 10 hours of continued education available by mail classes, so we can remain with client.	Individual providing in-home caregiver services in Western Washington.
Provides ample information to complete the project.	Give more notice and/or allow more TIME for project completion.	Individual providing other services in Western Washington.
Yes, whenever I have a question or a problem, they can always help me and explain it where I can understand it.		Individual providing in-home caregiver services in Western Washington.
They do answer you and explain things sometimes.	Treat people for what they are, in need of help - not like they are there just because.	Individual providing in-home caregiver services in Western Washington.
Always helpful with information and references.		Individual providing in-home caregiver services in Western Washington.
No comment.	Could make it easier to have an automatic deposit.	Individual providing in-home caregiver services in Western Washington.
Answers all my questions. Appreciate the training. Caseworker gets involved.		Individual providing in-home caregiver services in Western Washington.
Very helpful answering any and all questions.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Responsive to our requests for change of condition.	Files are not always moved to the caseworker as quickly as could be expected.	Individual providing assisted living services in Western Washington.
Have more interpreters.	Have more interpreters.	Individual providing in-home caregiver services.
They tried to get a problem worked out.	Better communication.	Individual providing in-home caregiver services in Western Washington.
Everything.	None.	Individual providing in-home caregiver services in Western Washington.
Can't think of anything I've ever gotten help with.	Can't answer my questions (caseworker) and can't tell me who can.	Individual providing in-home caregiver services in Western Washington.
	Keep me better informed of when training is due.	Individual providing in-home caregiver services in Western Washington.
Give me a place to vent, even (especially) on an answer machine.		Individual providing in-home caregiver services in Western Washington.
They are not in a big rush.		Individual providing in-home caregiver services in Western Washington.
	Offer more times to take classes and pay sooner for the class time that we take.	Individual providing in-home caregiver services in Western Washington.
I've rarely approached DSHS for any type of assistance. Too many road blocks in early years taught me not to.	By recognizing that my knowledge of my clients conditions and needs is based on real time 24/7, 8 year experience and NOT some detached computer model.	Individual providing in-home caregiver services in Western Washington.
Some caseworkers are willing to talk to you when you call and others may need customer service training.	Caseworkers to be more caring about their IP workers and their clients.	Individual providing in-home caregiver services in Western Washington.
They are responsive and get back to you very quickly.	Quit replacing case managers so much.	Individual providing in-home caregiver services in Western Washington.
Everything is crystal clear!	You could allow AFH to fill the medisets. Family members must be assisted always. They don't know!	Individual providing adult family home services in Western Washington.
DSHS always informs me and helps me to know materials.		Individual providing in-home caregiver services in Western Washington.
I don't know.	Have people on the front line be nicer.	Individual providing in-home caregiver services in Western Washington.
Keep us informed of any changes. Helps when there's a question to be answered.	Take the taxes out first and give us the correct amount on the invoice (like \$542. should be \$542.). Thanks.	Individual providing in-home caregiver services in Western Washington.
Make things simple and easy.	Send more information about classes, both optional and required.	Individual providing in-home caregiver services in Western Washington.
Pays on time.	Provide new forms ahead of time - not at inspection time.	Individual providing adult family home services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
DSHS really covers just about everything medically that is needed. Gives classes in Vietnamese.	Give classes in Vietnamese in Olympia or other cities - not just one.	Individual providing in-home caregiver services.
Getting information for us and checking back to make sure things go well.	Getting my check to me on time.	Individual providing in-home caregiver services in Western Washington.
Return phone calls promptly. Caseworkers are great.	Less business killing regulation. Use common sense with inspections.	Individual providing adult family home services in Western Washington.
Everything.	Maybe respond quicker on phone messages.	Individual providing in-home caregiver services in Western Washington.
Fine. Okay.	Fine. Okay.	Individual providing in-home caregiver services in Western Washington.
They make sure any questions we have are simple to solve.	Everything is good.	Individual providing in-home caregiver services in Eastern Washington.
They make sure that all appointments are done on time and I get all of my checks on time.	For my last couple visits out to the house, it seemed as though working together to get things done and just trying to get things done was taking place.	Individual providing in-home caregiver services in Eastern Washington.
Payment for services (while pitiful) is consistent.	<ol style="list-style-type: none"> 1. Encourage survey teams to be collaborators of client care with providers, instead of enforcers. 2. Stop freaking out over setting precedent and stay client-focused. 3. Stop sending out multi-page flyers that then refer to a website. Just say it once 	Agency providing assisted living services in Western Washington; 21 employees.
Caring.	Give us more hours with our clients to give the best and more help as they need it, instead of cutting our hours.	Individual providing in-home caregiver services in Eastern Washington.
Communicates effectively, consistent, does what she says she's going to do.	Continue to hire quality, well-trained providers.	Individual providing in-home caregiver services in Western Washington.
No comment.	I need DSHS to increase my time.	Individual providing in-home caregiver services in Western Washington.
They keep me updated.	Also, being more understanding when we come with a situation.	Individual providing in-home caregiver services.
Start being more sincere about, or when we come to you with a question.	Good service. Thank you!	Individual providing private duty nursing services.
Call back when left messages.	When I called them, they always return my calls.	Individual providing in-home caregiver services in Western Washington.
NOTHING. Very impolite (social worker and supervisor) - unacceptable behavior.	EVERYTHING (social worker and supervisor).	Individual providing adult family home services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
After they pass the buck several times, we do get help.	Be more courteous, get you to the right person, and know their stuff.	Individual providing adult family home services in Eastern Washington.
They increased our income.	Caregivers need medical insurance.	Individual providing in-home caregiver services in Eastern Washington.
Payment on time.	Better access to caseworker - they are too busy!	Individual providing in-home caregiver services in Western Washington.
I really do not work with anyone.		Individual providing in-home caregiver services in Western Washington.
I really like the ability to send the statement by phone.		Individual providing in-home caregiver services in Eastern Washington.
Keep me informed on training availability. Casework is always helpful.	None at this time.	Individual providing in-home caregiver services in Western Washington.
In every perspective, they work well with me. Always there when I need a question answered.	I like it as is.	Agency providing in-home caregiver services in Western Washington; number of employees not indicated.
	Return calls!!!!	Individual providing in-home caregiver services in Western Washington.
They helped when I needed, provided information that I didn't know.		Individual providing in-home caregiver services in Western Washington.
Help me understand all the information I get.	As far as I'm concerned, nothing. Everything they do I'm satisfied with.	Individual providing adult residential care services.
Trying to look out for their clients' interests. When I called to have my direct deposit stopped, Tithia went out of his way to help me.	Make sure the people can speak English better. If they are going to have you mail, slow down so you can understand them.	Individual providing in-home caregiver services in Western Washington.
Not sure.	Not sure.	Individual providing in-home caregiver services in Western Washington.
I really haven't had to call them.	Would help to take insurance out of the checks.	Individual providing in-home caregiver services in Eastern Washington.
Always available.		Individual providing in-home caregiver services in Eastern Washington.
Don't know.	?	Individual providing in-home caregiver services in Western Washington.
Listen to what problems we have and then take appropriate action to solve the problems.	To return ALL phone calls - no matter how big or small the problem may be. Some calls are never returned.	Individual providing in-home caregiver services in Eastern Washington.
	Get rid of tool assessment. People are individuals, not computers.	Individual providing in-home caregiver services in Eastern Washington.
Answer my questions. Try to find the answers.	Need more clients.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer questions about program or places for help for client. Caseworker very helpful.	?	Individual providing in-home caregiver services in Western Washington.
Good language support with Vietnamese.	Nothing at this time.	Individual providing in-home caregiver services in Western Washington.
Fran McCoy is great. Jan Teacher also very good.		Individual providing in-home caregiver services in Western Washington.
Everything.	Keep on doing what they do.	Individual providing in-home caregiver services in Eastern Washington.
I have a good working relationship with DSHS, especially HCS locally.	I think there needs to be 2 more case managers in this county - the largest county in the State.	Individual providing assisted living services in Eastern Washington.
Very good at answering my questions.	Educational classes - always a need.	Individual providing in-home caregiver services in Eastern Washington.
Try to help me with any problems I have.	I want to speak to people, not voice mail.	Agency providing assisted living services in Eastern Washington; number of employees not indicated.
They smile and are pleasant while sticking the knife in your back. They need to "go to bat" and help us get hours back.	Realize the TRUE time it takes to care for someone and adjust the hours back. You've taken too many hours away.	Individual providing in-home caregiver services in Eastern Washington.
Follow through most of the time.	NEW workers trained to follow-up quickly - it took 3 months to get a Q card replaced.	Individual providing in-home caregiver services in Western Washington.
Get right back to you and does all they can to get the job done.	?	Individual providing in-home caregiver services.
They help my client good.	They could help my client get a new bed and wheelchair and help more with his medical needs.	Individual providing in-home caregiver services.
	Provide more hours for caregivers, instead of cutting hours.	Individual providing in-home caregiver services in Eastern Washington.
Have responded quickly when I've needed something.		Individual providing in-home caregiver services in Eastern Washington.
They treat me with respect and are always clear and upfront with their message.	Maybe send me more mail with Cambodian text - just a suggestion. Doing a great job!	Individual providing in-home caregiver services in Western Washington.
Answers all my questions promptly and honestly.		Individual providing in-home caregiver services in Western Washington.
Has informative and very helpful and courteous people, who are willing to take time with me or give phone number for further help.		Individual providing in-home caregiver services in Western Washington.
Always when I call for any questions or problem concerning work, very helpful friendly staff.	I need health insurance badly.	Individual providing in-home caregiver services in Western Washington.
Excellent any time I need help.	The people that work with me do a great job. Thank you.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They provide all information I need and if I have any questions they are able to answer them.	I can't think of anything!	Individual providing in-home caregiver services in Western Washington.
They contact me if there are any changes. They treat my patient with respect and dignity and I'm for that.	I would like stay with you and work for you if that's possible.	Individual providing in-home caregiver services in Western Washington.
I get my check every month.	Lot's - more courteous & helping instead of condescending & rude.	Individual providing in-home caregiver services in Eastern Washington.
Lately nothing. My pay was cut drastically.	Quit cutting the pay for Shared Living. Without it where would my client live? She uses everything we have worked for & she cannot afford to live on her own. Because of health she cannot live on her own anyway.	Individual providing in-home caregiver services in Eastern Washington.
Over phone pay in information collection is best.	We have to wait an hour to hear from Help Line-ID. If it could be answered live/instant.	Individual providing in-home caregiver services in Western Washington.
DSHS provides services and helps adults/seniors with disabilities very good.	I need DSHS to help us pay on stamp envelope mail payment.	Individual providing in-home caregiver services in Western Washington.
I am always in contact with DSHS staff.	I don't know.	Individual providing in-home caregiver services in Western Washington.
Comes to my home to make out all the reports.	I can't think of anything. We have a very nice caseworker.	Individual providing in-home caregiver services in Western Washington.
My client receives food stamps and small check from SSI. I as caregiver have no problems. Only do for short hours.	Increase the hours - my client lives with me and needs 24 hour a day care.	Individual providing in-home caregiver services in Western Washington.
Answer my questions and refer me to others if they don't have the answer.	Provide resource packet for before when you come into the area.	Individual providing in-home caregiver services in Western Washington.
If they don't know the answer to a question they will find someone who does.	STOP sending so much paperwork and information in the mail!	Individual providing in-home caregiver services in Western Washington.
Pays me every month.	Get my checks to me sooner so I don't have to pay a late fee for my rent! And pay MORE.	Individual providing in-home caregiver services in Western Washington.
Always there with help and answers when I need it.	Maybe survey clients more than once a year - some go down hill faster than others and require more hours of care.	Agency providing in-home caregiver services in Western Washington; 2 employees.
The "interviewers" are the "BEST". They listen and talk with you NOT at you.	Listen.	Individual providing in-home caregiver services in Eastern Washington.
Easy to follow directions for billing. Pleasant to talk with regarding clients.	Doing fine.	Agency providing other services in Eastern Washington; 20 employees.
Talk and explain things so we understand.	Nothing, doing just fine.	Individual providing in-home caregiver services in Eastern Washington.
Telephone invoice system has worked wonderfully. Great Licensors.	Consider higher rate for dementia care. Stop labeling confused and dementia persons to the point that they cannot find placement.	Agency providing adult family home services in Eastern Washington; 2 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Always answers my questions; explains things. Finds other things I need to aid in the care of my clients - very helpful.	My only complaint is the hours we get paid for. The rest is great.	Individual providing in-home caregiver services in Western Washington.
COPES - staying in touch, responding when I call.	Recognize the experience we have!	Individual providing in-home caregiver services in Western Washington.
Rarely deal with DSHS.	?	Individual providing in-home caregiver services in Western Washington.
None	None.	Individual providing in-home caregiver services in Western Washington.
They are there to answer all my questions regarding my ladies. Alfred Hunter is great.	Let the State know how important AFH's are and that we should get at least 3/4's of what the State pays nursing homes, not 1/2 or less.	Individual providing adult family home services in Western Washington.
I've only talked to them once.		Individual providing in-home caregiver services in Western Washington.
They are courteous and helpful. They do not have as much paperwork as I have found in private care.		Individual providing in-home caregiver services in Western Washington.
Return calls.	Keep same caseworker and remind you about classes. Be a better I.P.	Individual providing in-home caregiver services in Western Washington.
Everything I have asked.		Individual providing in-home caregiver services in Western Washington.
Whatever I need or ask.	Nothing I can think of.	Individual providing in-home caregiver services in Western Washington.
Rarely have to deal with; however when we have, it's been very good.	?	Individual providing in-home caregiver services in Western Washington.
The people working for DSHS has improved tremendously. I had the pleasure of working with very friendly, helpful people. Amongst all the confusion on paperwork...they helped me faster than I thought.	The only thing I would say is make sure they have all the right data in their computer and files. There was a lot of the same paperwork mailed several times before they figured out they made a mistake.	Individual providing other services in Western Washington.
	DSHS is doing the best.	Individual providing in-home caregiver services in Western Washington.
Explain laws and works to help us follow and understand them.	Increase Medicaid pay to AFH. It is pathetically LOW.	Individual providing adult family home services in Western Washington.
Excellent.	Perfectly.	Individual providing in-home caregiver services in Western Washington.
The customer service Rep's take the time to answer all questions thoroughly.	We sometimes/often get conflicting answers when we call more than once with a question. More training?	Agency providing other services in Eastern Washington; 8 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Has told me about benefits (\$) that I did not know I was entitled to. I looked to DSHS for help paying for my mother's meals and I found so much more help. Thank you.		Individual providing in-home caregiver services in Western Washington.
Returns calls	?	Agency providing in-home caregiver services in Eastern Washington; 2 employees.
Always help if needed.		Individual providing in-home caregiver services in Eastern Washington.
Mr. Lewis is always there if I need him. Only a phone call away.	Increase my pay.	Individual providing in-home caregiver services in Western Washington.
Submit hours over the phone.	To get paid before the end of the month.	Individual providing in-home caregiver services in Eastern Washington.
Yes, it does.	Yes, it can.	Individual providing in-home caregiver services in Eastern Washington.
	DSHS needs to pay their employers by the 5th every month. Rent is due by the 1st and late by the 5th and we never get paid until at least the 6th.	Individual providing in-home caregiver services in Eastern Washington.
I can call with any question and they always are polite and helpful.		Individual providing in-home caregiver services in Western Washington.
Answers my questions and helps solve problems.		Individual providing adult family home services in Eastern Washington.
They are there when we need them for advice or whatever can be done.	Make out time sheet spaces much larger for writing our time - the calendar space.	Individual providing in-home caregiver services in Eastern Washington.
Whenever I have a question they will look it up if they don't know the answer.	More staff. Available more often.	Individual providing in-home caregiver services in Western Washington.
	To work with us.	Individual providing in-home caregiver services in Western Washington.
50-50.	See above [50-50].	Individual providing in-home caregiver services in Western Washington.
Too much bureaucracy.		Individual providing in-home caregiver services in Western Washington.
Nothing.		Individual providing in-home caregiver services in Western Washington.
Send information to my fax machine.	Call back the same day. Get us more people.	Agency providing adult family home services in Western Washington; 3 employees.
Very helpful and informative.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
The caseworker is very friendly and calls to make appointments before she comes over.	I don't know.	Individual providing in-home caregiver services in Eastern Washington.
They always return my phone calls and keep me informed if I have a question they can't immediately answer.	They could get our pay checks out quicker.	Individual providing in-home caregiver services in Eastern Washington.
	More hours.	Individual providing in-home caregiver services in Eastern Washington.
They always have the information I need and answer all my questions.	To have a better understanding of the clients needs.	Individual providing in-home caregiver services in Eastern Washington.
Give training well.	Give out more training on a variety of medical issues.	Individual providing in-home caregiver services in Eastern Washington.
Give tips on providing health care.	Advise better doctors who can better assist with problems.	Individual providing in-home caregiver services in Eastern Washington.
Answers any questions I have in a timely manner.	Offer more online classes to satisfy the yearly continuing education.	Individual providing in-home caregiver services in Eastern Washington.
	[Identifying Data Redacted] needs to change her attitude to be more positive.	Individual providing in-home caregiver services in Eastern Washington.
	Return my phone calls quicker. Sometimes it takes a couple of days to hear back. On the other hand, I call you about once every 2-3 years. I rarely interact with DSHS directly, other than requests for CME. The person who visits [Identifying Data Redac	Individual providing in-home caregiver services in Eastern Washington.
Don't have much contact with them. If this is the assessment and food stamp place, its been a while but there is a very unfriendly woman there.	Have a FRIENDLY courteous person that takes new people through. NEVER assume people know what to ask or what services are available. Treat them with DIGNITY. Explain things SLOWLY and clearly and in a RESPECTFUL tone.	Individual providing services not indicated in Eastern Washington.
I'm satisfied.		Individual providing in-home caregiver services in Eastern Washington.
Answer call backs as soon as possible. Always be courteous to me.	Eliminate paper upon paper upon paperwork.	Individual providing in-home caregiver services in Eastern Washington.
Provide support.	Give more hours and benefits.	Individual providing in-home caregiver services in Eastern Washington.
Yes, it does.	Yes, it can.	Individual providing in-home caregiver services in Eastern Washington.
Information letters / pay reporting.	Need better case workers, one in particular - she is rude and doesn't listen at all, talks while you are trying to explain something to her.	Individual providing in-home caregiver services in Eastern Washington.
Training.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
When asked, provides referral numbers for other agencies.	Return calls quicker. But I know case managers are busy too.	Agency providing adult family home services in Eastern Washington; 3 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Helpful most of the time.	Nothing that I can think of. Maybe less paperwork.	Individual providing in-home caregiver services in Eastern Washington.
They are courteous and friendly, and answer my question if I have any.	Nothing at this time.	Individual providing in-home caregiver services in Eastern Washington.
Everything.	There is always room to improve.	Individual providing in-home caregiver services in Eastern Washington.
Yes.	Stop taking union dues out of my check. I do not belong to the union. I have 2 months union dues due me now.	Individual providing in-home caregiver services in Eastern Washington.
Have better working relationship with homes than we had in the past. Very refreshing; hope it continues.	Not have everything black or white. There is an area in-between. Also, don't fine or citation everyone - have them do education.	Individual providing adult family home services in Western Washington.
Listen to our needs and work very good to meet the needs.	I have no comments. I think they're doing good job.	Individual providing in-home caregiver services in Western Washington.
They help me with what I need for help like answer my questions. Did excellent job.	I don't have problem.	Individual providing in-home caregiver services.
	Be in the office OR hire someone who KNOWS "something" when I call.	Individual providing in-home caregiver services in Eastern Washington.
	Train your personnel better so that they can better understand how the system works.	Individual providing in-home caregiver services in Western Washington.
Very good service all the time.	They do a good job.	Individual providing in-home caregiver services in Western Washington.
So far you guys do a good job with all the cuts in all dept. So try to keep a smile and good job. Thank you	Give us more money to take care of our COPES people. Not all people.	Individual providing in-home caregiver services in Western Washington.
There seems to be a lack of communication between the State and the city.	Tell me why my pay has gone down. Meanwhile there is an appeal is going on?	Individual providing in-home caregiver services in Western Washington.
	Pay me the full amount of 184 hours, since their person I care for needs 24 hours supervision, which amounts to about 672 hours a month.	Individual providing in-home caregiver services in Western Washington.
Communication.		Individual providing adult family home services in Western Washington.
Provide lots of written material, handbooks, and pamphlets about the COPES program and being an IP. Leaves little to no questions left unanswered. Plus, just about every piece of material also list a website for more info.	Know what has already been done, and what still needed from you AT ALL TIMES. Be a little bit more organized and familiar during the process of becoming an IP; discussions and paperwork needed to be done were only presented to me when remembered on a whi	Individual providing in-home caregiver services in Western Washington.
They provide whatever the client needs.		Individual providing in-home caregiver services in Western Washington.
After I sign contract they send me a caregiver clause, therefore I know services.	My invoice of August month comes late. I write letter and send to DSHS. After that I receive another invoice of August month.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Explain something if I don't understand. Talk really nice.	Just do same way. Nice try to help out.	Individual providing in-home caregiver services in Western Washington.
They are easy to reach and respond quickly.	I cannot think of any more. They do their utmost best to be able to help.	Individual providing adult family home services in Western Washington.
	Return phone calls.	Individual providing adult family home services in Western Washington.
	Satisfied.	Individual providing more than one type of service in Western Washington.
Case manager.	Nothing.	Individual providing in-home caregiver services in Western Washington.
	Have checks available on the 1st of each month.	Individual providing in-home caregiver services in Eastern Washington.
Response is quick and they allow me to update any changes of care needs with courtesy and time effectiveness.	Nothing I can see at this time.	Individual providing in-home caregiver services in Eastern Washington.
Be there when we have questions and help us find answers.		Individual providing services not indicated in Eastern Washington.
Our caseworker is good to take our calls when we call our time in. Catches mistakes on time sheet and calls to let us know. Listens to concerns.	Don't know.	Individual providing in-home caregiver services in Eastern Washington.
NOTHING!!	CARE ABOUT PEOPLE.	Individual providing in-home caregiver services in Eastern Washington.
Courtesy and respect. Accessibility when was needed.	I will let you know when I work longer and had more experience!	Individual providing in-home caregiver services in Eastern Washington.
They call back and do what they can with questions and helpful suggestions.	Can't think of anything they could do better.	Individual providing in-home caregiver services in Eastern Washington.
I only work with social worker.	I'm satisfied.	Individual providing in-home caregiver services in Western Washington.
Case Manager and licensur. Respectful and explain WAC's in simple language.		Individual providing adult family home services in Western Washington.
Respectful.		Individual providing adult family home services in Western Washington.
They have Janet Lewise. She comes every 2 weeks and checks to see if we need anything. She is real great.	Go to Housing Authority. They are a real pain and see what goes on.	Individual providing in-home caregiver services in Western Washington.
	Electronic deposit could be done earlier. Mine is usually the 6th or 7th; would like to have it on the 3rd or 4th. Would like to have my hours for my months returned to 100 hours per month instead of 84.	Individual providing other services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Sends payments on time.	Everything is done well.	Individual providing in-home caregiver services in Eastern Washington.
They always return calls promptly.		Individual providing in-home caregiver services in Eastern Washington.
Answer any of my questions. Gets back to me promptly when I call and they may not be in office when I call.	I think they do just fine.	Individual providing in-home caregiver services in Eastern Washington.
Always answers any questions and takes care of any problem that they can.		Individual providing in-home caregiver services in Eastern Washington.
Kindness and caring are given by each of our case managers.	Just continue to touch lives with as much caring and thoughtfulness as possible.	Individual providing in-home caregiver services in Eastern Washington.
Only time see them at 12 months - evaluation on person take care of.	Nothing, they gave us raise then take away. Like I'm taking care of Brain Tumor. I don't get 160 hours, I get 144. Now they cut to 141 hours.	Individual providing in-home caregiver services in Eastern Washington.
My clients' case worker answers my questions without hesitation if my client is not available or doesn't understand. Helps me fill out necessary forms if client is unable to.	Since they know how many hours we work a month, try to do something about getting our pay to us sooner, rather than a week to two weeks later. With economy the way it is, it's hard to make it from only getting paid once a month, to the next month.	Individual providing in-home caregiver services in Eastern Washington.
Everything! They are great! They advise, teach, and is always there when you need them. They go the extra mile for ALL NEEDS.	Work safety classes are not in our area. I know this is new, but we need to get these classes completed!	Individual providing in-home caregiver services in Eastern Washington.
They do answer any questions I have.	Have a # for care providers to call in because they have any questions.	Individual providing in-home caregiver services in Eastern Washington.
	Stop moving people around - Every time I get someone new they know nothing about our agency. Once they learn the system - They are moved on and we start all over.	Agency providing adult family home services in Western Washington; 27 employees.
They tried to take care of you right away.	I think that there is nothing more that they can do better. They already do all that good.	Individual providing in-home caregiver services in Eastern Washington.
We need a person, not a machine.	Need a human to talk to.	Individual providing in-home caregiver services in Eastern Washington.
The nurses are very good and courteous, yet does as little as possible! They try to get by with as few hours/time and supplies for the patient as possible. SNOHOMISH County is NOT like that. They SHOW a lot of compassion and do as much as possible for all	Be MORE considerate and compassionate of both patient and caregiver. More hours are needed for a 24/7 caregiver especially when the patient returns from the hospital for whatever reason (Surgery, etc). PAY THE CAREGIVER ON TIME whenever extra hours are re	Individual providing in-home caregiver services in Eastern Washington.
Any problems they answer quickly and have solution.	Nothing at the moment!	Individual providing in-home caregiver services in Western Washington.
Phone invoice service is very time saving. Keep up the efficient work.	Increase payment for service level of care, too low! Start on referral service for good caregivers, with credentials.	Agency providing adult family home services in Western Washington; 3 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Valid, politely, correctly.	I don't know.	Individual providing in-home caregiver services.
Treated with courtesy and respect but not much help!	It is VERY difficult to contact case managers when there is a problem. Not much, if any response to messages left.	Individual providing in-home caregiver services in Eastern Washington.
Refers to other agencies.	Not be so stuck up and hard to talk to. It's very difficult to obtain proper help when the people or person "helping" you are condescending and callous.	Individual providing in-home caregiver services in Eastern Washington.
They give me advice on where to go to get the necessary help for my clients.	Nothing. The caseworkers call back within 24 hours and usually have the answers or will get them for me.	Individual providing in-home caregiver services in Western Washington.
Always helpful.	Keep doing what you are.	Individual providing in-home caregiver services in Western Washington.
Pay on time! Helped find programs that helped my client, helped express (someone faster) a problem with medication.	I have client 24 hours day 7 days a week. Do not cut my hours. Program/information for mental condition.	Individual providing in-home caregiver services in Western Washington.
It sends check on time.		Individual providing in-home caregiver services.
Send payment on time.	Be more polite. Not so self righteous.	Individual providing in-home caregiver services in Western Washington.
Clients' case manager has been very kind and helpful.		Individual providing in-home caregiver services in Western Washington.
	Communicate changes before they happen, rather than afterwards.	Agency providing adult family home services in Western Washington; 26 employees.
Friendly, helpful office staff.	Keep up the good work.	Individual providing in-home caregiver services in Eastern Washington.
No problem.	Everything is okay.	Individual providing services not indicated in Eastern Washington.
Informs me on time.	Be more personal.	Individual providing in-home caregiver services in Western Washington.
No.	Answer question with some respect.	Individual providing in-home caregiver services in Western Washington.
Yes.	I think that they do very good.	Agency providing in-home caregiver services in Western Washington; 200+ employees.
N/A.	N/A.	Individual providing in-home caregiver services in Eastern Washington.
Show compassion and seems very charismatic.	N/A.	Individual providing adult residential care services in Western Washington.
They always work with me and communicate with me.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I think DSHS is good service.		Individual providing in-home caregiver services in Western Washington.
When I actually talk to a person questions are answered which helps me with my clients and their needs.	Most of the phone calls take days because I rarely talk to a person when I call. It's voice mail.	Individual providing in-home caregiver services in Western Washington.
They are prompt with changes.		Individual providing in-home caregiver services in Western Washington.
Very helpful.	None - at this time.	Individual providing in-home caregiver services in Eastern Washington.
Rapid response always.		Individual providing in-home caregiver services in Western Washington.
Always available if we have questions or concerns.	The only thing I can think of is maybe have an office in Belfair.	Individual providing in-home caregiver services in Western Washington.
Nothing.	Nothing.	Individual providing in-home caregiver services in Western Washington.
DSHS help me with my any of my questions, requests, etc.	I don't know yet.	Individual providing in-home caregiver services in Western Washington.
Sends payments on time.	Provide more hours for people that need them.	Individual providing in-home caregiver services in Eastern Washington.
Correct errors made in Olympia. Interview for medical needs.		Individual providing in-home caregiver services in Eastern Washington.
Consider all needs and gives advice on problems.	Gives more relief hours on full time care.	Individual providing in-home caregiver services in Eastern Washington.
Addresses all of needs.	Allow more respite hours on clients that require 24 hours care 7 days a week.	Individual providing in-home caregiver services in Eastern Washington.
They do great in everything, like give me clients and give me days off of work.	They could just stay the same.	Individual providing in-home caregiver services in Eastern Washington.
They do assessments thoroughly and very quick.	Understand more the amount of care some residents need for such little money.	Agency providing adult family home services in Western Washington; 4 employees.
Answer questions.		Individual providing in-home caregiver services in Western Washington.
Answer my phone calls if I have a question.		Individual providing in-home caregiver services in Western Washington.
Everything that DSHS provides is helpful.	Send money checks on time.	Individual providing in-home caregiver services in Western Washington.
DSHS they answer me always when I need help.	DSHS they are good already.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
If any problems should arise the staff would help in any way they can. Thanks.	? They do a great job as far as I'm concerned.	Individual providing in-home caregiver services in Eastern Washington.
Telephone invoicing is great!!	E-mail notification when checks are released.	Individual providing adult family home services in Eastern Washington.
Help cook.	Nothing.	Individual providing other services in Western Washington.
Nothing.	MORE FUNDING!!!	Individual providing services not indicated in Western Washington.
All business I have had has been great.	?	Individual providing in-home caregiver services in Western Washington.
Always available and courteous - very pleasant.		Individual providing in-home caregiver services in Eastern Washington.
Really listens.	I cannot think of anything that they could do better.	Individual providing in-home caregiver services in Eastern Washington.
Courteous - Returns my calls.		Individual providing adult family home services in Western Washington.
Anytime I am in need.	This is better and the best to me.	Individual providing in-home caregiver services in Eastern Washington.
They help find answers to questions and problems even if they don't know.		Individual providing in-home caregiver services in Eastern Washington.
I get my check on time.	Nothing at this time. They could be nicer people in the Ferry County office.	Individual providing in-home caregiver services in Eastern Washington.
They send me my check on time and it's never late.	I don't have any problem and they do a very great job with everything. Thank you!	Individual providing in-home caregiver services in Western Washington.
Any question I have.	Return calls more promptly.	Individual providing in-home caregiver services in Western Washington.
Providing their services to help the needy.	More benefits, more courteous staff.	Individual providing in-home caregiver services in Eastern Washington.
It pays on time, gives us the opportunity to work.	I think it does enough to help us to work.	Individual providing in-home caregiver services in Western Washington.
Answer questions.	More hours.	Individual providing in-home caregiver services in Western Washington.
I do not have much contact with DSHS.	I do not have much contact with DSHS.	Individual providing in-home caregiver services in Western Washington.
Lots of support.	Can't think of anything.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They answer my call and my questions.		Individual providing in-home caregiver services.
Great licenser.	?	Individual providing adult family home services in Eastern Washington.
Answers all questions.	Too early to form an opinion!	Individual providing in-home caregiver services in Western Washington.
They listen well and answer my questions thoroughly.	Smile. Sometimes they seem like they are just there for the money and not for the needs of the people.	Individual providing in-home caregiver services in Western Washington.
Appreciate Dokarie Johndra and her prompt and courteous response when I call.		Individual providing in-home caregiver services in Western Washington.
Always response timely in returning phone calls and are friendly. They are always helpful.	Nothing that I can think of at this time.	Individual providing in-home caregiver services in Western Washington.
Nothing yet.	Return calls sooner, be more courteous. Treat me as a fellow human being who also is hardworking and deserves the respect that comes with it!	Individual providing in-home caregiver services in Western Washington.
Always willing to answer questions and help with any changes.	N/A.	Individual providing in-home caregiver services in Eastern Washington.
The staff is always friendly and courteous. Whenever I need help there is someone available to guide me.	I would like it if every so often somebody would call me just to say, "How are you doing? Is there anything we can do for you?" That way I'd feel I had a better support system.	Individual providing in-home caregiver services in Western Washington.
	Return phone calls.	Individual providing adult family home services in Eastern Washington.
Nothing - you are self-serving and below the economic level to enable us to give good affordable care.	Cut off the superior attitude. Raise the pay scale to 2005 expenses. You are behind and below the current times.	Individual providing adult family home services in Western Washington.
If I call needing help with anything, case manager Coral Christenson does whatever it takes to help, as does David Lahause.	Get auto deposit to take effect immediately upon request, is all I can think of.	Individual providing in-home caregiver services in Western Washington.
Helps solve problem with client. Explained some issues about assessments and negotiated care plan.	Make sure assessments are based on actual situations. Provide specific information about residents. Educate residents regarding their co-pay.	Individual providing adult family home services in Western Washington.
They are very professional and answer questions in a timely manner.	?	Agency providing adult family home services in Western Washington; 12 employees.
Nothing - Confuse and complicate even the most simplest of events/tasks.	Join us on the same level - You are too high and mighty and push to failure.	Individual providing adult family home services in Western Washington.
Help me.	Work with me.	Individual providing in-home caregiver services in Western Washington.
Fax stuff from one office to other eliminate mail/or visit to other office. Fix screw ups for pay fairly quickly.	Call back sooner if I leave them a message.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Automated call in time report monthly.	Stop cutting hours.	Individual providing in-home caregiver services in Eastern Washington.
Some of the questions that are presented to my mentally ill client are beyond the scope.	Keep better records.	Individual providing more than one type of service in Western Washington.
Always courteous and "search" for answers I need to help me be a more caring provider.	No suggestions.	Individual providing in-home caregiver services in Western Washington.
More reliable workers and caring.	Have more options for employees with limited income, to maybe be paid twice a month.	Individual providing in-home caregiver services in Western Washington.
They are helpful.	Nothing at this time.	Individual providing in-home caregiver services in Western Washington.
They do well in seeing if there are things that can be done for my client.	I feel they need to check in more often to see if clients are in more need.	Individual providing in-home caregiver services in Western Washington.
They are always ready to answer our question. If they don't know they find out and get back to us.	Continue to be a great support system.	Agency providing assisted living services in Western Washington; number of employees not indicated.
Makes payments on time. Always makes sure if I have any questions to call them for assistance!	N/A.	Individual providing in-home caregiver services in Western Washington.
Nothing, if you are a single person you can't get help with bill pay, food stamp. We work hard for what we get and doctor bills, medicine. We need help in the area. Thank you.	We the caregiver would like help with some of our medical bills. We have insurance but it don't pay for all of the bill like medicine and doctor bill. Thank you.	Individual providing in-home caregiver services in Eastern Washington.
	Never at desk when you call - feel that they avoid, avoid, avoid all work.	Individual providing in-home caregiver services in Eastern Washington.
The auto invoice system is nice and my check comes on time. Local office in East Wenatchee could use a friendly receptionist and people who return phone calls and are available.	I have cared for the same client for almost 2 years and never met her case manager!! It would be nice if DSHS could hold up their end of my contract!	Individual providing in-home caregiver services in Eastern Washington.
Always can get a live person to discuss issues or problems.	To have assigned SSPS representative who can be contacted with SSPS questions.	Agency providing other services in Western Washington; 475 employees.
Treats my staff LPN with respect, answers questions, supportive and thanks us for job well done.	Licensor/social worker works well with our AFH and very prompt and helpful with answers. Needs help in areas of assessment with clients - 90% of time assessment incorrect.	Individual providing adult family home services in Western Washington.
Quick to make adjustments when things change. Very polite, helpful, and caring.	More office help.	Individual providing in-home caregiver services in Western Washington.
What my Mother's needs are.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Karen Truesdale @ COPES has been very nice and helpful.	Overall, DSHS (not just COPES) could use some in-service to their personnel who are at times rude and demeaning and act like they personally paying for services. It is their job - they need to be pleasant.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Turn down client needs or requests. Case managers don't DO anything.	Clients become distressed by re-evaluation. It is TOO intimidating and the questions on the exam are offensive.	Individual providing in-home caregiver services in Western Washington.
Not follow through on instruction/information as given.	Keep your word. Do not change what was told or try to "pass the buck".	Individual providing in-home caregiver services in Western Washington; 2 employees.
Answer questions.		Individual providing in-home caregiver services in Western Washington.
They answer all my questions that I have.	Nothing that I could think of.	Individual providing in-home caregiver services in Western Washington.
Answer questions well.		Individual providing in-home caregiver services in Western Washington.
Very informative, polite.	?	Individual providing in-home caregiver services in Western Washington.
Very courteous and answers all questions.	Nothing different.	Individual providing in-home caregiver services in Western Washington.
Allow us to take classes; provide answers to my questions on various types of issues.		Individual providing other services in Western Washington.
Provides good information.	They've done their best.	Individual providing in-home caregiver services in Western Washington.
DSHS does well to help me help my client.	DSHS could do better to help me and to help my client.	Individual providing other services in Western Washington.
The staff are very helpful and supportive. They will really instruct what to do.	Keep up the good work!	Individual providing in-home caregiver services in Western Washington.
Answers questions, help with problems, etc.	Assessments take very long time, need to be less. Generally, be more patient and attentive.	Individual providing in-home caregiver services in Western Washington.
I think DSHS don't have to do anything further. I think my client needs my help a lot in the future as now.	Class training is good enough.	Individual providing in-home caregiver services in Western Washington.
Pay on time.	More hours.	Individual providing assisted living services in Western Washington.
Provide helpful information, trainings.		Individual providing in-home caregiver services in Western Washington.
They try to correct things as quick as possible.		Individual providing adult family home services in Western Washington.
They give me time to ask any questions that I have. They have a pleasant voice.	Nothing.	Individual providing adult family home services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
DSHS does transfer you from one person to another person trying to help, however the runaround usually does not answer the question. DSHS does transfer calls well.	Answer questions, requests, and help with administrative hearings, rather than be a hindrance. I have requested an exception now since May 2005; it is now October 2005.	Individual providing in-home caregiver services in Western Washington.
When I need information or help with anything, the help is always there. Thanks.		Individual providing in-home caregiver services in Western Washington.
Answer any questions promptly.	I feel they're doing a good job, at least the ones I've talked with.	Individual providing in-home caregiver services in Western Washington.
Have always answered any questions I have. Very helpful.		Individual providing in-home caregiver services in Western Washington.
They try to answer all your questions and help you resolve them ASAP.		Individual providing in-home caregiver services in Western Washington.
Very informative.	?	Individual providing other services in Western Washington.
	Not cut hours for people that really need them.	Individual providing in-home caregiver services in Western Washington.
Does take someone time to call back when message left.	Explain reasons as to why not eligible on certain programs.	Individual providing in-home caregiver services in Eastern Washington.
They answer all my questions.		Individual providing in-home caregiver services in Eastern Washington.
Paperwork is able to be mailed in so you don't have to go and sit for hours.	Drop the override for prescriptions that doctors write for name products.	Individual providing in-home caregiver services in Western Washington.
When questions on care and equipment arise, the contacts are most helpful - showing care and kindness.	They are doing all they can, I believe.	Individual providing in-home caregiver services in Western Washington.
Take time to understand the care that the patient needs.		Individual providing adult family home services in Western Washington.
Answer questions.	Less paper! Save our trees!	Individual providing in-home caregiver services in Western Washington.
Give me freedom to plan my schedule with my client.	Provide information on health insurance options for providers.	Individual providing in-home caregiver services in Western Washington.
Can't seem to get to talk to our caseworker.	Keep information of any changes concern our case.	Individual providing in-home caregiver services in Eastern Washington.
They are courteous, quick, efficient, and caring. What can I say! Good job.	With gas 50 high, I need help with transport costs.	Individual providing in-home caregiver services in Western Washington.
Good job.	Good job.	Individual providing in-home caregiver services in Eastern Washington.
Communication is great!	Nothing really.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Send pay checks on time. Provide educational classes.	Pay providers more so we get better services. Stop cutting hours.	Individual providing in-home caregiver services in Eastern Washington.
Nothing at all!	Don't cut hours for our client! They need the help! We need to earn a living.	Individual providing in-home caregiver services in Eastern Washington.
Answers my questions, returns my calls.	Offer class at different hours, more notice. I had to get a whole week off work with only a week notice.	Individual providing other services in Eastern Washington.
Good information about caregiving. Always there to answer questions.	I can't think of anything.	Individual providing in-home caregiver services in Eastern Washington.
They come to you, are very polite, prompt and informative.	Account for supervisory hours.	Individual providing in-home caregiver services in Eastern Washington.
Does not answer phone calls as soon as they should.	Be more prompt to answer phone calls.	Individual providing in-home caregiver services in Eastern Washington.
Tells me options available for my client.	Less talk, more doing.	Individual providing in-home caregiver services in Western Washington.
Returns calls promptly. Helps me research problems.		Individual providing nurse delegation services in Western Washington.
Mail exactly times.		Individual providing in-home caregiver services in Western Washington.
	The hours allotted for chores are not realistic, so many hours of actual work are not paid for as I won't leave my client with work not finished. The people who decide these chore hours should physically try it sometimes.	Individual providing in-home caregiver services in Western Washington.
N/A. I don't usually call them or stop there.	The time that I went in with a question they helped me okay.	Individual providing in-home caregiver services in Eastern Washington.
Our liaison in Pierce County (Bob Furman) is knowledgeable and very helpful - always returns phone call in a timely manner. I appreciate him.	Remind the DSHS employees they go home at night - we work 24/7. So they need to remember we are very in tune to our clients and they see or talk to them twice a year if that. We would appreciate being believed.	Individual providing adult family home services in Western Washington.
Communicate with all those involved!		Individual providing in-home caregiver services in Western Washington.
So far everything is fine.	Have only been a caregiver 1.5 months and have had no problems.	Individual providing in-home caregiver services in Eastern Washington; 2 employees.
Has equal concern for me and my clients.	Answer questions if case manager is not available.	Individual providing in-home caregiver services in Eastern Washington.
	Give me more advice on benefits that are available to us.	Individual providing in-home caregiver services in Western Washington.
	Quit taking so much out of my check every month. I could sure use the money.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Help with my questions about my job, training and payments. Very friendly on the phone!	Pay me more.	Individual providing in-home caregiver services in Western Washington.
Nothing.	Give me at least 30 hours a week. I'd like to see them live on 66 hours a month. I'd rather be working, but I can't leave my sister alone. She has a head injury and turns the stove on all the time and starts fires.	Individual providing in-home caregiver services in Eastern Washington.
The case managers that we have did their very best. They help and answered whatever we need help with.	I wish the DSHS should pay fair rate to Adult Family Home because we worked hard, gave more care to the residents, and even in eating. Also, with a lots of love.	Individual providing adult family home services in Western Washington.
To understanding the family situations.	Payment needs to on the 3rd day of the month every month.	Individual providing in-home caregiver services in Western Washington.
Everyone in Port Orchard office are very knowledgeable and kind.		Individual providing in-home caregiver services in Western Washington.
Assistance when needed.	Nothing at this time.	Individual providing in-home caregiver services in Western Washington.
They help us get whatever we need to take care of the client.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Follow up and advise me if I have a question, etc.	I have had no complaints - The staff is very helpful.	Individual providing in-home caregiver services in Western Washington.
Excellent.	Always.	Individual providing in-home caregiver services in Western Washington; 1 employee.
Not much.	Quit treating us like the enemy.	Agency providing adult family home services in Western Washington; 3 employees.
Helpful/communicates.	Be human beings.	Individual providing in-home caregiver services in Western Washington.
Answer questions. If they do not know, they call back with the answer plus more (phone numbers, etc.)!	Some of the agencies I have been given, i.e. MDC, don't follow through. I have to be able to take care of my house on a limited income and just make ends meet. I have a leak and mold in only bathroom and wanted to take shower doors off. Help my Mom and I'	Individual providing in-home caregiver services in Western Washington.
Return calls quickly, pleasant to work with, helpful.	Nothing for now.	Individual providing in-home caregiver services in Western Washington.
	Have part-time works, in case of ER. Need to hire for North Kitsap. Should allow more for gas.	Individual providing other services in Western Washington.
Caseworkers are available and have good knowledge.	Website could be improved for increased accessibility.	Individual providing adult family home services in Western Washington.
Provide information when ask.	Polite, friendly, and human connection. Inform about benefits and options when applicable.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Providing us work as caregiver.	To increase our salary.	Individual providing more than one type of service in Western Washington.
DSHS answers all questions and provides lots of classes and continuing education.	DSHS does a very good job. I have no complaints.	Individual providing in-home caregiver services in Western Washington.
Answer questions, provide information.	Very satisfied.	Individual providing in-home caregiver services in Western Washington.
Great resource for finding programs and benefits for my client.	Sending out and educating providers of programs, benefits, support groups etc., in a single guide rather than calling all over being transferred over and over, etc.	Individual providing in-home caregiver services in Western Washington.
Listen to what I have to say.	Increase the daily rates of our clients! We are not always fairly compensated for what we do.	Individual providing adult family home services in Western Washington.
Answer questions, provide materials.	Very satisfied with help received.	Individual providing in-home caregiver services in Western Washington.
Give out information needed. Listen to what I have to say.	Hire more case managers that actually care about my client's well being rather than cutting hours as much as possible.	Individual providing in-home caregiver services in Western Washington.
	Educate their clients of their responsibilities to the provider and the benefits they do and do not receive from DSHS.	Agency providing assisted living services in Western Washington; 26 employees.
At times they don't know who takes these classes. They send people notes that they don't complete them when they have already gotten paid for them.	To have the same caregiver come to your home all the time.	Individual providing in-home caregiver services in Eastern Washington.
Communicates well.		Individual providing in-home caregiver services in Western Washington.
Call you by number or name.	Stop cutting in-home caregivers hours. Those old people need help.	Individual providing in-home caregiver services in Western Washington.
Nothing.	Treat people with respect.	Individual providing in-home caregiver services in Western Washington.
Answer the questions that have been asked.		Individual providing in-home caregiver services in Eastern Washington.
They answer all the questions I ask.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
Education - Information.		Individual providing in-home caregiver services in Eastern Washington.
Leaves us alone - Lets us do our job with a minimum of interference.	Returns calls.	Individual providing in-home caregiver services in Western Washington.
They are always willing to listen.	Please call and make sure that we are taking new clients.	Agency providing in-home caregiver services in Western Washington; 48 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Yes. They work with me very well.	Return phone calls more promptly.	Individual providing in-home caregiver services in Eastern Washington.
My phone messages were returned quickly. Well informed and accurate answers to my question. Thanks.	Yes, they work and help me very well.	Individual providing in-home caregiver services in Western Washington.
Offer training, although mostly it is common sense and a waste of time. Possibly offer more applicable training that is challenging.	Send less paperwork, find a less bureaucratic way to do most of what it does, especially payment. Ask WORKERS to minimize the paper pushing.	Individual providing adult residential care services in Western Washington.
Pays consistently, dependable. Provide information - website. Excellent case manager and licensor.	Please stop complicating the quality, loving care I provide to residents with excess paperwork.	Agency providing adult family home services in Western Washington; 8 employees.
Dependable, caring and follow through with what is said. DSHS has been a positive experience for my aging mother and I. Thanks!	Our experience in all areas has been positive from the beginning. I don't have anything negative to comment on.	Individual providing in-home caregiver services in Western Washington.
Inform me about changes to benefits or beneficial new programs.	Remind their staff that discrimination is not allowed. This will help keep up the good service. And to speak with respect to client.	Individual providing in-home caregiver services in Western Washington.
Very little, social workers are nice, but obviously have no input, leaving cold service.	Take a more humane approach, and individualize care on a holistic level!!	Individual providing in-home caregiver services in Western Washington.
Answer questions and give information.	Sometimes hard to reach case manager and get calls returned in a timely manner when voice mail messages left.	Individual providing in-home caregiver services in Western Washington.
Help with medical needs that are over the counter.	They have been very helpful to me.	Individual providing in-home caregiver services in Western Washington.
DSHS does a very good job. Thank you for letting me help the sick people.	DSHS have done a good job every since I knew it was a DSHS. I move here in 1999 and I work for every cent.	Individual providing in-home caregiver services in Western Washington.
DSHS mostly intimidate the providers instead of working together for the same common cause. They are good at talking down to you.	Treat you with respect and treat you like you are an adult.	Individual providing adult family home services in Western Washington.
Resident assessment, gets copies of award letters, also corrects SSPS DOC.	Train more people to process new resident award letters.	Agency providing assisted living services in Eastern Washington; 11 employees.
Usually pays on time.		Individual providing in-home caregiver services in Western Washington.
Answer question about my client.	Give more information about classes availability and requirements.	Individual providing in-home caregiver services in Western Washington.
Call back. Information provided.	Provide more residents.	Individual providing adult family home services in Eastern Washington.
They take hours and benefits away too well. It's not right.	Stop taking hours and benefits away from caregivers. It's not fair or right. How would you like it?	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They answer my questions when in contact. Precise and helpful.	Everything is great, for me nothing could be better, really.	Individual providing in-home caregiver services in Eastern Washington.
They answer my questions to the best of their knowledge with straight forward answers.	By not taking away hours of care for my clients or myself. Giving more of a notice when they do have too.	Individual providing in-home caregiver services in Eastern Washington.
Local caseworker does work very hard. She is very knowledgeable and helpful.	Have more training session on rules and regulations. We can always use lots of information.	Agency providing assisted living services in Eastern Washington; 20 employees.
Helps with clients papers when needed, if client is unable or can't remember. Helps get needed supplies when needed.	Find a quicker way of payment for the caregiver. Times are tough, a month to month is hard on us waiting from check to check.	Individual providing in-home caregiver services in Eastern Washington.
Nothing, inexperienced workers that have no clue.	Listen (which they rarely do). Not submitting correct information [indecipherable comment].	Individual providing in-home caregiver services in Western Washington.
They answer all my questions as best they can.	Nothing so far.	Individual providing in-home caregiver services in Eastern Washington.
Has answers when information or explanations are needed. Usually very informative.	Send out pay checks closer to the first of the month. Send us a better breakdown (with explanations) of monies withheld from our paychecks.	Individual providing in-home caregiver services in Western Washington.
They help me take care of my Mom, she is 91 years old.	They are doing very good and are very nice.	Individual providing in-home caregiver services in Eastern Washington.
	Like [Identifying Data Redacted], because we do same job like every [Identifying Data Redacted].	Individual providing adult family home services in Western Washington.
Answers any question I may have.	N/A.	Individual providing other services in Western Washington.
Yes.	Food stamps sooner.	Individual providing in-home caregiver services in Eastern Washington.
Almost everything possible.	They do well in trying to assist.	Individual providing in-home caregiver services in Eastern Washington.
Everything.	For me DSHS do the good things for us. I have nothing to say.	Individual providing other services in Western Washington.
Everything they do is great. Qwan Tran has been wonderful to us. Please acknowledge this if possible.	Nothing that I can think of.	Individual providing in-home caregiver services in Western Washington.
On-line billing.	Raise diaper/incontinence reimbursements now. Lower our costs. We can no longer provide at these rates. DSHS eligible website not updated enough with current coverage information or 3rd party insurance information.	Individual providing other services in Western Washington.
	Include AFH in rule making. Simplifying the WAC's and reducing redundant and/or detrimental (for care quality) WAC's.	Individual providing adult family home services in Western Washington.
Speed up payment. Update providers with the latest change.	Same as above [speed up payment, update providers with the latest changes]. Thank you for all the good work.	Individual providing adult family home services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
If I have any questions, they are quick in responding back and very knowledgeable. If you need help with anything, they are always helping.	Nothing needs to be changed. They are very good.	Individual providing in-home caregiver services in Western Washington.
Flexible appointment times.	Be more respectful of caregivers. Describe potential programs and resources more often and completely. Give more advanced notices. Utilize nurses for more case management services. Broaden the nurse manager roles to include overtime blood work, etc. P	Individual providing in-home caregiver services in Western Washington.
Has someone that speaks the same language.	None. Stay the same.	Individual providing in-home caregiver services in Western Washington.
DSHS does well to help me help my client.	DSHS do better to help me and to help my client.	Individual providing other services in Western Washington.
Helps us in every way and support our family.	Until now we are satisfied.	Individual providing in-home caregiver services in Western Washington.
When I talk to a person it's always helpful.	Personal contact by phone or visit?	Individual providing adult residential care services in Western Washington.
I think that DSHS looks out for my interest quite well.	To allow me more needed hours a month!	Individual providing in-home caregiver services in Western Washington.
No comments.	No comments.	Individual providing in-home caregiver services in Western Washington.
Communicate in a timely and prompt manner. Answer all questions.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Everything.	N/A.	Individual providing in-home caregiver services in Western Washington.
DSHS will to its best to care for all care providers, for any needs as needed. And will also help any provider make its job better.	Keep up the teamwork. The DSHS is the best people to work for. I enjoy working for the DSHS program.	Individual providing in-home caregiver services in Eastern Washington.
They came out and helped me do my paperwork (that was a big thing for me). They do their best to answer all my questions.	Set up the evaluation every 3 months. My mom is 93 and every month she finds she can't do what she did the month before.	Individual providing in-home caregiver services in Western Washington.
N/A.	N/A - Note: I work through the Rural Resource Office, and have no contact with DSHS other than through the mail.	Individual providing in-home caregiver services in Eastern Washington.
	Pay early when a holiday disrupts the first of the month.	Individual providing in-home caregiver services in Western Washington.
The case managers are very nice and are willing to help our clients.	Paychecks should be deposited by the 3-5th of every month. Direct deposit was suppose to be faster.	Individual providing in-home caregiver services in Western Washington.
Healthcare. Good job.	More coverage for medical equipment.	Agency providing in-home caregiver services number of employees not indicated.
Simplifying my clients updating reports, explaining details, etc.	?	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
DSHS is already doing a very good job.	Can't think of anything else.	Individual providing in-home caregiver services in Western Washington.
Have lots of patience and understanding.	I can't think of a thing. I appreciate the help. Thank you!	Individual providing in-home caregiver services in Western Washington.
They are great in everything.		Individual providing in-home caregiver services in Eastern Washington.
Try to help answer questions when we need explanations for families, etc.		Agency providing other services in Western Washington; number of employees not indicated.
I could not ask for better treatment. I get help whenever I ask and a call back.	? Don't know.	Individual providing in-home caregiver services in Western Washington.
Answers any questions I have quickly and with courtesy.		Individual providing adult family home services in Western Washington.
Keeps all records and assessments current.	Pay a higher rate for DSHS clients. Everything is increasing, but my State clients rate stays the same.	Agency providing adult family home services in Eastern Washington; 6 employees.
Good support.		Individual providing in-home caregiver services in Western Washington.
Willing to help when I have questions.	I can't think of anything.	Individual providing other services.
I was given a list of my clients problems and suggestions were made to help me help her.	I don't know of anything.	Individual providing in-home caregiver services in Western Washington.
I can't complain.	To give a provider more working hours and benefits.	Individual providing in-home caregiver services.
Give you.	Take out Federal taxes so not such a "big hit" at end of year. Could help subsidize IP's gas/mileage since they are YOUR clients anyway. If not enough hours hardly worth turning on the car.	Individual providing in-home caregiver services in Eastern Washington.
Not much.	Raise the mileage pay. Stop cutting hours when they're really needed.	Individual providing in-home caregiver services in Western Washington.
They answer questions when able to or tell me where I can get answers. Their call back is timely. Thank you!	I think they do a great job.	Individual providing in-home caregiver services in Eastern Washington.
Whenever I call, I get all the help I need.		Individual providing in-home caregiver services in Western Washington.
Helping get trained providers.		Individual providing in-home caregiver services in Western Washington.
	Process new resident assessments in a more timely manner. These are critical for us to receive payment.	Agency providing adult residential care services in Western Washington; 22 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
The case manager has always been helpful.	Medical benefits for part-time work.	Individual providing in-home caregiver services in Eastern Washington.
Nothing comes to mind.	Return phone calls. I have been waiting for a return call now for 1 1/2 weeks.	Individual providing in-home caregiver services in Eastern Washington.
Answer and explain my questions. Promptly takes care of my situation(s).	They need not to act better than us clients by belittling us.	Individual providing services not indicated in Western Washington.
Social workers are very accommodating and respectful.		Individual providing adult family home services in Western Washington.
DSHS worked well in all areas.	DSHS must raise the rates for vehicles as many cannot afford to go to North Kitsap County if they live in South Kitsap County. Also, wages are very low for this work.	Individual providing in-home caregiver services in Western Washington.
Answers questions well. Has a large choice of classes to choose from.		Individual providing in-home caregiver services in Western Washington.
Classes and training are good.	DSHS (and other agencies) often become adversarial when licensing or doing complaint investigations: 1. Don't get mad at me for following you and asking questions. 2. Tell me what you're looking for as you look AND tell me when you find something. 3. Te	Individual providing in-home caregiver services in Eastern Washington.
You get the right answers.	I haven't had any problems with anything, but I know if I did there would be someone there to help.	Individual providing in-home caregiver services.
Keeps me notified of what is going on.	I am an RN working as a caregiver and see that there may be more training for caregivers available to understand their jobs.	Individual providing in-home caregiver services in Eastern Washington.
I like the case and field workers, as they can give advice and help with solutions.		Individual providing in-home caregiver services in Eastern Washington.
They paid for our continuing educations class (of 10 hours) yearly, so we can learn about various things we have to deal with daily.	Allow more hours of paid work than they do now (a lot of us caregivers end up working a lot more time than we are paid for).	Individual providing in-home caregiver services in Western Washington.
They do better to work with me and help me.	Just to do same or better.	Individual providing in-home caregiver services in Western Washington.
When I kept calling about my clients' determination, they came and did a reassessment which allowed me to assist client's needs better.	Hire more caseworkers so they have time to answer the phone and return calls - have waited up to 2 weeks for a response - calling myself every other day. Phone message was 2 weeks old as well.	Individual providing in-home caregiver services.
When I have a questions I contact Sarah Barkman. She always gets back to me within a timely manner with an answer. She is great!	Everything is going well at this point and I have no issues.	Individual providing in-home caregiver services in Western Washington.
Invoice sent on time, checks on time, only once had a problem.		Individual providing other services in Western Washington.
Very concerned about keeping in touch.	Pay us overnight persons' flat rate. But to be noted for ALL HOURS worked, instead of 1/2.	Agency providing other services in Eastern Washington; 100 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Paycheck and paperwork.	Pay raise.	Individual providing assisted living services in Eastern Washington.
Not a lot.	We get very few Medicaid residents - the DSHS worker does not like to put people on services. Therefore, no referrals and no Medicaid clients.	Individual providing adult family home services in Western Washington.
Very helpful with answers to questions. Prompt delivery of checks. Accurate accounting. Courteous.	?	Individual providing adult family home services in Western Washington.
Helped with question I had.	Little more understanding with question we had.	Individual providing in-home caregiver services in Eastern Washington.
Prompt with paperwork.	Nothing comes to mind.	Individual providing in-home caregiver services in Western Washington.
They answer all my questions in a timely manner.	Make the service plans changeable before the year is up.	Individual providing in-home caregiver services in Western Washington.
They have helped a lot in getting necessary medical aids and added hours that were desperately needed.	? Don't know.	Individual providing in-home caregiver services in Western Washington.
	Stop letting DSHS case managers interpret the management tool. They are usually on a power trip.	Individual providing in-home caregiver services in Western Washington.
Answering and respectfully helping.	They already have done perfect job.	Individual providing in-home caregiver services in Western Washington.
Questions are answered quickly. Friendly staff (licensors, social workers, and case managers), down to Earth, patient.	Have more staff so they don't have such a caseload. Do inspections every 2 years unless problems arise. Takes too much unnecessary time. Maybe do announced inspections in case the owner is away and not there for helping the licensor. Unannounced for any p	Individual providing adult family home services in Western Washington.
Communicates great! Always assist to help get questions answered, works well with us to serve clients best.		Agency providing assisted living services in Western Washington; 21 employees.
Help me to get the services I need for my client.	Nothing at this time.	Individual providing in-home caregiver services in Western Washington.
	Problems with our yearly schooling requirements - The scheduling personnel do not follow through very well.	Individual providing in-home caregiver services in Western Washington.
I very wanted deep my knowledge. Two months ago I take a class and now nursing assistant and think this professional very help me when I work in home from my daddy.	So could better my work my professional nursing assistant's and cards CPR, also practice in clinical hospital.	Agency providing more than one type of service1 employee.
Listen before beginning to talk or attempt to redirect my call.	Be easier to get through to by phone, instead of always having to wait for a call back.	Individual providing in-home caregiver services in Western Washington.
Yes! Most especially, my licensor Brenda Mooney who gave me a lot of good advice on how to be a great AFH provider as well as a caregiver. She's great! So with Barbara Bush.	Both! For more than seven (7) years of doing this business, I'm so lucky to have social workers, RN's and other state workers who really very professional in their approach, helpful, and supportive.	Individual providing adult family home services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They listen to me and my suggestion. They actually take time to see if my ideas work instead of knowing all.	Nothing! They are as perfect as can be. As long as I've worked for the state, never a problem.	Individual providing in-home caregiver services in Western Washington.
Answer the phone or return my calls. Pleasant voice and courteous attitude.	Priority pay two times per month or get paid on the 1st of each month, and the following month's check could have any adjustments made.	Individual providing in-home caregiver services in Western Washington.
Answer questions, assist with any help.	Not require our time be called in by the 19th of the month. Because sometimes we don't know how many hours we will have by the end of the month.	Individual providing in-home caregiver services in Western Washington.
Only talked to them once.	Why can't there be one check instead of two?	Individual providing other services in Western Washington.
To work with me.	To work with me.	Individual providing in-home caregiver services in Western Washington.
Yes.	Recognize when parents are unfit.	Individual providing other services.
Answer the questions that I asked. Provided me the right telephone numbers to the right person.	Nothing at this time.	Individual providing in-home caregiver services in Western Washington.
Provides updated information about my job.	Visit patient oftener, assess condition of patient and make necessary adjustments for service time required.	Individual providing in-home caregiver services in Western Washington.
The DSHS has resources, services and support system for those unfortunate.	Create a smile system (smiley face) that alerts staff and clients on how much we all need and should appreciate one another.	Individual providing in-home caregiver services.
Asking for help for my state residents always comes through my social worker - a BIG thank you!	Send new laws considering AFH so we can keep up properly.	Individual providing adult family home services in Western Washington.
Just started - haven't had much opportunity to deal with your agency yet (smiley face).	?	Individual providing in-home caregiver services in Western Washington.
Mails me my payment.	Wished it would not cut back my hours of employment.	Individual providing in-home caregiver services in Western Washington.
Sends my paycheck somewhat earlier than is required. I appreciate that every month.	I feel I am getting very good service.	Individual providing in-home caregiver services in Western Washington.
Very helpful and kind and explains things to me.	Just answer any questions that we aren't sure about.	Individual providing in-home caregiver services in Western Washington.
Nothing yet.	Listen to the workers. Don't play God.	Individual providing in-home caregiver services in Western Washington.
Fulfills needs.	Can't think of anything else.	Individual providing in-home caregiver services in Western Washington.
Address any residential and educational concerns in an expedient manner.	Get our checks to us prior to 10 and 5th of month if possible. All our bills are due by payment day.	Individual providing in-home caregiver services in Western Washington.
Has always answered any questions.	I find DSHS very helpful. Thank you.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer questions.	Be there when we need you.	Individual providing in-home caregiver services in Eastern Washington.
Easy to make appointment when a client has a change of condition.		Individual providing adult family home services in Western Washington.
Case managers are very helpful in helping clients to received proper care and make providers feel free to talk to. As a one person family provider, I am very grateful to DSHS and all of their help.		Individual providing in-home caregiver services in Western Washington.
My clients' caseworker Brad Hoover always responds either by picking up the phone or answering phone messages as soon as possible.		Individual providing in-home caregiver services in Western Washington.
DSHS does a very good job of everything that I have been associated with, except #3 below (low caregiver wages). Maybe this is not a DSHS issue?	Caregiver wages are extremely low for the job they do. Wages and care expenses should be at least \$12.00 an hour and 30 cent a mile from the caregivers home. Note: Gasoline is not getting any cheaper.	Individual providing in-home caregiver services in Western Washington.
Explains resources available for client, provides phone #'s, etc. Caseworker very helpful.		Individual providing in-home caregiver services in Western Washington.
When I sign in via the computer, they are prompt to call me up to counter to tell me to wait.	Hire some people who WANT to work there, not just because they are waiting to retire. You have very rude people in reception area.	Individual providing in-home caregiver services in Eastern Washington; 1 employee.
They have always return my calls within 30 minutes...after I have called them.	I have not had a problem like that yet. They have so far been able to help me.	Individual providing assisted living services in Western Washington.
By giving us the payment of our service to our client. Conducting seminars for more knowledge about caregiving and also paying the hours of the seminars	By conducting CAN seminars to the caregivers once a week until the course is done.	Individual providing adult residential care services in Eastern Washington.
They have helped me get a job and also in learning how to help more aged persons with whom I work.	I have no comments.	Individual providing adult residential care services in Eastern Washington.
Keeps in contact with me.	Pay for mileage.	Individual providing in-home caregiver services in Eastern Washington.
Everything.	Serve the Lord.	Individual providing in-home caregiver services in Eastern Washington.
	Check with me at least every 3 months to see if client is experiencing any problems.	Individual providing in-home caregiver services in Eastern Washington.
Always help with any problem and answers all my questions.	Can't think of anything.	Individual providing in-home caregiver services in Eastern Washington.
They listened about a situation, took information, then gave an answer in speedy time, with courtesy.	Explain caregiving classes (about how many to take a year, and where).	Individual providing in-home caregiver services in Western Washington.
Answers phone calls. Listens to changing needs of my clients.	Explain purpose of paperwork items better.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I have not had any complaints. I am very satisfied. The caseworker (Sarah) works very well with me. She sees if I am treated fairly. I do more hours, but I am satisfied she got as many as she did.	To continue as we are and to see if we could at least receive our money by the 3rd and if we lose a patient to have a waiting list so we could be assured of continual employment.	Individual providing in-home caregiver services in Western Washington.
I have had no problems. I enjoy their training classes.	I do not want to be charged Union dues. I did not choose to join. My monthly \$28.00 deduction the cost of a tank of gas.	Individual providing assisted living services in Western Washington.
They listen to my questions and try their best to find the answers.	Keep doing what they are doing to the best of their ability.	Agency providing assisted living services in Eastern Washington; 32 employees.
Listen to our concern - try to help as best they can.		Individual providing in-home caregiver services in Western Washington.
They offer me information when I need it. The Island County nurse practioner is awesome. They've loaned me equipment. They've given me emotional support.	Not anything I can think of they've great!	Individual providing in-home caregiver services in Western Washington.
Attend to us by returning phone calls in a timely manner and follow through with questions we have.		Individual providing in-home caregiver services in Western Washington.
Case manager will help you!!!	NONE.	Individual providing in-home caregiver services in Western Washington.
Starts to think about providers' health insurance.	To simplify the mailing information for providers who don't speak English very well.	Individual providing in-home caregiver services in Western Washington.
They explain the rules and directions and they keep asking if I have more questions.	I think they need to understand that the patient needs more and request or suggestion.	Individual providing assisted living services in Western Washington.
Provide information.	The time to wait is too long to see workers.	Individual providing in-home caregiver services in Western Washington.
Answer any questions I may have.	It would be helpful to know for sure when I would get my check every month.	Individual providing in-home caregiver services in Western Washington.
	Be more patient with a person who does not understand everything that is going on (just starting out).	Individual providing in-home caregiver services in Western Washington.
The caseworker goes out of her way to make sure my client and I have all necessary tools.	You could get our paychecks to us in a timely manner. We have bills that are due and I am never sure when my check will come.	Individual providing assisted living services in Western Washington.
Have yet to experience working well.	DSHS should advise guidance rather than making facility fear, citation, sanction and criticism. DSHS and facility should have a cooperative relationship rather than an adverse one. The conflict resolution process has done much to improve these relations	Agency providing assisted living services in Western Washington; 30 employees.
Answer all my questions, give training, sent money on time.	Help me. It is much better.	Individual providing in-home caregiver services in Eastern Washington.
The personnel are very accommodating to me in every transaction I made.	I think they are doing fine.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
My brothers' caseworker always responds quickly to my inquiries.	Give more financial help to residents that need nutritional supplements (like vitamins and ensure).	Individual providing adult family home services in Western Washington.
They answer my questions and return calls promptly.	Stop cutting my hours and allow me a way to get reasonable cost health insurance.	Individual providing in-home caregiver services in Western Washington.
Process my information without me having to be sitting in the DSHS for hours.	I would like to see a little more credit for our competence as caregivers; we really are smart, and our "best judgment" should count for something.	Individual providing adult family home services in Western Washington.
Our caseworker, Pattie Dyche, is always helpful and a very nice lady.	Review the copies we send as proof and income and shelter cost so our profits don't get delayed.	Individual providing in-home caregiver services in Western Washington.
Informs me of when I need to attend classes to keep my training up-to-date.	DSHS in Oak Harbor, WA has been the best DSHS office I personally have been to.	Individual providing in-home caregiver services.
Understand the patients' needs and what they need more to take care of them better.	Stop switching caseworkers and managers. Be more available - I usually get voice mail.	Individual providing in-home caregiver services in Western Washington.
They listen to our problems and respond right away. They follow up to make sure problems are resolved.	Provide classes for 1st aide and CPR training. I would like to see more classes provided on various medical conditions.	Individual providing in-home caregiver services in Eastern Washington.
Answers any questions or concerns I may have.	Listen to the patient request or suggestion to help them properly with their needs.	Individual providing assisted living services in Western Washington.
Like every man.	They listen to our problems and respond right away. They follow up to make sure problems are resolved.	Individual providing in-home caregiver services in Western Washington.
Call me back if I have a question.	When you are having a meeting with my client, please make sure the caregiver who works for DSHS is there - NOT one who doesn't!!!	Individual providing in-home caregiver services in Western Washington.
Everything.	In same old way.	Individual providing in-home caregiver services in Western Washington.
Yes.	There should be a class going over the WAC.	Individual providing adult family home services in Western Washington.
Almost always answer my questions - very friendly.	Nothing.	Individual providing in-home caregiver services in Western Washington.
They are very kind, compassionate, knowledgeable people.	Nothing.	Individual providing in-home caregiver services in Western Washington.
DSHS give you indication and right answer to your question.	I have no complaints at this time.	Individual providing in-home caregiver services in Eastern Washington.
Caseworkers hardly ever answer the phone. They ALWAYS return calls.	They are very kind, compassionate, knowledgeable people.	Individual providing in-home caregiver services in Western Washington.
	They do just fine.	Individual providing adult family home services in Western Washington.
	Give me sick leave and vacation time!	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Provides authorization paperwork promptly - good at communicating new service starts. They seem to have a "good feel" for clients and their needs.	Keep better track of clients. Many times a client will be hospitalized or away from home, and social worker will call to deactivate/terminate service effective weeks earlier.	Individual providing other services in Western Washington.
They answer my questions and help me if I need anything answered.		Individual providing in-home caregiver services in Western Washington.
Makes payment on time.	Not cut hours when I am working all the hours anyway, not penalize live-in help, provide more classes in Seattle.	Individual providing in-home caregiver services in Western Washington.
Responds when question or problem in a reasonable time.	All be on same page.	Individual providing in-home caregiver services in Western Washington.
LISTENS.		Individual providing in-home caregiver services in Western Washington.
They are quick to give me an answer to any question I have.		Individual providing in-home caregiver services in Eastern Washington.
Return calls - Listen when we need information. Provide information, and the service to be able to call in vouchers is great!!	Keep Ken Johnson, don't ever let him retire.	Individual providing adult family home services in Eastern Washington.
When I have their attention they do seek out the best options to solve clients problem or meet the need.	Provide more respite care services.	Individual providing in-home caregiver services in Eastern Washington.
Ask questions.	Income hourly should be better because it isn't an easy job. Needs to be increased.	Individual providing in-home caregiver services in Western Washington.
They help you out if you need any services.		Agency providing in-home caregiver services in Western Washington; 1 employee.
Answer my questions.	Answer the phone or return my calls.	Individual providing in-home caregiver services in Western Washington.
Answered all my questions on time.	Send more information by MAIL.	Individual providing in-home caregiver services in Western Washington.
They explain how to fill forms out if you need help. We have needed advice and help and have always received it.	I am pleased with DSHS. So far we have had no problems. They have been very helpful to us.	Individual providing in-home caregiver services.
They treat me in great way.		Individual providing in-home caregiver services in Western Washington.
Giving time when they visit by explaining what they're doing and answering any questions we have.	Just keep doing their good work. Only thing I can think of is instead of calling maybe drop a note.	Individual providing in-home caregiver services in Eastern Washington.
I have been pleased with my case manager since I have been a caregiver. Sometimes what she can do for me is very limited. It is not her decision, she is only following laws and rules.	They can provide better plan for the family to release for a few days or weeks to take care of their own needs.	Individual providing in-home caregiver services in Western Washington.
They have Janet Levisse come every two weeks to check on us and help any way she can. She is a real great person.	Complaint: Had to pay union dues, also have more to do now and had my hours cut by 50 hours. Transportation costs are up.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Help and response.	More hours per month.	Individual providing in-home caregiver services in Western Washington.
Okay.	I don't know.	Individual providing in-home caregiver services in Western Washington.
When I have a question or have a problem, my caseworker is the first one that comes to bat for me. He's great!	The billing area could be a little more responsive.	Individual providing in-home caregiver services in Western Washington.
Almost everything.	Try to keep social workers longer with the same clients.	Individual providing adult residential care services in Western Washington.
?	Return phone calls when received, check the messages more frequent.	Individual providing in-home caregiver services in Eastern Washington.
Just about anything you need help with or anything you could need help with.	I really don't know.	Individual providing in-home caregiver services in Eastern Washington.
	Stop trying to cut hours for our clients. 99% of them need us or we wouldn't be here.	Individual providing in-home caregiver services in Western Washington.
Sending information in mail.	Pay more for such a tough job!	Individual providing in-home caregiver services in Western Washington.
	Treat each provider equal and not have favorites because of gender, etc. Give ideas and examples.	Agency providing adult family home services in Western Washington; 5 employees.
All they are able to do.	?	Individual providing in-home caregiver services in Eastern Washington.
Fast action.		Individual providing in-home caregiver services in Eastern Washington.
Any kind of problems.	I think they do good job.	Individual providing adult family home services in Western Washington.
Conscientious and prompt payment of income/wages.	Help with transportation costs. It's a big part of my job.	Individual providing assisted living services in Western Washington.
	Provide copies of regulation changes affecting AFH's automatically to all providers and full set of laws and regulations every three years.	Agency providing adult family home services in Western Washington; 4 employees.
Very helpful.		Individual providing in-home caregiver services in Western Washington.
Very helpful in answering questions.	Can't think of anything.	Individual providing in-home caregiver services in Eastern Washington.
Yes.	?	Individual providing in-home caregiver services in Western Washington.
The help with the medicines and the paperwork that had to be done.	I think you are doing everything fine and the social workers do a nice job.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Personal talks. Questions I have.	Phone contacts.	Individual providing adult family home services in Western Washington.
Send checks on time.	Everything is perfect.	Individual providing in-home caregiver services in Eastern Washington.
Need to be more friendly.	Have more facilities to communicate.	Individual providing in-home caregiver services in Western Washington.
Make payments on time.	Train case manager to work in cooperation during the annual review with the client. If client is getting older and you see [indecipherable comment] from the doctor how it can be that my client is getting after interview less hours.	Individual providing services not indicated.
They're always on time to send me my check.	I think they do very well.	Individual providing in-home caregiver services in Western Washington.
They are always there when I need them.	Can't think of any way.	Individual providing in-home caregiver services in Western Washington.
	Get our checks out better.	Individual providing in-home caregiver services in Western Washington.
I take care for my mother - she is with me in our home. We have normal life.	More hours for what we do.	Individual providing in-home caregiver services in Eastern Washington.
Friendly, treats patients with dignity, willing to help with problems.	When left a message, return phone calls in a timely matter.	Individual providing in-home caregiver services in Eastern Washington.
They have always treated me well and answered my calls and questions promptly.	?	Individual providing in-home caregiver services in Eastern Washington.
Nothing.	To appreciate what we do for disabled or elderly people.	Individual providing adult family home services in Western Washington; 2 employees.
Listens and tries to do whatever she can to help me and my client get what they need. ASAP.		Individual providing in-home caregiver services in Western Washington.
Always returns my calls. Very attentive to needs.		Individual providing in-home caregiver services in Western Washington.
I had to call once about my check and they were right on it. Taking care of it.	So far everything seems okay.	Individual providing in-home caregiver services in Western Washington.
Answers all questions.	I can't think of anything at present.	Individual providing in-home caregiver services in Eastern Washington.
Yes.		Individual providing in-home caregiver services in Eastern Washington.
Give information about upcoming classes for training.	?	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	The DSHS caseworker makes it difficult for me as a caretaker to keep my relative at home. I feel that the state works better with someone providing in-home care to a non-relative than they do with me - a relative.	Individual providing in-home caregiver services in Western Washington.
Provide state residents and assessments.	Some staff do - OTHERS DO NOT. Be respectful!	Individual providing adult family home services in Eastern Washington.
They have stayed in contact and the reference referral service has helped me find employment.		Individual providing in-home caregiver services in Eastern Washington.
I hope this is not thrown in the TRASH - this needs to be looked into. Some of the caseworkers are rude. Young kids don't know what it is like to be ill.	Hire nicer people that work at the training classes. For the 10 hours a year in Spokane, WA, they are rude, then can't park (no parking - only in the street), and treat us like we are in grade school.	Individual providing in-home caregiver services in Eastern Washington.
Return calls promptly.		Individual providing in-home caregiver services in Eastern Washington.
	DSHS could process and mail checks out earlier. I don't receive my check until the 8th or 9th of the month, which makes me and other caregivers have to pay late charges on rent and other bills.	Individual providing in-home caregiver services in Eastern Washington.
Answer questions, is there.		Individual providing in-home caregiver services in Eastern Washington.
Answer questions.	Make computer entry quicker	Individual providing other services in Eastern Washington.
Answer any questions I may have, make sure I know what my job is, and make sure I do it right.	I think they are doing great for me, letting me call them when I have questions, making me feel better.	Individual providing in-home caregiver services in Eastern Washington.
When social workers refer to AFH State Pay Residents, but this was very seldom.	To count participation amount once/year not every 2-3 times per month.	Individual providing adult family home services in Western Washington.
They help us in our needs and some other people.	Just continue what they do right now to help other people.	Individual providing adult family home services in Western Washington.
They help us in our needs.	Just continue what they do right now to help other people.	Individual providing adult family home services in Western Washington.
Try and go the extra mile.	Cut the caseload so they can do the applications in a timely manner.	Individual providing adult family home services in Eastern Washington.
Offered me schooling to make my job easier or have knowledge of how to care better.	It is hard to get in contact with anyone at DSHS. The phone system is not that great (Shelton office).	Individual providing in-home caregiver services in Western Washington.
Nothing!	The staff is rude and short-tempered. They chat and visit with each other instead of serving the clients. Stop cutting hours to save THEIR pension and salaries!	Individual providing in-home caregiver services in Western Washington.
They help resolve any questions or issues/concerns I have quickly and politely.		Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Courtesy, answer phone calls, more compassion, listen to people with children (complaints, bad parents, etc).	Individual providing private duty nursing services.
They provide training and other resources.	Higher pay rate. Low health insurance coverage.	Individual providing in-home caregiver services in Western Washington.
Everything.		Individual providing adult family home services in Western Washington.
Everything.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Good service.	Do not assume that everyone has the Internet and can do everything on-line (training and information).	Individual providing other services in Eastern Washington.
	Pay more for state residents in rural areas.	Individual providing adult family home services in Eastern Washington.
	Process payment at the end of the month, instead of waiting for the first of the month.	Individual providing in-home caregiver services in Western Washington.
Yes.	That's okay.	Agency providing in-home caregiver services in Western Washington; number of employees not indicated.
To remind us to attend in-service training.	Attending more in-service training to gain more knowledge to do our job better.	Individual providing in-home caregiver services in Western Washington.
Listen to our needs and wants for our clients.	Get us more funds for the care we do.	Individual providing adult family home services in Western Washington.
Don't deal with them.		Individual providing in-home caregiver services in Western Washington.
	Provide more staff so case managers, social workers, staff RN's, etc. aren't so loaded down with cases.	Individual providing nurse delegation services in Western Washington.
Answers ALL questions, helps caregiver remain qualified and eligible.	Review recipients needed more often. Send voucher HR922 (Form DSHS 07-071-(6-04) *79, only on beginning and end of year or service.	Individual providing more than one type of service in Western Washington.
Lets us know about things we can use like YMCA membership for my mother who is 86.	My worker is the best. I wouldn't change her for anything.	Individual providing in-home caregiver services in Western Washington.
Readily answer my questions. Very prompt in responding to patients ability and health changes.		Individual providing services not indicated.
Explain process well and take time to do SO.		Individual providing in-home caregiver services in Eastern Washington.
We're in touch and we work together over my mother's needs.	Nothing.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Regular visits. Returns my call right away.	Excellent service.	Individual providing in-home caregiver services in Western Washington.
Answer questions and direct me to the proper persons to meet my needs.		Individual providing in-home caregiver services in Western Washington.
Is always there to help.	Nothing.	Individual providing in-home caregiver services in Eastern Washington.
They provide classes, answer my questions, paid on time.	I could keep my medical coupons for family, that would greatly help me.	Individual providing in-home caregiver services in Western Washington.
They explain well.	More interpreters.	Agency providing in-home caregiver services in Western Washington; number of employees not indicated.
Pays me on time.	Stop cutting hours of delivery of services.	Individual providing in-home caregiver services in Eastern Washington.
Not much, the case managers always seem bothered by the fact you need help.	Hire people who actually care about helping people and are qualified.	Individual providing in-home caregiver services in Eastern Washington.
Good people.	Get more money.	Agency providing in-home caregiver services in Western Washington; number of employees not indicated.
Not enough.	Not streamlining patients, care is as individual as each person. They don't all fit your mold. Thanks for the attempt, but no thanks.	Individual providing services not indicated in Western Washington.
Yes, they are very helpful.	I think they could do a little better.	Individual providing in-home caregiver services in Western Washington.
Maintains good channels of contact.		Individual providing in-home caregiver services in Eastern Washington.
Respond to questions.	Return my hours so I make a living! Since you were already getting about 300+ hours free to start with.	Individual providing in-home caregiver services in Western Washington.
DSHS doesn't care about old peoples. They care just for themselves and money. DSHS need workers who will understand other peoples. They are like robot machine.	They don't do better, they do only mistake! They make more problem. We don't know how government pay for them?	Individual providing other services in Western Washington.
Very nice people work in this agency. They know their work very well.		Individual providing in-home caregiver services in Western Washington.
No comment.	Could have more professional staff.	Agency providing in-home caregiver services in Western Washington; number of employees not indicated.
Barb Smith is compassionate and truly concerned to help with gas vouchers and other things when it needed and Rhonda Fox.		Individual providing services not indicated in Eastern Washington.
They listen.		Individual providing services not indicated.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
DSHS they take their time in helping us understand everything like the paperwork.	To do the same.	Individual providing in-home caregiver services in Eastern Washington.
Sends reminder and forms for required classes.	Do assessment for client on time.	Individual providing in-home caregiver services in Eastern Washington.
It provides kind people with the proper knowledge of our case.	Reduce multiple mailings arriving here within 1 or 2 days. You could save money by mailing everything that goes to the same address at one time.	Individual providing in-home caregiver services in Western Washington.
I don't contact them very often. So far have been treated okay. My client needs more help and understanding.	To keep me informed better of hours, care for client. Sometimes the last to know of changes.	Individual providing other services in Western Washington.
They help me out, and have patience with me.	Not sure, I'm satisfied right now.	Individual providing in-home caregiver services in Western Washington.
I am very happy with the way DSHS takes care of its clients.		Individual providing in-home caregiver services in Western Washington.
Prompt when asking for assistance.		Individual providing adult family home services in Western Washington.
As always, very helpful.	The system (DSHS) it is quite nice and working very well.	Individual providing in-home caregiver services in Western Washington.
Always helpful (when we get through).	Maybe not have super long hold times (pharmacy, PA line). It's hard to find time to plug up our lines when we call - we have to hang up and keep trying.	Agency providing adult residential care services in Eastern Washington; 3 employees.
Responds promptly to questions. Very approachable.		Individual providing in-home caregiver services in Western Washington.
They listen, respond accordingly, get right on top of issues and problems.	Everything is great at this time.	Individual providing in-home caregiver services in Western Washington.
Most workers are very helpful when I have questions or requests.	I am a Russian-speaking care provider and, therefore, I always need to bring somebody with me to communicate - I wish that I could receive some information in Russian language.	Individual providing in-home caregiver services in Eastern Washington.
Excellent job.	No comment.	Individual providing in-home caregiver services in Eastern Washington.
Not much comes to mind.	Pay faster. 7 days is an eternity when bills are due. Make direct deposit changes easier to do. Shorter effective wait.	Individual providing in-home caregiver services in Western Washington.
Listen.	More hours.	Individual providing services not indicated in Western Washington.
Consulting, advise.	To do placements. Social workers know a lot of providers and they could find the best facility for the resident. Not to be so hard on providers and caregivers.	Individual providing adult family home services in Western Washington.
Listen.	More hours.	Individual providing in-home caregiver services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They do well in everything.	Can't think of a thing. They do very well.	Individual providing adult family home services in Western Washington.
Always tells me if I need anything to let them know.		Individual providing in-home caregiver services in Eastern Washington.
Dear provider letters. RCS meetings.	Provide more training for new providers, forms, how to do medical charting and other charting - What you expect and what is accepted. Better pay for Medicaid residents.	Agency providing adult family home services in Western Washington; 5 employees.
They always make me aware of any changes in benefits my mother has coming and explains all changes - Answer any questions I have and very kind to my mother and myself.	I'm not sure there is anything else they could do. I'm totally overwhelmed by all the wonderful services and benefits the State of Washington has for the elderly.	Individual providing in-home caregiver services in Eastern Washington.
	I would appreciate an occasional call from my licensor to see "how are you doing"? That way questions can be answered, problems solved, etc. before having annual inspections.	Individual providing adult family home services in Western Washington.
Return my calls promptly.		Individual providing in-home caregiver services in Western Washington.
Nothing.	Act more professional, return calls, keep paperwork together, be more interested and happy to hear from the individual provider.	Individual providing in-home caregiver services in Western Washington.
Mary Weller has done a great job as case manager for [Identifying Data Redacted] and myself (her live-in care provider).		Individual providing in-home caregiver services in Western Washington.
Responds quickly, sets up new clients assessments.	I have no problems with DSHS workers.	Agency providing adult family home services in Eastern Washington; 4 employees.
Answer all my questions.	Nothing.	Individual providing in-home caregiver services in Western Washington.
Assisted with social service.	Give more welfare grant and I am 54 years old, speak no English to get a job and I can't learn anymore.	Individual providing adult family home services in Western Washington.
Answer all the questions.		Individual providing in-home caregiver services in Western Washington.
The payment system has been very efficient.	N/A.	Individual providing in-home caregiver services in Western Washington.
Responds immediately when I contact them and HELPS!	N/A. No problem other than pay could be remitted earlier by Olympia.	Individual providing in-home caregiver services in Western Washington.
	They should treat poor people better.	Individual providing in-home caregiver services in Western Washington.
Follow up with clients problem - DSHS is super when it comes to that.	'The Department can help by providing even a little increase in payments to keep up with the increase of [indecipherable comment], utilities, comodities, etc.	Individual providing adult family home services in Western Washington.
I have no problems with DSHS.	Better class schedules and more choices of them for convenience. Earlier ones (9-2 instead of 12-5).	Individual providing other services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Call back in a timely manner. Get paperwork done and sent fast. Organized, great teaching video's and classes.	Received paychecks earlier in the month and have my client get back her original hours!	Individual providing in-home caregiver services in Western Washington.
Regular visits and letter notifications. Professional, courteous and always respectful both over the phone and during home visits.		Individual providing in-home caregiver services in Western Washington.
Explain the reams of paperwork.	Less paperwork, be more trusting, treat each of us individually.	Individual providing in-home caregiver services in Western Washington.
Paperwork.	Help me find ways to get paid better for the work I do, lot less. They act like the money is coming out of their own pocket!!	Individual providing in-home caregiver services in Eastern Washington.
Classes in education, answers any questions I have. They pay in a timely manner.	Not a thing.	Individual providing adult family home services in Western Washington.
Anything I ask.	Have more 4 hours instead of 2 hours with gas as high as it is.	Individual providing in-home caregiver services in Western Washington.
The COPES facility goes out of their way to help. They are wonderful.	The financial facility could improve on communication with their client, and at least give the impression they care.	Individual providing in-home caregiver services in Eastern Washington.
Yes - Elder services is my direct contact. Extremely helpful and quick to respond.		Individual providing in-home caregiver services in Western Washington.
Our licensor, Donna Wells is very good about explaining things to us, and Jerry Whitney is an excellent caseworker to work with. We are very lucky.	Exception to policy in WAC for 7 or eight clients - I've turned away couples and family members - and I have the room and staff (3500 sq feet).	Individual providing in-home caregiver services in Eastern Washington.
Perhaps a routine of shepherding calls.	Caseworker - to be open and to listen to our voices. Give feedback positive, not "can't take care of them - put in the nursing home" "not a solution".	Individual providing adult family home services in Eastern Washington.
They don't work WITH us at all. Every time they come to this building, they ALWAYS go way beyond the issues that brought them in. They leave the building, then go on to other buildings informing other communities what they found here and divulging informa	Start listening/be accepting to others perspective and/or interpretation. Honor confidentiality. Walk in the building with an open mind doing a true investigation - It's obvious to us when they first walk in that their mind is already made up.	Individual providing adult family home services in Western Washington.
	When they give client a new caseworker, they should inform the client. You people waste postage/paper and time sending client information they HAVE not used the food stamp money yet (2-3 weeks after deposited) and inform them it will be cut off if they d	Individual providing services not indicated in Western Washington.
It works fine. The system is reliable.	If by chance the invoice didn't arrive, the correct number to call is not easy to find, when checking on.	Individual providing services not indicated in Western Washington.
Lets me do my job without interference.		Individual providing in-home caregiver services in Western Washington.
I have caseworker who puts me in touch with other agencies when I need them.		Individual providing in-home caregiver services in Western Washington.
		Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Providing the training courses and manuals to help me provide good quality care and be safe at doing them!		Individual providing in-home caregiver services in Western Washington.
SSPS payment system.	Case manager send CAS in more timely fashion. List of which case managers at which AFHS on-line or at quarterly DSHS meetings.	Individual providing nurse delegation services in Western Washington.
In giving the exact requirements to process the case of a client.	Help on assessment to give the right rate of a client or work on raising level/rate of care.	Individual providing adult family home services in Western Washington.
Understand my rights. What is expected of me as a caregiver.	More staff - less waiting.	Individual providing in-home caregiver services in Eastern Washington.
Have been sincere, patient and have given exact directions and explanations.	Focus on the above qualities, rather than forms and documentation. For instance: Care started May 2005 - 151 hours which I gave; but due to documentation change and delay I only started receiving the now 76 payment August 2005. Never compensated at all f	Individual providing in-home caregiver services in Western Washington.
They are willing to listen to staff AND residents - Deal fairly with both. They are patient and considerate.	Drop a lot of paperwork. Staff listening to frivolous complaints and disgruntled/fired employees! Wasting everyone's time including yours! And doing so time-after-time!	Agency providing adult family home services in Eastern Washington; 2 employees.
Assist me with things like: seminars, salary problems, schedules, clients.	To help me facilitate and look for clients whenever needed.	Individual providing in-home caregiver services in Western Washington.
DSHS staff help answer my questions and paperwork I need in a timely manner.		Individual providing adult family home services in Western Washington.
I have no comment - For me it's well.	It must be updated regularly.	Agency providing in-home caregiver services in Western Washington; 1 employee.
Up their pay and give me more hours!	To check up on me. I like the way it is.	Agency providing in-home caregiver services number of employees not indicated.
Help to pay on time, to learn more shared living, and pick up phone when customer calls.		Individual providing in-home caregiver services in Western Washington.
Paid training really helps. Thank you.	There needs to be a caregiver support group with a well trained facilitator (maybe paid) to work with caregivers. The support group might meet monthly. Facilitator would be a nurse or other caregiver.	Individual providing in-home caregiver services in Western Washington.
	Offer more training and less writing deficiencies.	Agency providing adult family home services in Eastern Washington; 10 employees.
Listen. And if there is a situation they give great advice that helps.	Help us get more hours to help our residents. They need more help. Maybe some free fun programs too.	Individual providing in-home caregiver services in Western Washington.
Provide relief to my family. They would have a time off. It was a good adjustment, to both me and family members.	I don't know. I am just very appreciative.	Agency providing in-home caregiver services in Western Washington; number of employees not indicated.
Not very good with returning phone calls within 2 days. Mailing out paperwork is good especially since the person is handicapped.	Return phone calls ASAP and be more assertive and courteous and not get the runaround.	Individual providing more than one type of service in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Not much. You have to have facts to persist on your case or they walk on you. Lately a new caseworker, [Identifying Data Redacted] said she could not do a phone interview because she stated she would have a phone in her office by this date. That resulted	[Identifying Data Redacted] pays out of pocket for caregiver - has herniated back and mental problems. Receives [Identifying Data Redacted] SS and \$200.00 supplemental. Would like this investigated - this case is not uncommon.	Individual providing in-home caregiver services in Eastern Washington.
Their pack actions are terrible and in truth, I'd say about 1 out of 4 is courteous and tries to help.	A better staff at some of the DSHS offices - some are good, some are mediocre, but I've met more that are rude.	Individual providing in-home caregiver services in Eastern Washington.
Just depends on issue and DSHS employee.	Improve websites for clearer identification of agency mailing addresses and phone numbers. Hard to find this information to direct queries to.	Individual providing in-home caregiver services in Western Washington.
Keep me informed of any changes in program. Hands on assistance when needed.	Education - i.e. change from COPES/Medicare drugs program to Medicare took us by complete surprise with little notice.	Individual providing in-home caregiver services in Eastern Washington.
I believe you provide continuing education opportunities.		Individual providing in-home caregiver services in Western Washington.
Tell me how to take care on my Mom.	Not much.	Individual providing in-home caregiver services in Western Washington.
Everything as need.	Everything as need.	Individual providing in-home caregiver services in Eastern Washington.
Yes.	Yes.	Individual providing in-home caregiver services in Western Washington.
Courteous and informative phone responses.		Individual providing in-home caregiver services in Western Washington.
Front counter at Tumwater - GREAT, phone line childcare - GREAT, phone line/med - AWFUL. Be professional. Let me know what they need, in what form; educate quickly and efficiently. Not pry beyond scope of what is warranted.	I recently was "second guessed" on a phone call to the medical DSHS. I was asked, "So, did you know your job was letting you go in November when you called." Of course I didn't know. I was offended to be treated suspiciously. I pay taxes. I do not appreci	Individual providing in-home caregiver services in Western Washington.
Makes its unit supervisors available by phone when urgent issues arise.	Acknowledge extreme medical complexity present in care receivers. There is a negative attitude from case manager. Incontinence ignored in terms of work required - DSHS could listen better to real problems faced by IP's.	Individual providing in-home caregiver services in Western Washington.
Training is good.	Pay me for cooking, cleaning, laundry and shopping for my Mom (who is my client). Pay when Mom is out of home up to 6 months.	Individual providing in-home caregiver services in Western Washington.
Provide good services, like giving strong support on medical benefits that will enhance the quality of the aging elders.	To fight and support with their medical claims and financial issues.	Individual providing adult family home services in Western Washington.
	Provide support/assist caregivers who have information concerning clients who are abusing the system and taking advantage, and get away with it because case managers won't follow up or delve deeper to find the truth.	Individual providing in-home caregiver services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I could not have possibly done this without their care and guidance.	Nothing - They have done everything! What a wonderful program.	Individual providing in-home caregiver services in Western Washington.
Everything so far is great!	Nothing yet!	Individual providing in-home caregiver services in Western Washington.
?	Return phone calls on same day received.	Individual providing in-home caregiver services in Western Washington; 1 employee.
I've only had to deal with our caseworker. She always answers our calls promptly and is always very helpful.	Give me back the hours that were taken away. This so called system doesn't understand how many hours that are needed for good, quality care now much time is donated.	Individual providing in-home caregiver services in Western Washington.
Paperwork.	Explain more.	Individual providing in-home caregiver services in Western Washington.
Don't have much contact.		Individual providing in-home caregiver services in Western Washington.
They answer any questions when you have one.	Don't cut our hours anymore.	Individual providing services not indicated in Western Washington.
Pay us on time.	Give me more jobs at night.	Individual providing in-home caregiver services in Eastern Washington.
Responds promptly and with courtesy.	Make sure all options are clear at the time.	Individual providing in-home caregiver services in Eastern Washington.
They do a very good job. They always call back in timely manner. I just finished my 32 hours of training and I really enjoyed it. Resa did a great job and made it relaxing and enjoyable.		Individual providing in-home caregiver services in Eastern Washington.
Both.	Both.	Individual providing in-home caregiver services in Eastern Washington.
Answer questions. Resolve issues.	Not cut hours. Be consistent in availability of help.	Individual providing in-home caregiver services in Western Washington.
Question every move you make with no help to our questions.	Give more information about help with client. Also with services provided, rather they hide it.	Individual providing in-home caregiver services in Western Washington.
Help me better work with clients.	Only one thing, have more money to help my indigent clients.	Individual providing in-home caregiver services in Western Washington.
If and when I need help,they're always there to help: answer questions, whatever it takes.	I don't know that they don't do everything now.	Individual providing in-home caregiver services in Western Washington.
Get back with you quickly!	Not well educated on what other sections are requiring or doing. Have to call around a lot to get correct section for help. Send more communications on changes or how to get help for different problems.	Individual providing other services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Keeps me up on all meetings and any classes, make sure everything is going ok.	Raise wages.	Individual providing in-home caregiver services in Western Washington.
Understand situations and response quickly.	Good enough for me.	Individual providing in-home caregiver services in Western Washington.
Safety courses, 28 hr course to help with do and don'ts.	None as of this time.	Individual providing in-home caregiver services in Western Washington.
Get back with you quickly.	The left hand doesn't know what the right hand is doing. Each section needs to know better what the other sections are doing. Hence, they can better direct you for getting help.	Individual providing in-home caregiver services in Western Washington.
They worked very good - concern and help.	I think it's ok. Thanks.	Individual providing services not indicated in Western Washington.
When I asked for help, they helped.	Providers need vacations.	Individual providing in-home caregiver services in Western Washington.
Working with the Adult Family Home Association of Washington for training!!! Thank you.	Have an appropriate time of year for inspections.	Individual providing adult family home services in Eastern Washington.
Update/reminder letter.		Individual providing in-home caregiver services in Western Washington.
She told me if you have questions or difficulty call me immediately; I'll help you.	She is already done well.	Individual providing in-home caregiver services in Eastern Washington.
	I think do without the laptop. I think better communication only and made agreements.	Individual providing more than one type of service in Eastern Washington.
	Change the assessment tool to include mental illness behaviors.	Individual providing adult family home services in Western Washington.
I appreciate the fact that they always say "If you have any questions please feel free to call." My questions are always answered. Thank you.	I have no complaints. Angela Carver and Brewster Johnston are blessings to work with.	Individual providing adult family home services in Western Washington.
She told me if you want some help call me immediately.	She's already done well.	Individual providing in-home caregiver services in Eastern Washington.
Not too much.	Support me and make sure I get pay for 24-7. This man is a full-time job. I don't get any money for gas or maintenance on vehicle.	Individual providing in-home caregiver services in Western Washington.
The social worker won't respond to phone calls all the time. A few incidents I had to call few times in order to get something done.	Respond to the phone calls!	Individual providing in-home caregiver services in Western Washington.
	Be more prompt in responding to calls - or just answer the calls. Caseworkers or managers need to be more client conscious instead of DSHS conscious.	Individual providing in-home caregiver services in Western Washington.
Made suggestions on ramps and other supplies, ask questions, listened, and offered advice or solutions.	Get rid of the loopholes and senseless rules, so that the caregiver and client get what they need.	Individual providing in-home caregiver services in Western Washington.