



DSHS STATEWIDE SURVEY OF WASHINGTON RESIDENTS

Prepared for:

WASHINGTON STATE DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Prepared by:

GILMORE RESEARCH GROUP

March 2002

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
BACKGROUND.....	5
PURPOSE	5
SURVEY METHODOLOGY.....	5
ABOUT THE RESPONDENTS	6
ANALYSIS METHODS.....	6
KNOWLEDGE OF DSHS PROGRAMS	7
RATINGS OF DSHS PERFORMANCE	9
RESULT SUMMARY	9
OVERALL RATING FOR DSHS SERVICES.....	11
RATING FOR NEEDY FAMILY SERVICES	12
RATING FOR SERVICES FOR PEOPLE WITH SPECIAL NEEDS	13
RATING FOR CHILD AND YOUTH SERVICES	14
ACCESS TO SERVICES	15
DIFFICULTY OF ACCESS	17
RESULT SUMMARY	17
NEEDY FAMILIES: DIFFICULTY OF ACCESS TO MEDICAL CARE AND INSURANCE	20
NEEDY FAMILIES: DIFFICULTY OF ACCESS TO FOOD STAMPS AND WELFARE GRANTS.....	21
PEOPLE WITH SPECIAL NEEDS: DIFFICULTY OF ACCESS TO SPECIAL SERVICES	23
PEOPLE WITH SPECIAL NEEDS: DIFFICULTY OF ACCESS TO GRANTS AND FOOD STAMPS	24
DISTRIBUTION OF SERVICES.....	25
RESULT SUMMARY	25
NEEDY FAMILIES: DISTRIBUTION OF MEDICAL CARE AND INSURANCE	31
NEEDY FAMILIES: DISTRIBUTION OF FOOD STAMPS AND WELFARE GRANTS.....	33
PEOPLE WITH SPECIAL NEEDS: DISTRIBUTION OF SPECIAL SERVICES	35
PEOPLE WITH SPECIAL NEEDS: DISTRIBUTION OF GRANTS & FOOD STAMPS	37
INTERACTION BETWEEN PERCEPTIONS OF ACCESS: DIFFICULTY AND DISTRIBUTION.....	39
ACCESS: A MULTI-DIMENSIONAL CONCEPT	39
WHO REPORTS A TWO-DIMENSIONAL CONCERN?.....	40
RECOMMENDED CHANGES IN DSHS	43
MAIN THEMES.....	43
REPRESENTATIVE COMMENTS.....	44

APPENDIX 1: DEMOGRAPHIC PROFILE	51
APPENDIX 2: SURVEY METHODOLOGY.....	55
QUESTIONNAIRE	56
SAMPLE	56
FIELDING PROCESS.....	56
RESPONSE RATES	58
APPENDIX 3: AWARENESS OF DSHS FAMILY SERVICES, SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES	59
AWARENESS OF PROGRAMS: FAMILY SERVICES	60
AWARENESS OF PROGRAMS: CHILD AND YOUTH SERVICES.....	61
AWARENESS OF PROGRAMS: SERVICES FOR SPECIAL NEEDS.....	63
APPENDIX 4: PERSONAL EXPERIENCE WITH DSHS FAMILY SERVICES, SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES	65
FAMILY SERVICES	66
CHILD AND YOUTH SERVICES.....	69
SERVICES FOR SPECIAL NEEDS.....	72
APPENDIX 5: SOURCES OF KNOWLEDGE ABOUT DSHS SERVICES.....	77
FAMILY SERVICES	78
CHILD AND YOUTH SERVICES.....	80
SERVICES FOR SPECIAL NEEDS.....	82
APPENDIX 6: COMMENTS.....	85
APPENDIX 7: QUESTIONNAIRE.....	137

EXECUTIVE SUMMARY

As part of its strategic planning process, the Department of Social and Health Services (DSHS) listens to feedback from its clients, the residents of Washington State. The DSHS Public Survey addresses a series of questions about public perceptions of DSHS services. To answer these questions, the Gilmore Research Group asked a random sample of 825 Washington State residents whether they agreed or disagreed with a number of statements about DSHS, and also asked for suggestions for improvement. The main questions and responses were:

DO STATE RESIDENTS THINK THAT DSHS IS DOING A GOOD JOB?

Most respondents were positive about the Department's job performance. A majority believes that the Department and its programs are doing a good job. Respondents were somewhat less positive about services for children and youth.

- DSHS does a good job overall. *63% agreed; 8% disagreed.*¹
- DSHS does a good job serving needy families. *62% agreed; 9% disagreed.*
- DSHS does a good job serving people with special needs (physical or mental health conditions or aging). *60% agreed; 7% disagreed.*
- DSHS does a good job serving children and youth. *55% agreed; 20% disagreed.*

DO STATE RESIDENTS THINK IT IS TOO DIFFICULT TO ACCESS DSHS PROGRAMS?

About one out of four respondents felt that it is too difficult to get most DSHS services. A lower number felt that it is too difficult for needy families to get food stamps and welfare grants. Respondents mentioned barriers to access including paperwork, waiting times, eligibility requirements and lack of information.

- It is too difficult for needy families to obtain medical care and medical insurance. *23% agreed; 40% disagreed.*
- It is too difficult for needy families to get food stamps and welfare grants. *17% agreed; 44% disagreed.*
- It is too difficult for people with special needs to obtain services like medical care, mental health care, drug and alcohol treatment, help finding and keeping jobs, and help caring for themselves. *27% agreed; 31% disagreed.*
- It is too difficult for people with special needs to get welfare grants and services. *26% agreed; 34% disagreed.*

¹ The remaining respondents were neutral or didn't know.

DO STATE RESIDENTS THINK THAT SERVICES ARE PROVIDED TO PEOPLE WHO SHOULD NOT RECEIVE THESE SERVICES?

Overall, about one in four respondents felt that DSHS gives services to people who should not receive them. A larger number (about four out of ten) said that DSHS gives food stamps and welfare grants too often to families who shouldn't get them. Respondent comments showed concerns about abuse by specific groups, and also recognized the challenge of determining who is "deserving."

- DSHS gives family medical care and insurance too often to families who shouldn't get them. *24% agree; 43% disagree.*
- DSHS gives food stamps and welfare grants too often to families who should not get them. *41% agree; 26% disagree.*
- DSHS gives special needs services (like medical care, mental health care, drug and alcohol treatment, help finding and keeping jobs, and help caring for themselves) too often to people who shouldn't get them. *26% agree; 38% disagree.*
- DSHS too often uses special needs programs to give welfare grants and food stamps to people who shouldn't get them. *29% agree; 35% disagree.*

HOW DOES EXPERIENCE WITH DSHS PROGRAMS INFLUENCE PERCEPTIONS OF DSHS?

The following groups were most likely to agree that DSHS and/or programs within DSHS do a good job²:

- Those with personal experience with services for clients with special needs due to physical or mental health conditions or aging
- Those who learned about DSHS services from friends and family
- Those who named workplace sources for information about DSHS

Persons who had personal experience with services for children and youth were least likely to feel that DSHS and its programs do a good job. Services for children and youth are usually involuntary and involve child abuse, child neglect, foster care, and youthful offenders.

Opinions about DSHS's distribution of services varied greatly based on respondents' experience and the specific program in question. Often the same group would espouse views with contradictory policy implications: It is too difficult to access a service and the service is too often given to the undeserving.

² Differences between groups are listed only if the difference is statistically significant, $p < .05$.

HOW DO DEMOGRAPHIC VARIABLES INFLUENCE PERCEPTIONS OF DSHS?

People who were most likely to agree that DSHS and/or programs within DSHS do a good job tended to be:

- Younger
- Female
- Less educated
- Hispanic or of some other minority background

Demographic characteristics were also related to perceptions of the distribution of services:

- Respondents with lower incomes and, in many cases, less education were more likely to believe *both* that services are too difficult to access and that the undeserving receive too many services.
- Additionally, residents of Eastern Washington and males were more likely to feel that DSHS services go to the undeserving.

HOW DO STATE RESIDENTS THINK THAT DSHS CAN IMPROVE SERVICES?

Respondents had a number of suggestions to improve DSHS services. The dominant themes included:

- DSHS needs more staffing and funding. DSHS staff is overworked.
- Need for more follow-up and monitoring of DSHS cases.
- Need for more and/or better services for children and youth.
- Need for a change in standards. (Respondents mentioned a need to both tighten and ease up on standards such as eligibility.)

BACKGROUND

PURPOSE

The Washington Department of Social and Health Services (DSHS) is committed to continuous quality improvement in services to its customers, the residents of Washington State. Secretary Dennis Braddock and DSHS senior leadership commissioned this survey and report as part of the agency's strategic planning process. The information that this survey provides will assist agency leadership in charting a future course for DSHS.

The survey is designed to answer the following questions:

- Do state residents think that DSHS is doing a good job?
- Do state residents think it is too difficult to access DSHS programs?
- Do state residents think that services are provided to people who should not receive these services?
- How does experience with DSHS programs (personal, media or job experience) influence perceptions of DSHS?
- How do demographic factors (age, gender, race, education, income-level and geographic location) influence perceptions of DSHS?
- How do state residents think that DSHS can improve services?

SURVEY METHODOLOGY

This survey of 825 adult residents of Washington State was conducted by telephone between May 30, 2001 and July 8, 2001. The questionnaire (see Appendix 7) was initially developed by the Research and Data Analysis Division of DSHS. The Gilmore Research Group of Seattle, Washington, performed a pretest of the survey and administered the final version.

Telephone numbers were randomly selected in order to contact residents across the state. To insure adequate representation of households in the less populated eastern portion of the state (counties east of the Cascade Mountains), telephone numbers were selected at a somewhat higher rate there than in Western Washington.

Of the 825 completed interviews, 793 were conducted in English and 32 in Spanish. A total of 2,902 telephone numbers were called and 1,621 reached an eligible household. Of the households reached, 51% agreed to participate.³ See Appendix 2, Table A1 for a complete description of the disposition of each call.

³ The adjusted CASRO response rate was 39%. See Appendix 2 for details.

ABOUT THE RESPONDENTS⁴

The average age of respondents statewide was 43.6 years. About one-fifth (21%) were college graduates and nearly one-third (32%) had completed at least some college coursework. Forty-six percent (46%) of the interviews were completed with males and 54% with females.

Most respondents (84%) reported their race as White; 3% were Asian; 2% were African American; 2% were American Indian; 1% were Native Hawaiian or other Pacific Islander; 6% were “something else,” and 2% did not answer. A separate question addressed ethnicity; 9% of respondents reported they were Hispanic.

The median household income bracket for respondents statewide and for those from Western Washington was \$35,000 to \$50,000 per year. For respondents from Eastern Washington, the median income bracket was \$25,000 to \$35,000 per year.

ANALYSIS METHODS

Information presented in the survey’s tables is weighted to the distribution of the Census 2000 population by gender, age, and region (East and West of the Cascades). Differences between groups are presented in this report only when they are statistically significant at the .05 level (the likelihood of the difference occurring by change alone is less than 5 times out of 100).

⁴ This description of survey respondents uses unweighted data. A complete demographic profile of respondents, both before and after weighting, is provided in Appendix 1.

KNOWLEDGE OF DSHS PROGRAMS

For the interview, DSHS services were grouped into three main program types: services for needy families, for people with special needs, and for children and youth.⁵ These three program groupings are based on the sorts of problems that generate the need for services. Respondents were asked after the description of each program type if they were aware that these services were part of what DSHS does.⁶

- **72% were aware of services for needy families with children.** The survey describes these services as follows: *“DSHS gives needy Washington families with children food stamps, medical insurance and medical care, and up to five years of welfare grants. DSHS helps these families find and keep jobs and they also make sure that child support payments get to children who are supposed to receive them.”*
- **57% were aware of services for people with special needs.** The survey describes these services as follows: *“DSHS serves people who need help because of physical or mental health conditions or aging. For example, some people are deaf or blind, confined to bed or unable to walk. Others may have mental illness, Alzheimer’s disease, developmental disabilities or mental retardation, or addiction to drugs or alcohol. Often only low-income people can get these services. Services include medical care, mental health care, drug and alcohol treatment, welfare grants, food stamps, help finding and keeping jobs, and help caring for themselves, either in their own homes or in nursing homes or other institutions.”*
- **56% were aware of services for children and youth.** The survey describes these services as follows: *“DSHS investigates reports of child abuse and neglect, protects those children if needed, and provides foster and adoptive homes. DSHS helps at-risk pregnant women learn to care for themselves and their babies and helps families deal with difficult and run-away teens. Also DSHS operates homes, school, institutions, and parole services for juveniles convicted of crimes.”*

Respondents were asked if they had personal experience with each DSHS program group. Of those who said yes, over half had used the services themselves or helped a relative or friend access services. A number of other respondents had gained personal experience through their jobs.

⁵ DSHS services to clients are administered by five Administrations and several different programs. The three groupings used in the survey cross program and administration lines.

⁶ Appendix 3 provides details about awareness of programs.

- 35% had some sort of personal experience with needy family services
- 20% had some sort of personal experience with special needs services
- 16% had some sort of personal experience with child and youth services⁷

Aside from personal experience, knowledge about DSHS came mostly from

- discussions with friends, relatives and acquaintances
- newspapers and magazines
- television and radio
- the workplace or union⁸

Survey participants were asked specific questions about each service type only if they reported knowledge of that service type.

⁷ Appendix 4 provides details about personal experience.

⁸ Appendix 5 provides details about sources of knowledge.

RATINGS OF DSHS PERFORMANCE

RESULT SUMMARY

Respondents were asked to rate DSHS performance, overall and by program area.

Overall Performance: More than six people out of ten (63%) said they agreed or strongly agreed that DSHS does a good job overall. Less than one person out of ten (8%) said they disagreed or strongly disagreed. The remainder (30%) were neutral or didn't know. These answers were provided in response to the following question:

“We have talked about many of the services that DSHS provides, including services to needy families, children and adolescents and persons with special needs. DSHS provides many other services, including licensing and certification for many facilities and workers who provide care to persons with special needs, and emergency help to refugees. When you think of ALL the things that DSHS does as a whole, would you agree or disagree or feel neutral that DSHS does a good job overall?”

Program Area Performance: Respondents who reported some knowledge of services in each program area (needy families, children and adolescents and persons with special needs) were asked whether DSHS does a good job in that area. Most responses were positive, but respondents were less positive about services to children and youth.

- More than six people out of ten (62%) agreed or strongly agreed that DSHS “does a good job” of serving needy families. Less than one out of ten (9%) disagreed or strongly disagreed. The remainder (30%) were neutral or didn't know.
- Six people out of ten (60%) agreed or strongly agreed that DSHS “does a good job” of serving people with special needs due to physical or mental health conditions or aging. Less than one out of ten (7%) disagreed or strongly disagreed. The remainder (33%) were neutral or didn't know.
- More than five out of ten (55%) agreed that DSHS “does a good job” of serving children and youth. Two out of ten (20%) disagreed or strongly disagreed. The remainder (27%) were neutral or didn't know. (These services include child abuse and neglect investigations, foster care and adoption services, and services to youthful offenders.)

Who Is Satisfied with DSHS? Persons who were more likely believe that DSHS and/or specific programs do a good job included those who were younger, female, less educated, lower income, and Hispanic or of some other minority

background. People who learned about DSHS from the workplace or friends and relatives, and those with experience with special needs services were also more positive about some programs. Most likely to be unhappy with DSHS were those with personal experience with the primarily involuntary child and youth programs, such as child protection, foster care, and services for juvenile offenders.

Comments on DSHS Performance. The verbatim comments that accompany a survey often help to explain and give depth to the survey’s findings. The only open-ended question in this survey asked respondents how DSHS should change how they provide services. Many suggestions were offered—both by the small percent who were unhappy with DSHS services and by the many more who were satisfied or neutral. On the whole, comments suggested that DSHS provides a needed service under a number of constraints – and that there is room for improvement. Examples of specific suggestions for improvement are addressed throughout the next sections of this report. Less specific comments addressing overall performance tended to be positive, as in most of the following examples:

“I think they provide a needed service.”

“I think they do a good job. I think they help people.”

“I think what they are doing right now—getting people employed, getting them back into the work field—I think what they are doing now is great.

“I’m surprised at how much they do.”

“I just have seen them do a good job over and above.”

“Wonderful tool for our state and its people, especially with children and the needy (handicapped and elderly).”

“. . . I’ve dealt with a lot of people at DSHS who have tried to help us and I appreciate that very much.”

“I have no recommendations for changes—I think they do a great job—fantastic!”

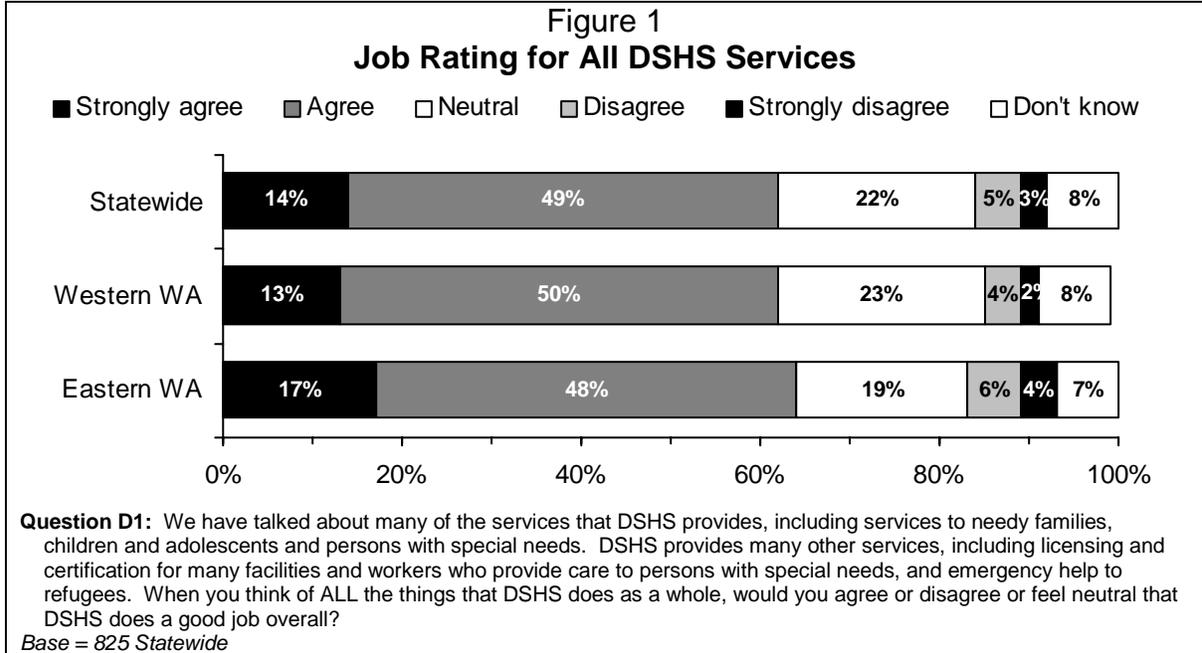
“I deplore the idea of the government doing all these services for people in need. They write all these laws and regulations that are mostly idiotic . . . The government divorced itself from common sense and agencies like DSHS are an example.”“

“It seems to me that things are going great. It seems that they are doing a good job of taking care of those different groups and there isn’t a lot of abuse or anything.”

“I think they do the best they can with their resources.”

OVERALL RATING FOR DSHS SERVICES

Over six out of ten (63%) said they agreed or strongly agreed with the statement “DSHS does a good job overall.” Less than one in ten (8%) said they disagreed or strongly disagreed. Figure 1 shows the detail.



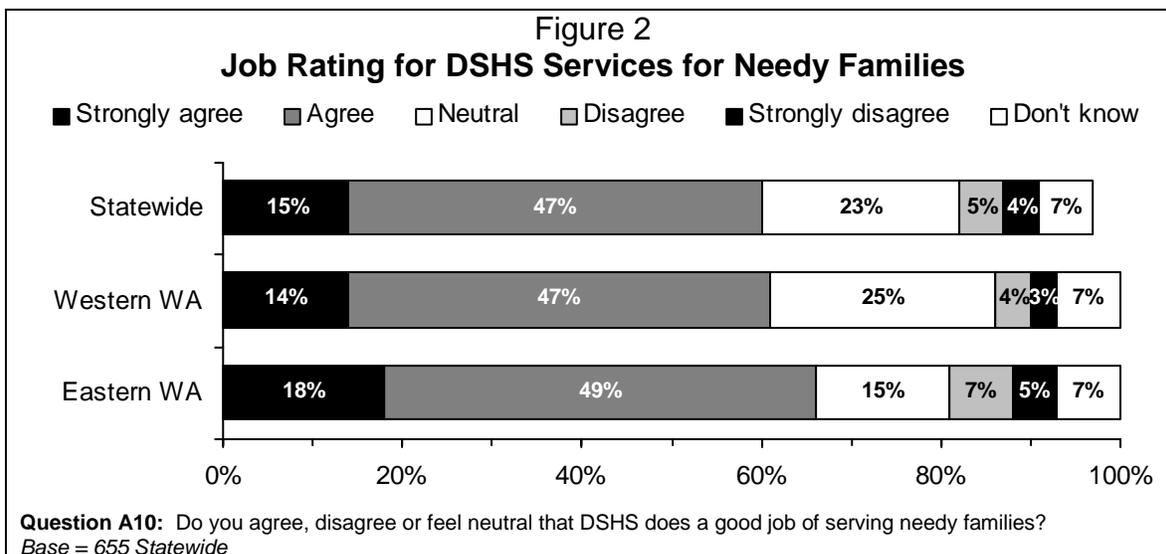
Some subgroups were more likely than others to agree or strongly agree that DSHS does a good job overall. These included:

- Those with a high school diploma and no college (74% agreed that DSHS does a good job), compared to those having some college (58%)
- Those with household incomes of less than \$25,000 per year (70%), compared to those with incomes of \$50,000 or more annually (59%)
- Women (67%) rather than men (59%)
- Those aged 18 to 24 (73%), compared to 35 to 44 year-olds (58%)
- Those who learned about DSHS through their workplace (73%), rather than TV and radio (62%)

Those who had experience with DSHS child and youth services were less likely to think DSHS does a good job (15% disagreed or strongly disagreed with the statement) than persons who lacked this experience (6% disagreed). (Child and youth services include child abuse and neglect investigations, foster care and adoption services, and services to youthful offenders.)

RATING FOR NEEDY FAMILY SERVICES

More than six out of ten (62%) agreed or strongly agreed with the statement, “DSHS does a good job of serving needy families” (Figure 2). Only one out of ten (9%) disagreed or strongly disagreed.



Some subgroups were more likely than others to agree or strongly agree that DSHS does a good job with needy families:

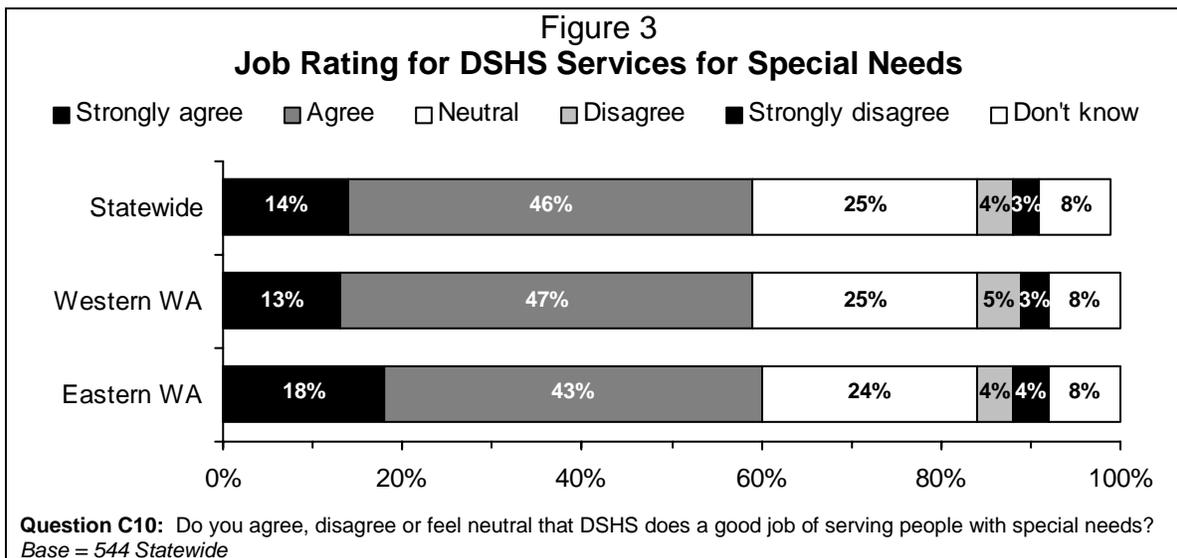
- Those 18 to 44 years old (66%) and 55 to 64 years old (65%), compared to those 65 to 74 years old (43%)
- Those who learned about DSHS services from the workplace (67%) or friends and relatives (66%), compared to those who learned about DSHS from newspapers and magazines (54%) or TV and radio (53%)

Other subgroups were less likely than others to feel that DSHS does a good job with needy families (that is, they tended to disagree or strongly disagree with the statement):

- Those with some college (12% disagreed), compared to those with no college (6%)
- Those with personal experience with DSHS child and youth services (16%), compared to those with no such experience (7%)

RATING FOR SERVICES FOR PEOPLE WITH SPECIAL NEEDS

Asked how well DSHS serves persons with special needs (that is, people needing help because of physical or mental health conditions, or aging), six out of ten (60%) agreed or strongly agreed that DSHS does a good job. Less than one in ten (7%) disagreed or strongly disagreed. Figure 3 shows the detail.



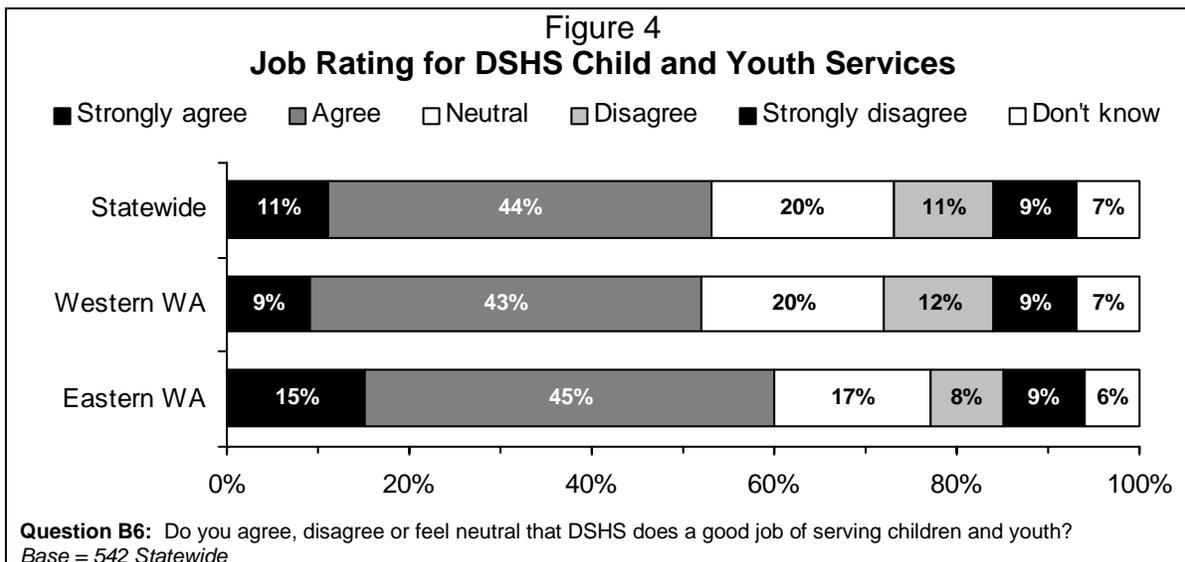
People who had personal experience with special needs services were more likely to agree or strongly agree that DSHS does a good job serving people with special needs (68% agreed), compared to those who didn't have special needs experience (56% agreed).

Some subgroups were less likely to feel that DSHS does a good job of serving people with special needs (that is, they tended to disagree or strongly disagree with the statement presented):

- Those with some college education but no diploma (11% disagreed), compared to those with high school education or less (5%)
- Those aged 45 to 64 years old (12%), versus those aged 25 to 34 years (3%)

RATING FOR CHILD AND YOUTH SERVICES

Asked how well DSHS serves children and youth who were abused, neglected or convicted of crimes or otherwise at risk, over half (55%) agreed or strongly agreed that DSHS does a good job with those situations. Two out of ten (20%) disagreed. Figure 4 shows the detail.



Some subgroups were more likely than others to agree or strongly agree that DSHS does a good job with child and youth services:

- Minorities (76% agreed) and Hispanics (74%), versus White non-Hispanics (51%)
- Those aged 18 to 24 years (67%), versus those aged 65 to 74 (38%)
- Those with household incomes under \$25,000 per year (63%), compared to those with household incomes over \$50,000 (47%)
- Those with no college (63%), compared to those with some college (50%)

One subgroup was less likely than others to believe that DSHS does a good job with child and youth services (that is, they tended to disagree or disagree strongly with the statement). This group was comprised of people who had personal experience with those services (32% disagreed), compared with those who did not have this experience (16% disagreed). (These services include child abuse and neglect investigations, foster care and adoption services, and services to youthful offenders.)

ACCESS TO SERVICES

The next three sections examine three aspects of the public's perception of access to DSHS services:

- **Difficulty:** *Is it too difficult to obtain services?*
- **Distribution:** *Are services provided to those who should not get them?*
- **Interrelationship:** *What is the relationship between perceptions of difficulty of access and distribution of access?*

Each section addresses the public's perception of access to four specific types of service – two types of service for needy families and two for those with special needs.

- *Needy Families.*
 - *Access to Medical Care and Medical Insurance.*
 - *Access to Food Stamps and Welfare Grants.*
- *People with Special Needs -- due to physical or mental health conditions or aging.*
 - *Access to Special Services -- like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs.*
 - *Access to Welfare Grants and Food Stamps.*

The survey did not address the public's perception of access to the third category of DSHS programs, child and youth services, because these services are often not part of entitlement programs. Many of the child and youth services are involuntary programs like child protective services, foster care, and institutional and parole services for youth convicted of crimes.

DIFFICULTY OF ACCESS

RESULT SUMMARY

Is Access is Too Difficult? Overall, about 1 out of 4 Washington State residents indicated that it is too difficult to access DSHS programs—with a somewhat lower number feeling that it is too difficult for needy families to get food stamps and welfare grants. The survey asked four specific questions about difficulty of access.

- **MEDICAL CARE FOR NEEDY FAMILIES.** About one out of four Washington State residents (23%) agreed or strongly agreed that, “It is too difficult for needy families to get medical care and medical insurance.” Forty percent (40%) disagreed and 38% were neutral or didn’t know.
- **FOOD STAMPS AND WELFARE GRANTS FOR NEEDY FAMILIES.** Less than one out of five (17%) agreed or strongly agreed that, “It is too difficult for families to get food stamps and welfare grants.” Forty-four percent (44%) disagreed and 39% were neutral or didn’t know.
- **SPECIAL NEEDS SERVICES.** More than one out of four (27%) agreed or strongly agreed that, “It is too difficult for people with special needs to get services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs.” Thirty-one percent (31%) disagreed and 42% were neutral or didn’t know.
- **WELFARE GRANTS AND FOOD STAMPS FOR THOSE WITH SPECIAL NEEDS.** More than one out of four (26%) agreed or strongly agreed that, “It is too difficult for people with special needs to get welfare grants for living expenses and food stamps.” Thirty-four percent (34%) disagreed and 41% were neutral or didn’t know.

Who Thinks Access is Too Difficult? In general, those with lower educational levels and less income were most likely to think that access is too difficult. People who had personal experience with special needs services were more likely to think that it is difficult for those with special needs to get services, food stamps and welfare grants.

How is Access Difficult? The detail found in responses to the survey’s open-ended question helps to identify the difficulties that DSHS clients encounter. Problems mentioned included paperwork, waiting times, eligibility requirements, and lack of information about services. Following are some of the pertinent responses to the question, “What changes do you think DSHS should make in how they serve needy families, children, youth and persons with special needs?”

GENERAL

“They just need to make it easier for people to get services.”

“Not make it so difficult for the little people to get help.”

“They need to make services more readily available and easier to access what is available. Many people who need services can’t read well and don’t have transportation and can too easily fall through the cracks.”

PAPERWORK/PROCESSING TIME

“Probably the process of getting in and getting an appointment. It’s a real hassle for me. Half the time I don’t know whether I qualify before spending lots of time and energy and paperwork just to be told sometimes that I don’t qualify. I personally had a very difficult, even rough time, getting help when I needed it.”

“I think some people who have tried to get help found the paperwork so involved and the time it takes so much, their needs could not be met in a timely manner,”

“There must be some way to cut back on the paperwork.”

“Also, the paperwork for services seems to take forever to complete, especially for those elderly like myself. Too many restrictions on these services. This makes it very hard for me with my medical needs. Particularly the time factor is critical to older people.”

“One thing, the paperwork is just insane. My brain wasn’t working properly when I was on it and it was a struggle filling it out when you are not well.”

ELIGIBILITY REQUIREMENTS/DECISIONS

“Need more compassion and make room for special cases . . . A lot of people who need help, need help sooner and need it before they get so deep they have difficulty pulling out”.

“I tried to get food stamps and was denied because my car was worth too much money.”

“My son has been injured, age 60 and he is a roofer, and fell and can hardly walk and they turned him down; they should make it easier for those kinds of people who can’t work to get help.”

“In 1997 I couldn’t work and I needed help for me and especially for my children and couldn’t get it – they said I didn’t qualify – and at this time I didn’t

have a job and needed welfare. I filled out all the information but they said this was not enough.”

“My wife is very sick with a malignant tumor and she needs money to pay specialists and there’s nothing for her right now.”

“If you don’t have children you can’t get help. It’s really hard to get into.”

“Personally, when my husband and myself needed food stamps last winter, we were having a very hard time and we were wanting temporary food stamps aid but were turned down. I think the rules and regulations for providing stamps to needy families are too rigid and too out of date. Rules should be modernized and made simpler to help more needy people.”

OUTREACH/INFORMATION

“Make all Washington residents aware of all these special services that would help more people a lot.”

“More local awareness so each community knows what is provided in each community . . . More representatives, more literature in schools, community centers, hospitals.”

“They need to get out and make people more aware of what they do and what services are available. I think they need to do a little more advertising.”

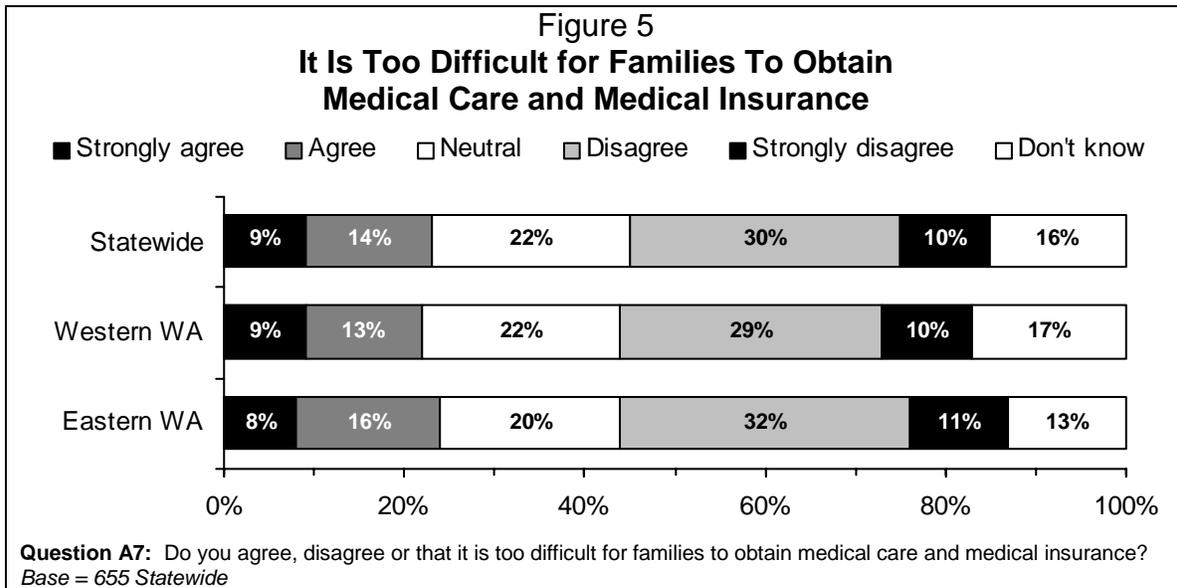
“They need to work more through senior centers and schools, community centers (YMCA, etc.) to get flyers out so more people are aware of their services and address the barriers of different languages.”

“I think the services should have more ways to get referrals – i.e. places like the Millionaire’s Club or other social services should be able to refer people to DSHS. DSHS needs to reach out more to the various social service agencies. Especially to foreign immigrants who don’t speak English very well and have no idea they actually qualify for some of DSHS services and programs. Maybe like also referrals from local church organizations.”

“They need to let the public know more and better about exactly what/which services are available through DSHS.”

NEEDY FAMILIES: DIFFICULTY OF ACCESS TO MEDICAL CARE AND INSURANCE

As Figure 5 shows, 23% of respondents statewide agreed or strongly agreed with the statement, “It is too difficult for families to obtain medical care and medical insurance.” The remainder were divided between those who disagreed or strongly disagreed (40%), and those who were neutral or didn’t know (38%).



Some subgroups are more likely than others to feel it is too difficult for needy families to obtain medical services and insurance (that is, to agree or strongly agree with the statement presented):

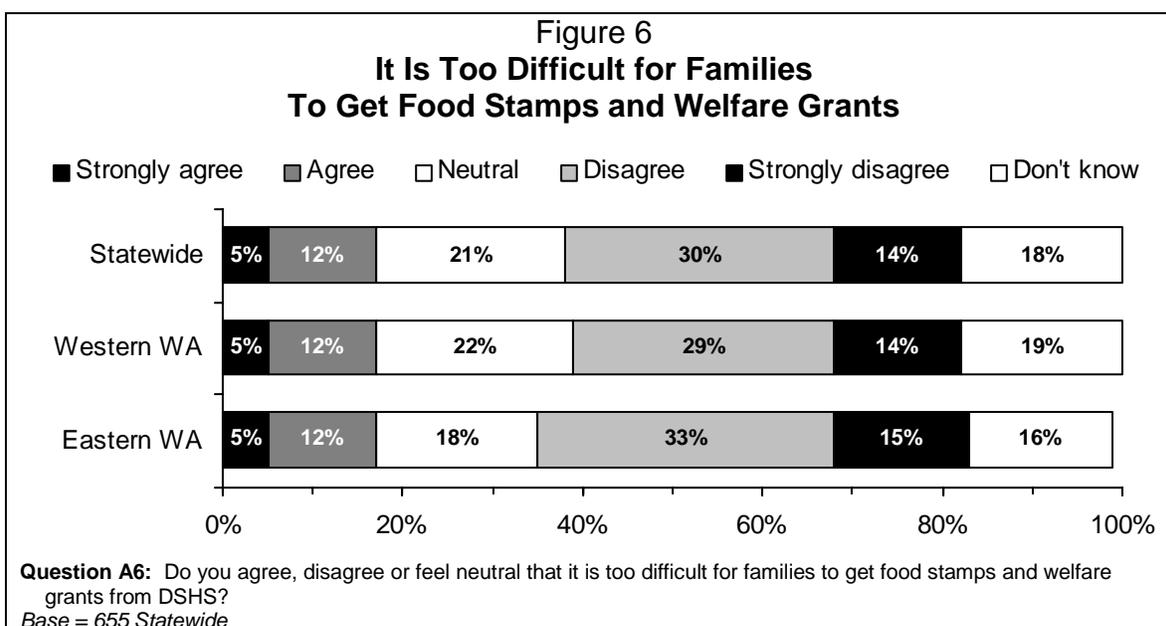
- Those with no college (26% agreed that it is too difficult), compared to those having some college education but no degree (18% agreed)
- Those with personal experience with DSHS services for children and youth (31%), compared to those who didn’t have this experience (21%)
- Those who knew about DSHS from friends and relatives (24%), newspapers and magazines (22%), TV and radio (21%), workplaces (25%), or other public places (25%), rather than those who specified no source (11%)

Some subgroups are less likely than others to feel that it is too difficult to get medical care and insurance (that is, to disagree or strongly disagree with the statement):

- Women (45% disagreed), rather than men (34% disagreed)
- White non-Hispanic people (41%), compared to minorities (22%)

NEEDY FAMILIES: DIFFICULTY OF ACCESS TO FOOD STAMPS AND WELFARE GRANTS

Only 17% of the respondents agreed or strongly agreed that, “It is too difficult for families to get food stamps and welfare grants.” Of the remainder, 44% disagreed or strongly disagreed, and 39% were neutral or did not know. Figure 6 shows the detail.



Some subgroups were more likely than others to feel that getting food stamps and welfare grants is too difficult for families (that is, they tended to agree or strongly agree with the statement presented):

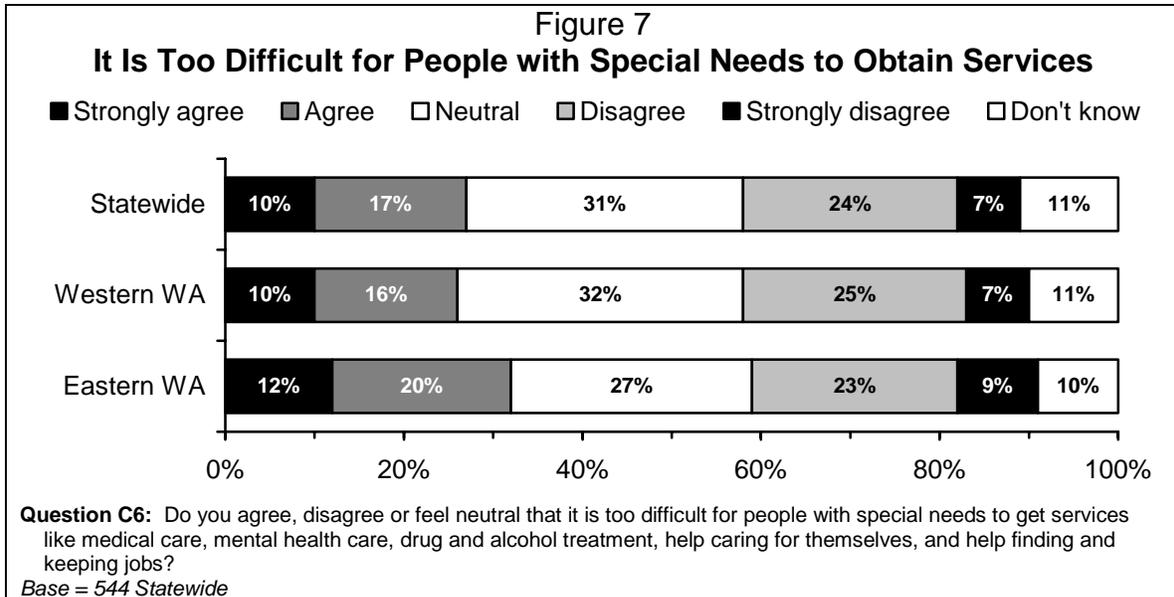
- Those with no college (25% agreed that is too difficult), compared to some college (16% agreed); and both of those groups without college degrees compared to college graduates (9% agreed)
- Those with household incomes less than \$25,000 per year (29%), compared to those with incomes of \$25,000 to \$50,000 (15%); and both those groups compared to those with household incomes of \$50,000 or more (8%)
- Those 18 to 24 years of age (31%) versus those over 45 years of age (11%)
- Those who are Hispanic (45%), compared to other minorities (21%) or White non-Hispanics (14%)
- Those who had personal experience with DSHS special needs services (25%), compared to those who didn't (14%)

Some subgroups were less likely than others to feel that getting food stamps and welfare grants is too difficult for families (that is, to disagree or strongly disagree with the statement presented):

- Those aged 45 to 54 years old (51% disagreed), versus 25 to 34 year-olds (36% disagreed)
- Those who had personal experience with DSHS needy family services (50%), compared to those without such experience (39%)

PEOPLE WITH SPECIAL NEEDS: DIFFICULTY OF ACCESS TO SPECIAL SERVICES

As Figure 7 shows, more than one in four respondents (27%) agreed or strongly agreed with the statement that, “It is too difficult for people with special needs to get services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs.” Of the remainder, 42% were neutral or didn’t know, and 31% said they disagreed or strongly disagreed.



Some subgroups were more likely to agree or strongly agree that it is too difficult to obtain special needs services:

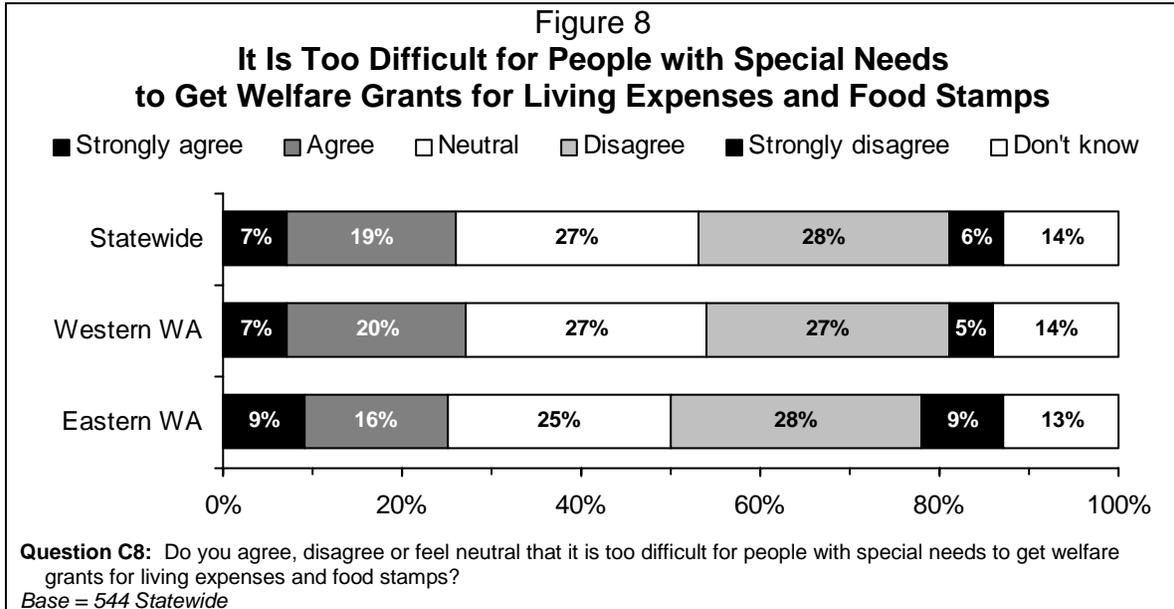
- Those living on less than \$50,000 per year (34% agreed that it is too difficult), compared to those with higher family incomes (19% agreed)
- Those 75 years old or older (46%), compared to those 18 to 34 years old (22%) or 45 to 54 years old (22%)
- Those with personal experience with DSHS special needs services (36%), as opposed to those who lacked this experience (23%)

Some subgroups were less likely to indicate that it is too difficult to get special needs services (that is, they tended to disagree or strongly disagree with the statement presented):

- Those who live on \$25,000 or more per year (36% disagreed), versus those who live on less (22%)
- Those aged between 25 to 74 years (33%), compared to respondents who were 75 years old or older (13%)

PEOPLE WITH SPECIAL NEEDS: DIFFICULTY OF ACCESS TO GRANTS AND FOOD STAMPS

More than one out of four respondents (26%) agreed or strongly agreed with the statement that, “It is too difficult for people with special needs to get welfare grants for living expenses and food stamps.” Of the remainder, 41% were neutral or didn’t know, and 34% disagreed or strongly disagreed (Figure 8).



Two subgroups were more likely than others to feel that it is too difficult for persons with special needs to get welfare grants and food stamps. (In other words, they were more likely to agree or strongly agree with the statement presented.) They were:

- Those in households earning \$25,000 per year or less (40% agreed that it is too difficult), versus those in higher-income households (21% agreed)
- Those with personal experience with DSHS special needs services (33%), compared to those who lack the experience (23%)

DISTRIBUTION OF SERVICES

RESULT SUMMARY

Are DSHS Services Given to Those Who Shouldn't Get Them? A number of respondents indicated concern that DSHS services are given to those who don't need them. The survey asked four specific questions about inappropriate distribution of DSHS services. In most cases, **about one out of four** respondents indicated that DSHS services are given to those who shouldn't get them. Food stamps and welfare grants for needy families prompted the most concern; more than **four out of ten** respondents thought these services were given to the undeserving.

- **MEDICAL CARE FOR NEEDY FAMILIES.** About one out of four Washington State residents (24%) agreed that, "DSHS gives family medical care and insurance too often to families who shouldn't get them." Forty-three percent (43%) disagreed, and 34% were neutral or didn't know.
- **FOOD STAMPS AND WELFARE GRANTS FOR NEEDY FAMILIES.** About four out of ten people (41%) agreed that, "DSHS gives food stamps and welfare grants too often to families who shouldn't get them." Twenty-six percent (26%) disagreed, and 33% were neutral or didn't know.
- **SPECIAL NEEDS SERVICES.** More than one out of four (26%) agreed that, "DSHS gives special needs services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs too often to people who shouldn't get them." Thirty-eight percent (38%) disagreed and 35% were neutral or didn't know.
- **WELFARE GRANTS AND FOOD STAMPS FOR THOSE WITH SPECIAL NEEDS.** Nearly three out of ten (29%) agreed that, "It is too difficult for people with special needs to get welfare grants for living expenses and food stamps." Thirty-five percent (35%) disagreed and 36% were neutral or didn't know.

Who Thinks Services are Given to the Undeserving? Certain groups were more likely to believe that DSHS gives services to those who should not get them. These groups included people who were less educated, male, Eastern Washington residents, and those who did not learn about DSHS in the workplace. Additionally, respondents who were low-income, Hispanic, or elderly were more likely to indicate that *some* DSHS services are given to the undeserving.

Who Shouldn't Get Services? Open-ended comments again better define respondents' views about distribution of services. Almost all respondents approved of DSHS programs helping the needy. However, many respondents

felt that services are at times given to those who are not needy. Abuse of the system was by far the most frequent topic of comments. Some of the comments may have been prompted by the preponderance of survey questions addressing distribution of services, but this was obviously an issue of concern to many.

Some respondents mentioned groups they felt should not receive benefits: substance abusers, immigrants and non-citizens, and those who could work but do not. Other respondents told stories of abuse from their personal experience – many about the abuse of food stamps. Many respondents offered solutions to these perceived abuses, including suggestions for screening, monitoring and investigation, as well as tougher time limits. Some representative comments:

GROUPS WHO SHOULDN'T RECEIVE SERVICES

SUBSTANCE ABUSERS

"I do not think that druggies should get any kind of care."

"Some abusers use the money they receive for drugs and alcohol rather than food for their children."

"I don't believe that if you are an alcoholic and drug addict, the DSHS checks shouldn't be just handed out to them. They should honestly be in some type of rehab before they receive the DSHS checks for alcoholic and drug addict people."

"I wish that when mothers receive food stamps for themselves or their children they should have a drug test because I've known several cases where the mother is on drugs and receiving help".

"I think that especially for people on drug and alcohol programs, these people are taking advantage of this system."

"I don't think people addicted to drugs should get help from taxpayer's money. They chose to do drugs. I don't want to pay for their decision."

"And the people who are on drugs and alcohol - they get welfare - this is unfair."

"I strongly feel we should not be taking care of people who are drug addicts or alcoholics. Those are choices, and you should find out you are responsible for your choices."

IMMIGRANTS / NON-CITIZENS / RACIAL AND ETHNIC DIFFERENCES

"I do believe we get treated differently if the person is not Caucasian race. The programs are too oriented to non-Caucasian peoples. This is frustrating to those of us who sometimes need the help."

"I think that they help refugees much more than they help Americans. I sat over there . . . and I've seen white people -- well I've seen Vietnamese, Mexican and the other people taken care of in 20 minutes and a white person will sit there for a long time and who's paying the taxes?"

"Stop helping the foreigners; help our people right here."

"They need to take Americans into more consideration than all these immigrants that come in. 6 or 7 Mexicans get whatever they want."

"Make it easier for Caucasian people to get benefits. Programs shouldn't be oriented just toward certain ethnic groups. In my experience, other groups abuse the system more."

"I also think that our citizens in this country should receive benefits before the illegal aliens."

"The only thing I would say is people who are not citizens should not be receiving prolonged help. Prolonged help is after one month, two months."

"I think that refugees are able people and that they abuse it, and they feel that this country owes them something. And that they are just as able as I am."

OPPOSITE POINT OF VIEW – SOME PEOPLE BELIEVE NEWCOMERS ALSO NEED HELP.

"Also, when people don't have correct papers to be in the United States, why are these people not helped at all? I think they have the right to be helped."

"And also, people who are not residents here in the United States do not get this help - and that is not right."

THOSE WHO WON'T WORK

"They give it to people who don't need it a lot. To people who are just too lazy to go out and get themselves a job. I just think people physically able to work should work and not just milk the system."

"There is a tendency for some families to continue on DSHS who could go out and care for themselves or get jobs and take care of themselves".

“Do better investigation of people they serve. There are people who abuse the system like those that could be working but instead use DSHS services.”

“With working in a clinic, I think a lot of the people are just plain lazy and don’t want to work.”

“Some people are disabled but they are still able to get a job and getting too many grants.”

“There are some people who don’t want to work. That just takes advantage of DSHS. Rather than give them a check have them work for that. Cases be unemployed and get benefits. Looking for work too long. Should be taken off benefits. Have them work even if only 10 hrs a week or something like that. Everybody’s entitled to food, medical care and shelter. But should not be free. If can’t go to work should be volunteer if capable or able for that 10 hours a week.”

PERSONAL EXPERIENCE – THOSE WHO SHOULDN’T RECEIVE SERVICES

“For my sister, there was no incentive to work.”

“. . . some people come to this state and sign up for welfare and then return to their actual residences in other states. I personally know of at least 3 instances of this occurring in my recent experience.”

“From my personal experience, I have neighbors who receive services who can go out and buy a new car.”

“I see people who drive new vehicles yet still receive food stamps and sometimes other forms of help from DSHS.”

“If I can go down the street and see someone on welfare that doesn’t need it and they live better than I do and I’m working hard, I have a problem with that.”

“I see people buying lobster with food stamps and I’m buying hamburger.”

“I see too many people buy expensive stuff with food stamps. The majority of the people that are 18-20 with food stamps and on the Quest card buy expensive food with them. They take advantage of the system.”

SOLUTIONS

SCREENING

“Better screening. Better research to figure out whether a family needs it or not.”

“I think that they should do more intense background checks on people they give help to because I've seen them help people that really don't need and then the people that really need it don't get it.”

“Send more people out in field to check on recipients to make sure about abusing services and to make sure those who need it are getting it. Not just telephones are behind a desk. More in-service type training of employees so they know what to look for, or how to identify problem.”

“More screening when people apply; they should check the records of the people who come in. I feel it is too easy to get on these programs.”

“I think they need to find out who's in need and who isn't. We pay too many taxes for this kind of thing and we need to buckle down on it.”

“Maybe screen families that need the help and those that don't. Some take advantage of system in some cases. Just better screening.”

“There needs to be a more intense check and balance about the information clients provide to DSHS and whether it is valid or not. More verification seems called for because some people abuse this system.”

“I think they ought to investigate people in their programs better cause there are a lot of people getting services that don't really need them in my opinion.”

MONITORING

“I do think the level of monitoring needs to be increased so the right people get the help that they need, not just in the initial application stage, but later to see if it's still needed.”

“Just to make sure that the help that they do provide is truly needed by people, and isn't getting abused and ruining for other people.”

“There should be better scrutiny because I see abuses everywhere. There is no real monitoring, and people should be hired to check where fraud and abuse takes place.”

“They should be investigated a little closer (the clients). They should monitor the people periodically.”

“Monitor people who really need the service. There always cracks in any service, but a lot of times there are people who come in and really don’t need the service and somehow get it. I feel if these people were checked more carefully then maybe the taxpayer money would not be wasted.”

“More follow-up on the people who receive benefits to assess changes in circumstances.”

“I guess one thing I’ve always heard about is that some people abuse the system and get away with it. So, better monitoring might be in order to restrict services to people truly in need.”

FRAUD INVESTIGATION

“More thorough investigation especially re: complaints about fraud against the system.”

“Put in better safeguards to investigate welfare frauds.”

TIME LIMITS

“Welfare recipients -- they should be stricter on the time frame they are allowed to get the benefit. Two years.”

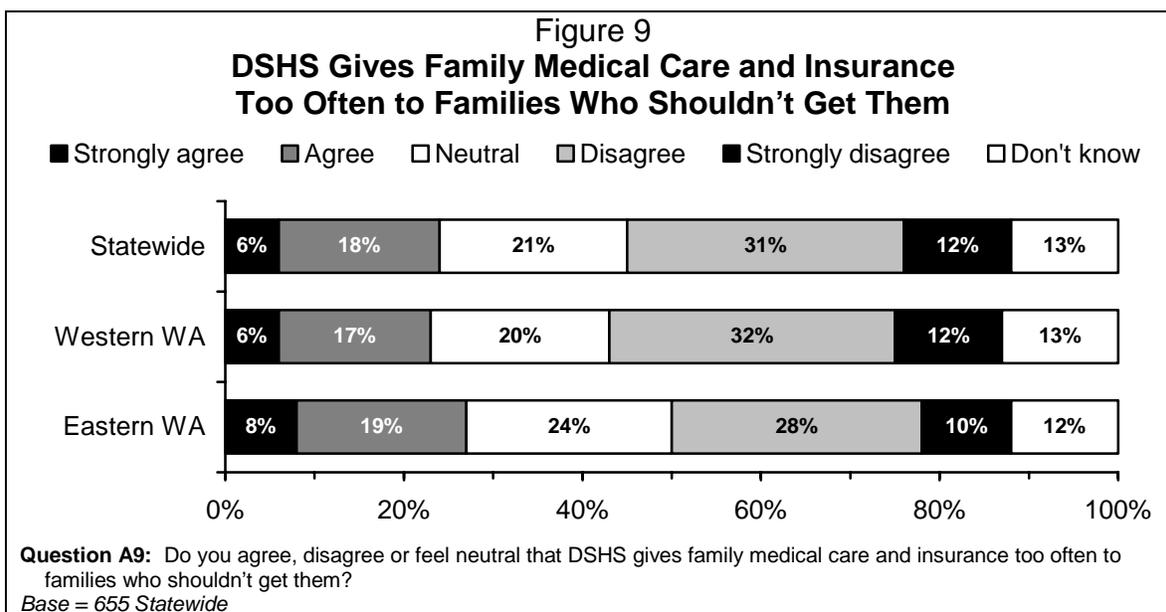
“Shorten up the welfare time limit; 5 years is quite a long time.”

“I suggest no more than one year of services, then a review board that investigates the person thoroughly before allowing them to continue.”

“Maybe check a little more into background -- see how long they have been in system. Check with relatives, friends, or acquaintances to see if there have been abuses in the system. That’s the only thing I can think of.”

NEEDY FAMILIES: DISTRIBUTION OF MEDICAL CARE AND INSURANCE

About one in four respondents agreed or strongly agreed with the statement, “DSHS gives family medical care and insurance too often to families who shouldn’t get them.” Of the remainder, 43% disagreed or strongly disagreed with the statement, and 34% were neutral or didn’t know. This is shown in Figure 9.



Some subgroups were more likely than others to feel that medical care and insurance are given too often to families who should *not* get them (that is, who agreed or strongly agreed with the statement presented):

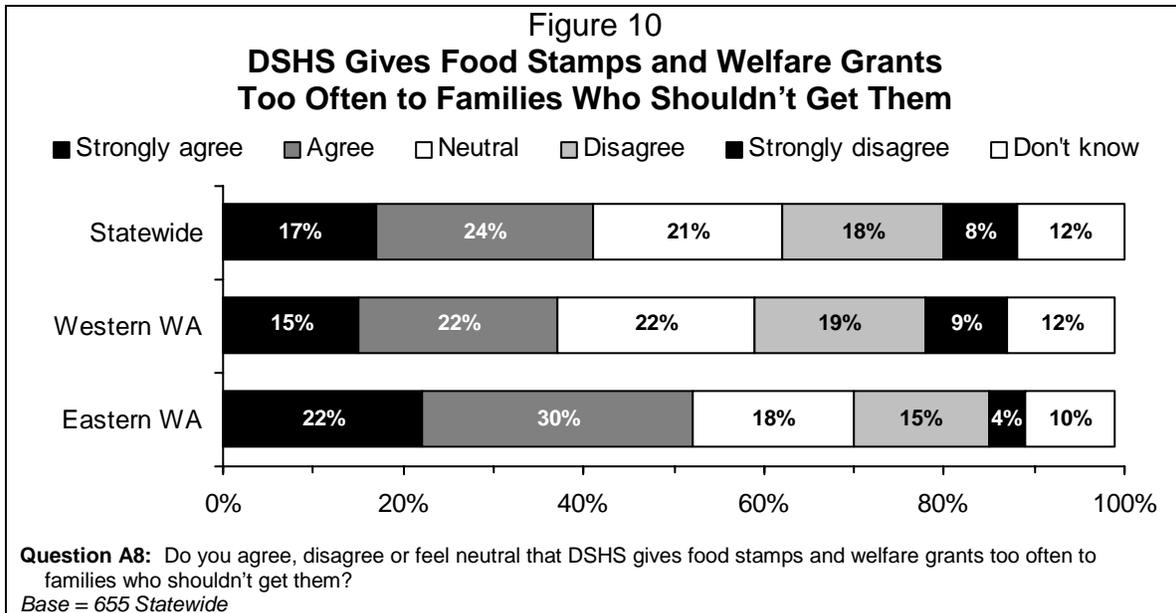
- Hispanic respondents (39% agreed that medical services are too often given to undeserving families) compared to White non-Hispanics (23% agreed)
- Men (30%) compared to women (18%)
- 55 to 64 year-olds (35%) and persons age 75 or older (41%), versus 45 to 54 year-olds (15%)
- Respondents lacking DSHS family services experience (28%), versus those who have this experience (20%)
- Those who learned about DSHS from friends and relatives (24%), newspapers and magazines (26%), TV and radio (27%), or who failed to name sources (29%), compared to those who learned about DSHS from the workplace (15%)

Some subgroups were more likely than others to feel that medical care and insurance are given to families who *should* get them (that is, they tended to disagree or strongly disagree with the statement presented):

- College graduates (50% disagreed), compared to respondents having some college education, but lacking diplomas (36%)
- Those aged 25 to 74 (43%), compared to those 75 years or older (15%)
- Women (47%) compared to men (38%)
- Those experienced with DSHS family services (52%), versus those lacking this experience (36%)
- Those who learned about DSHS services in the workplace (55%), rather than from friends and relatives (43%), newspapers and magazines (39%), or TV and radio (38%)

NEEDY FAMILIES: DISTRIBUTION OF FOOD STAMPS AND WELFARE GRANTS

Respondents showed more concern about the distribution of food stamps and welfare grants to needy families. As Figure 10 shows, more than four out of ten (41%) agreed or strongly agreed that, “DSHS gives food stamps and welfare grants too often to families who shouldn’t get them.” Of the remainder, 33% were neutral or didn’t know, and 26% disagreed or strongly disagreed.



Some subgroups were more likely than others to say that DSHS distributes food stamps and welfare grants to families who should *not* get them (that is, they tended to agree or strongly agree with the statement presented):

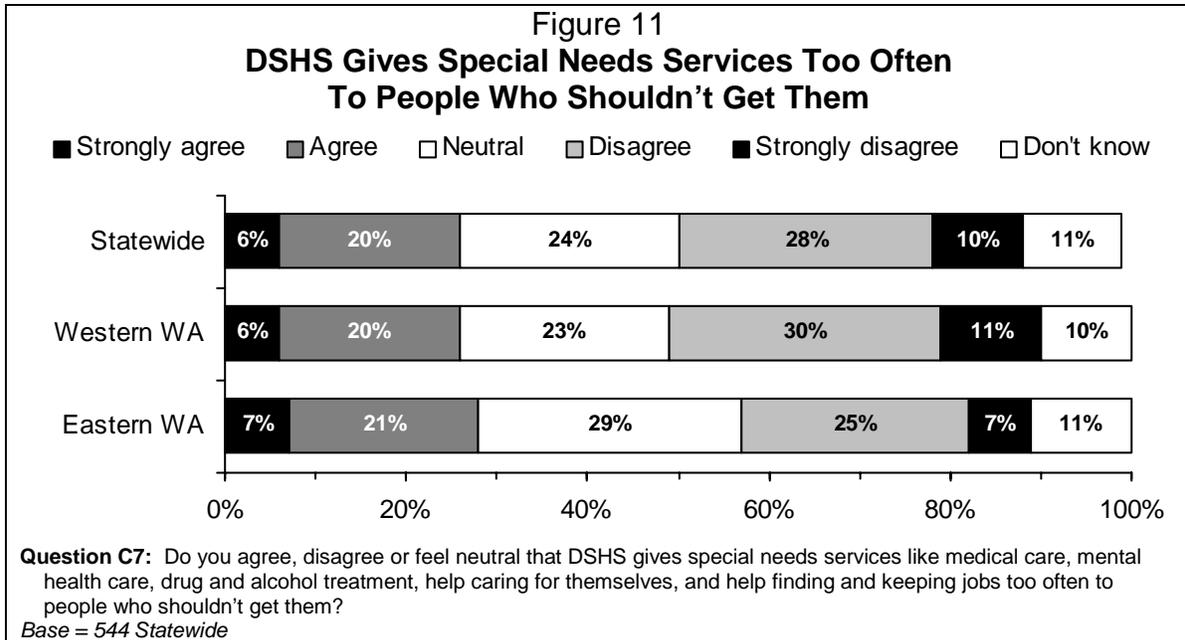
- Those with no college (51% agreed that these services are given to those who should not get them) and those who have some college education (43% agreed), compared to college graduates (28%)
- Eastern Washington residents (52%) versus Western Washington residents (37%)
- Those aged 55 to 64 years (53%), compared to ages 45 to 54 (36%) and ages 25 to 34 (32%)
- Those who learned about DSHS from friends and relatives (44%), newspapers and magazines (42%), or TV and radio (44%), compared to workplace sources (28%) or other sources (28%)

Some subgroups were more likely than others to feel that DSHS distributes food stamps and welfare grants to families who *should* get them (that is, to disagree or strongly disagree with the statement):

- Those with household incomes are over \$50,000 a year (32% disagreed), versus those with incomes under \$25,000 (22%)
- Residents of Western Washington (28%) versus Eastern Washington (19%)
- Those who learned about DSHS from workplace (36%) or other sources (38%), versus those who learned from friends and relatives (25%)

PEOPLE WITH SPECIAL NEEDS: DISTRIBUTION OF SPECIAL SERVICES

About one out of four respondents agreed or strongly agreed that, “DSHS gives special needs services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs too often to people who shouldn’t get them.” Of the remainder, 38% disagreed or strongly disagreed, and 35% were neutral or didn’t know. See Figure 11 for details.



Subgroups more likely to believe that special needs services are given too often to those who should not get them (that is, to agree or strongly agree with the statement) included:

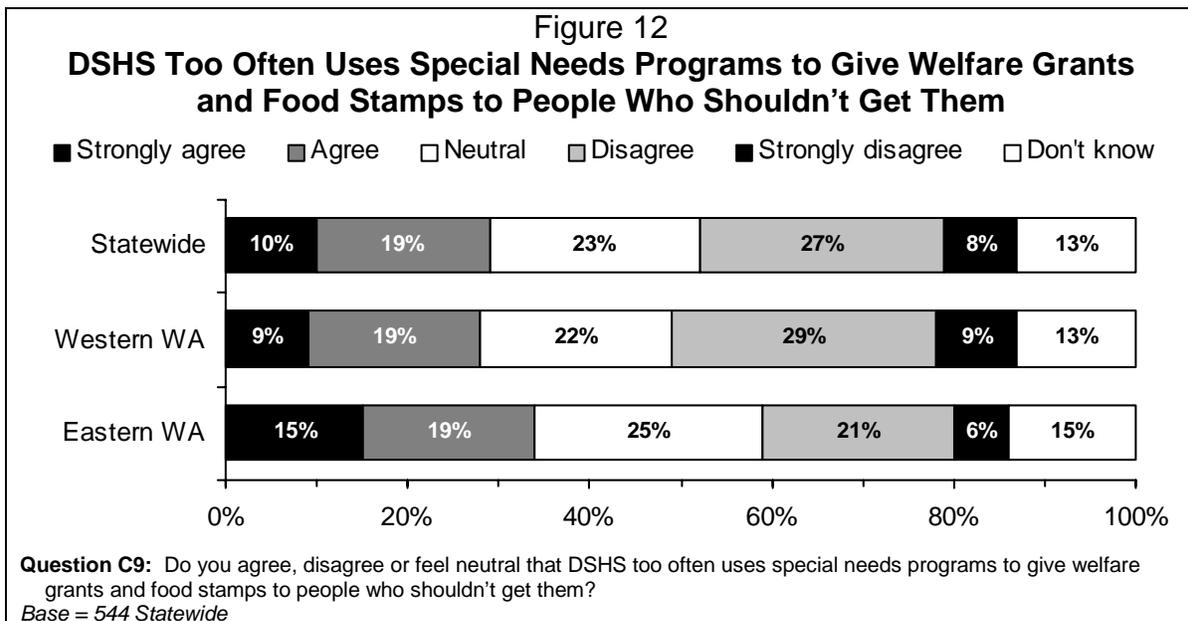
- Those with no college (35% agreed that special needs services are given to the undeserving), compared to college graduates (21%)
- Those from households with income between \$25,000 and \$50,000 (30%), compared to households with incomes of \$50,000 or more (19%)
- Those aged 75 years old or older (41%), compared to those between 45 and 54 years of age (19%)
- Those who are Hispanic (46%), compared to White non-Hispanics (24%)
- Those who learned about DSHS services from friends and relatives (28%) or newspapers and magazines (26%), rather than respondents learning from workplace sources (16%)

Subgroups more likely than others to think these special needs services are given to those who *should* get them (that is, they tended to disagree or strongly disagree with the statement) include:

- College graduates (52% disagreed), compared to those with less education (33%)
- Those living on higher incomes (\$50,000 or more per year – 53%), as opposed to those living on less (33%)
- Those aged 18 to 64 years (42%), compared to those 75 or older (13%)
- Those aged 45 to 54 years (50%), compared to 35 to 44 year-olds (34%)
- Those who are White and not Hispanic (41%), compared to Hispanics (24%)
- Those living in Western Washington (41%), compared to Eastern Washington (32%)
- Those who learned about DSHS services in the workplace (52%) or in other public places (54%), compared to those who learned from friends and relatives (39%), newspapers and magazines (37%), or who failed to specify their sources (32%)

PEOPLE WITH SPECIAL NEEDS: DISTRIBUTION OF GRANTS & FOOD STAMPS

Almost three out of ten (29%) respondents agreed or strongly agreed that “DSHS too often uses special needs programs to give welfare grants and food stamps to people who shouldn’t get them.” As Figure 12 indicates, 35% disagreed or strongly disagreed, while 36% were neutral or didn’t know.



Some subgroups were more likely than others to believe that special needs programs are too often used to get welfare grants and food stamps for those who should not get them (that is, they agreed or strongly agreed with the statement):

- Those without a college diploma (34% agreed that these services are given to the undeserving), compared to college graduates (20% agreed)
- Those with annual household incomes between \$25,000 and \$50,000 (34%), compared to household incomes over \$50,000 (23%)
- Men (34%) rather than women (25%)
- People 75 years old or older (54%), compared to those aged 18 to 54 years old (26%) and 65 to 74 year-olds (27%)
- Those with personal experience with DSHS special needs services (36%), versus those who had none (27%)
- Those who learned about DSHS services from their friends and family (30%), rather than workplace sources (20%)

Some subgroups were more likely to feel that special needs programs give welfare grants and food stamps to people who *should* get them (that is, they disagreed or strongly disagreed with the above question):

- College graduates (48%), compared to those with some college or less education (28%)
- Those in households earning \$50,000 or more per year (47%), compared to lower-income households (30%)
- Residents of Western Washington (37%), compared to Eastern Washington (27%)
- Persons aged 18 to 74 years old (37%), compared to those older (8%)
- Those who learned about DSHS from workplace sources or other public places (51% and 52%, respectively), rather than friends or relatives, newspapers or magazines (36%)

INTERACTION BETWEEN PERCEPTIONS OF ACCESS: DIFFICULTY AND DISTRIBUTION

The two major dimensions of access addressed in the survey, difficulty and distribution, appear to have a complex, almost contradictory relationship.

ACCESS: A MULTI-DIMENSIONAL CONCEPT

If perceptions of access were one-dimensional, survey respondents would view access to services as either easy or hard. Those who think it is *too hard* to get a service would also think that service is *seldom* given to the undeserving. And those who think it relatively *easy* to get a service would be more likely to think that the service is *often* given to the undeserving.

Findings. Survey results, as shown in Table 1, however, show that people don't think of access as simply easy or hard. The perception that it is easy to get services does *not* co-vary with the perception that services are given to the undeserving.

Table 1 Interaction Between Perceptions of Access			
OF THOSE WHO BELIEVED THAT THESE SERVICES	HAVE THESE CHARACTERISTICS	THIS %	ALSO BELIEVED THAT THESE SERVICES ARE
For Needy Families			
Medical Services	Too Difficult	26%	Given to the Undeserving
Medical Services	Not Too Difficult	26%	Given to the Undeserving
Medical Services	Given to the Undeserving	24%	Too Difficult
Medical Services	Not Given to Undeserving	24%	Too Difficult
Food Stamps & Welfare	Too Difficult	44%	Given to the Undeserving
Food Stamps & Welfare	Not Too Difficult	44%	Given to the Undeserving
Food Stamps & Welfare	Given to the Undeserving	18%	Too Difficult
Food Stamps & Welfare	Not Given to Undeserving	16%	Too Difficult
For Those with Special Needs			
Special Services	Too Difficult	35%	Given to the Undeserving
Special Services	Not Too Difficult	25%	Given to the Undeserving
Special Services	Given to the Undeserving	36%	Too Difficult
Special Services	Not Given to Undeserving	25%	Too Difficult
Food Stamps & Welfare	Too Difficult	44%	Given to the Undeserving
Food Stamps & Welfare	Not Too Difficult	26%	Given to the Undeserving
Food Stamps & Welfare	Given to the Undeserving	40%	Too Difficult
Food Stamps & Welfare	Not Given to Undeserving	22%	Too Difficult
Note: For the purposes of this analysis, "Not Too Difficult" and "Not Given to Undeserving" included neutral responses. "Don't Know" responses are excluded from the analysis.			

In fact, Table 1 shows that for services for special needs (both food stamps and welfare, and special services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs), the opposite was true. Those who thought that special needs services are too difficult to obtain were more likely than other respondents to also think that services were too often given to the undeserving. Those who thought the undeserving are too often given special needs services were more likely to think that it is too difficult to get such services.

In the case of needy families with children, the proportion of respondents believing that services (food stamps, welfare grants and medical services) are given to the undeserving was essentially the same whether or not the respondent believed that getting services is too difficult. Likewise, the proportion of respondents believing getting services is too difficult was not affected by whether or not the respondent believed that services are given to the undeserving.

Differences by Program. Table 1 also highlights some differences between programs. In three of the four programs considered, the proportion of those respondents who said it was too difficult to get service was very close to the proportion who said that too many undeserving get services. The results, however, were very different in the case of food stamps and welfare grants for needy families. In this case the proportion who said that services go to the undeserving was much greater than the proportion who said that services are too difficult to access. This finding suggests that the greatest concerns about abuse of DSHS programs relate to welfare grants and food stamps given to needy families.

WHO REPORTS A TWO-DIMENSIONAL CONCERN?

As noted earlier in this report, those with lower educational levels, and, in many cases, those with lower incomes are more likely than other survey respondents to report both that it is too difficult to get services and that too many who are undeserving get services.

Comments. Comments from survey respondents help to clarify the somewhat paradoxical answers to access questions. A number of respondents clearly articulated the belief that services are too difficult to access for some and too easy for others. Several recognized the challenges of determining who is truly “deserving.” Some representative comments:

IT IS TOO DIFFICULT TO GET SERVICES AND SOME UNDESERVING PEOPLE GET SERVICES

“It seems like some people get it and don’t deserve it, and some people who need help can’t get it.”

“There’re people who need it that don’t have it and people who have it that don’t need it”.

“Many families are taking advantage and many who need it truly are not getting what they need.”

“Seems as though sometimes little “glitches” keep people who need from help, while others get help but don’t really need it.”

“There is a tendency for some families to continue on DSHS who could go out and care for themselves or get jobs and take care of themselves. I think some people who really need DSHS are falling through the cracks . . . I have a friend who needs assistance and it’s a real struggle for her to feed her family . . . but she can’t get assistance.”

RECOGNIZING THE CHALLENGES

“I think their job is pretty much impossible. I think their efforts are valid and I have no idea how it should be done better. Sheer numbers of people involved, changes in society, which put people in need. Difficulty in assessing true need.”

“They might investigate more on people that don't really need this -- you know, that could get out and work. I don't know how they could do that.”

“I don't know. I know they try to monitor where money is going, but I know of a couple of cases the people on it could have done more to use it in a positive way to get themselves off it. But I guess that is a way of being used. There are so many people, it's hard to keep tabs on everyone getting assistance. I don't know how. They are doing the best they can.”

“They screen the best they can, but someone is always going to abuse the system.”

“I’m sure it’s a big job, and people aren’t necessarily honest. I’ve heard of people abusing the system; that makes it harder for the people who need it. I don’t know how to fix it.”

RECOMMENDED CHANGES IN DSHS

The concluding question of the survey asked respondents to specify changes that they thought DSHS should make in how they serve needy families, children and youth, and persons with special needs.

MAIN THEMES

The question of distribution of services, a topic of many survey questions, elicited the most comments – many pertaining to tightening standards and/or increased monitoring. Other main topics included concerns about DSHS staffing, resources and staff overwork; and a need for more and/or better child and youth services. A list comments by topic areas is displayed in Table 2.

TABLE 2 Suggestions for Change - Comments by Topic Area			
	Statewide (n=825)	Western WA (n=477)	Eastern WA (n=348)
GENERAL COMMENTS	16%	16%	16%
Nothing Needs to Change/Good Job	4%	3%	6%
Other General Comments	12%	13%	12%
ADVERTISING / PROMOTION	6%	7%	4%
STAFFING / RESOURCES	17%	20%	9%
DSHS Needs More Staff/Funding	11%	13%	5%
DSHS Staff are Overworked	8%	9%	5%
Increase Money/Grants for Needy	3%	3%	2%
Cut DSHS Funding/Staff	0%	0%	0%
DISTRIBUTION OF SERVICES	31%	30%	32%
<i>MONITOR AND/OR TIGHTEN STANDARDS</i>	22%	22%	22%
More Follow-Up/Monitoring	15%	14%	17%
Tighten Standards and Eligibility	9%	9%	8%
Tighten Requirements to Get Food Stamps	1%	1%	2%
Time and Work Limits	1%	1%	0%
Other Related to Monitoring/Oversight	2%	2%	1%
<i>EASE STANDARDS AND ELIGIBILITY</i>	9%	9%	11%
Ease Up on Standards/Eligibility	7%	7%	8%
Make it Easier to Get Food Stamps	2%	2%	2%
Other Related to Less Restrictions, Easing	1%	1%	1%
<i>IMMIGRANTS, NON-CITIZENS, RACES</i>	2%	1%	3%
Treat Racial/Ethnic Groups Equally	1%	0%	1%
Limit Aid to Non-Citizens	1%	1%	1%
Other Related to Immigrants	1%	1%	0%

SPECIFIC PROGRAMS	14%	14%	13%
Need More/Better Child & Youth Services	11%	11%	10%
Need More/Better ElderCare	3%	3%	3%
Positive Mention of Specific Program	6%	6%	6%
Other Related to Specific Programs	3%	3%	2%
EFFICIENCY - ORGANIZATION	3%	3%	3%
Streamline Programs; Make More Efficient	2%	2%	2%
Privatize Programs	2%	2%	1%
Other Related to Efficiency	0%	0%	0%
EFFICIENCY - REDUCE PAPERWORK/WAITS	3%	2%	5%
DON'T KNOW	35%	34%	36%
REFUSED	1%	1%	2%
Question D2: What changes do you think DSHS should make in how they serve needy families, children, youth and persons with special needs?			
Note: Percentages in bold represent all the respondents who made any comments covered in that major topic area. The subcategories listed below a major topic may total to a larger percentage than that listed for the topic, because a respondent may make comments that fall in more than one sub-topic area.			

REPRESENTATIVE COMMENTS¹.

In earlier sections, this report provided representative comments relating to specific survey questions. Page references for these comments are listed at the end of this section. Following are representative comments from topic areas not previously discussed:

STAFFING / RESOURCES

NEED FOR STAFFING, OVERWORK

“Caseworkers have too many cases, and not enough resources.”

“They need to have more staffing.”

“I feel strongly that they do a good job but there's far too few people trying to do so much good work!”

“The number of caseworkers. Those people taking care of those kids are overwhelmed; the caseload per worker is ghastly. It's a matter of budgetary problems.”

“It's like a lot of government programs, undermanned, too big caseloads. In my personal experience, a couple times the caseworker just couldn't keep up with all the needs of all the people they handled.”

¹ A complete listing of all client comments with corresponding client demographics can be found in Appendix 6.

“They need more educated staff, I hear from current employees, as well as better wages for staff.”

“They need to pay their employees more so that they will stay and be stable on their job.”

“Biggest problem with DSHS is they can't attract and keep qualified people; they don't pay enough.”

“Most of my limited experience has been concerned with the lack of personnel to deal with these issues and probably the high burnout rate from what I've heard for agency social worker.”

“Need more qualified workers that are not burnt out.”

“Spread too thin”.

“They should have more caseworkers, especially for children.”

FUNDING

“I think that they do the best that they can with their resources, so more funding is needed for the programs. The cost of living is high now; the families usually need larger apartments than the grants allow -- the amount of the grant does not equal the cost of living. That is all, but the cost of living is high.”

“I don't think they give them enough food stamps to last a month, and they don't get an adequate increase in pay. Everything goes up but their check doesn't go up. They have to bum off others or go to the food bank or kids go hungry by the last week of the month.”

“Get away from the politicians and what they're doing with our money. I have personal experience with people being helped by DSHS. These people could be helped a lot more if there were adequate funding and more workers. Our politicians don't seem to be aware of how many people need help and how much funding DSHS really needs.”

“Olympia is only worried about the budget so they're always cutting the budget. There's a lot of people out there who need help.”

“They should provide their services to more people. Give out more food stamps, have more drug treatment facilities and stuff like that. More money from Congress.”

“I think they need to look at the differences in the cost of living that's out here and make adjustments for that. I know people who have to choose between

their medication and rent, and they need to look at these things and adjust for that.”

CUTTING STAFF (VERY FEW COMMENTS INVOLVED THIS)

“They need to get rid of 3/4 of people working at DSHS so more money goes to helping people that really need help instead of paying towards DSHS workers.”

SPECIFIC PROGRAM SUGGESTIONS

VARIED PROGRAMS

“More services for the DDD population -- developmental disabilities. Stronger licensing for foster care.”

“And I also think there should be a program so kids can go to camp etc. To do the things other kids with money can do.”

“They should push the incentives programs every time they have the chance. These work better to motivate individuals to continue to help themselves.”

“More preventative programs.”

“They should make it easier for families to choose their own doctors instead of restrictions on medical providers and services.”

“I would like to see more drug and alcohol programs for people who need them more often. Contraception, safe sex, and pregnancy intervention services should be more readily available.”

“They ought to be more aggressive in collecting child support, and going after the parties responsible for paying.”

“Spiritual help and counseling.”

“Try to reach more homes with single moms. More emphasis on prevention like offering free birth control and education of youth, so that we don't have so many unwanted children.”

“There's not enough or adequate homeless shelters in town.”

“There should be stronger support for children as opposed to their parents.”

“Absent fathers that owe child support should have tracking system if move out of county.”

"I'm really concerned about the 5 year limit on food stamps and welfare. I worry that some families may be out in the streets; some people that need these services may not be obtain them as long as they really need."

CHILD PROTECTION

SHOULD BE MORE AGGRESSIVE (MAJORITY OF CHILD PROTECTION COMMENTS)

"I think they place children back in harmful situations too quickly."

"They need to make some changes in their system to not put these children that have been taken away from their mothers or fathers back in the home. There are too many children getting killed or beaten to death and as a taxpayer, it makes me very angry."

"Also, in child abuse cases, the hands of social workers are tied and they can't get the help some children need until it's too late."

"Take more direct approach to problems so the children aren't back into the DSHS service just 2 days later."

"But if we're going to take care of anyone, it's our kids. Over the years there's all these cases of a child being returned to a situation where he gets killed."

"And they definitely need to investigate child abuse reports more thoroughly."

"The children are my main concern here. Any time you can pick up a newspaper and see where a drug-addicted mother and an abusive alcoholic father can regain custody for their children and then beat the child to death - something is very wrong."

"I think they should be more proactive in addressing child abuse issues. Earlier intervention. I think children should be removed from unfit parents earlier than they do."

"They need to be more aggressive in the defense of children."

"I think they should have followed up better with child protective services that were about the abuse I and my family received from my parents. Nothing ever happened except phone calls, and they received verbal warnings but nothing more was done."

"CPS is slow to respond."

SHOULD BE LESS AGGRESSIVE AND MIXED COMMENTS

"Lots of times they drag these kids from the family and put them in foster homes and the foster homes are worse than where they came from -- and it's all about money."

"Knowing the difficult job it is dealing with youth, I wish there could be a better way than not returning children to abusive homes and parents. I don't know how to solve the problem."

"Seems overly eager to remove children from their homes."

"I think that they're on the overzealous on child protection and I think that they should prevent the kids from being bounced around from home to home in foster care. In other words, if they're going to be placed in homes keep them there. Quit trying to bounce them back to the natural family."

"I'm kind of old-fashioned when it comes to interaction with the family members. I think there is too much government in the family. But as I say there is times it is needed, but lots of times the innocent are persecuted."

"Sometimes, I think DSHS interferes excessively in intervening in parent/child relationships."

EFFICIENCY - CHANGES IN ORGANIZATION

"Privatize a lot of their functions and services."

"Split up a little bit. It's such a big organization it's a bit unwieldy. Have so many programs that cover so many people."

"More of their services should be delivered through the private sector. The organization is much too large to function effectively. What they should do is some of the delivery of their services should be subcontracted."

"Get rid of some of the upper echelons of administrative workers and send more workers into the field."

"Get rid of the director. Listen to the people paying the bills, people that work for a living -- the taxpayers. We got to stop being this warm and fuzzy organization. Less liberal, more conservative politics -- I guess."

"Get rid of governor. Replace people in government."

"Inherently, the bureaucracy is so big that it's unlikely it can ever operate efficiently."

“Get out of the health insurance business. Overhaul the entire DSHS department. Doing a great job with WorkFirst and welfare work programs!”

“Needs to encourage non-government programs and solutions. Government doing too much -- replacing roles of church and family. Yes, yes. I favor curtailment or reduction of many of these programs; people have grown too dependent on them.”

“I think they actually do too much. They should be divided up into more than just the one agency. Too many services under one umbrella. As our population grows it gets more difficult and complex to help too many different kinds of people”.

“I think they should re-organize the whole system. They could start with legislators adequately funding the need.”

“It sounds like they are doing too much and maybe they should be divided up. They can specialize for the different needs. Food stamps are really different from mentally ill.”

“Cut overhead. Become more efficient as though they were a private business. Citizen oversight committee or professional consulting. I think their money would be better spent directing their money through faith-based organizations instead of trying to be all things to all people. Start by initial goal 50% of their budget being disbursed to local faith and charitable organizations.”

Comments Relating To Specific Survey Questions Can Be Found On The Following Pages

General Comments² - page 10

Advertising/Promotion (Outreach/Information) - page 19

Distribution of Services.

 Making it easier – pages 18-19

 Specific groups who Abuse – pages 26-28

 Solutions to Abuse – Screening, monitoring, Fraud Investigation &
 Time Limits – Pages 28-30

 Too Difficult and Some Undeserving Get – pages 40-41

 Recognizing the Challenges - page 41

Efficiency - Process, paperwork and waiting times - page 18

² These samples are mainly laudatory in nature. Other general comments concerned a wide variety of topics, impeding categorization.

**APPENDIX 1:
DEMOGRAPHIC PROFILE**

Demographic Profile						
	Statewide (n=825)		Western WA (n=477)		Eastern WA (n=348)	
	Unweighted	Weighted¹	Unweighted	Weighted¹	Unweighted	Weighted¹
Prior Work for DSHS						
Yes – DSHS	4%	4%	5%	5%	3%	3%
Yes – contracting agency	8	6	6	5	10	10
Yes, both	1	1	1	1	1	1
No	85	86	86	87	83	84
Don't know	2	2	2	2	2	2
Refused		<1	<1	<1	-	-
Age						
18 to 24	10%	13%	8%	12%	12%	15%
25 to 34	23	19	24	20	21	17
35 to 44	25	22	26	23	22	21
45 to 54	18	19	18	19	19	19
55 to 64	12	11	11	11	14	12
65 to 74	6	8	6	7	7	9
75+	5	7	6	7	5	8
Refused	1	1	-	-	-	-
<i>Mean</i>	43.6	44.7	43.5	44.6	43.8	45.2
Education						
Less than high school graduate	8%	7%	6%	6%	12%	13%
High school graduate or GED	27	27	26	27	28	28
Some college	32	31	31	30	34	35
College graduate	21	23	25	25	15	14
Beyond college grad	12	12	12	12	12	11
Refused	<1	<1	<1	<1		-
Race						
White	84%	84%	84%	84%	85%	85%
Black / African American	2	2	3	3	<1	-
Asian	3	3	4	4	2	2
Native Hawaiian / Pacific Islander	1	1	1	1	1	1
American Indian / Alaska native	2	2	2	2	1	1
Something else	6	5	4	4	10	11
Refused	2	3	3	3	1	1
Hispanic						
Yes	9%	7%	5%	5%	14%	14%
No	91	93	94	94	86	86
Refused	1	1	1	1	1	1

**Demographic Profile
(continued)**

	Statewide (n=825)		Western WA (n=477)		Eastern WA (n=348)	
	Unweighted	Weighted ¹	Unweighted	Weighted ¹	Unweighted	Weighted ¹
Income						
<\$10,000	6%	5%	4%	4%	7%	7%
\$10,000 to <\$15,000	6	5	4	4	8	8
\$15,000 to <\$20,000	6	6	6	5	8	8
\$20,000 to <\$25,000	7	7	6	6	9	9
\$25,000 to <\$35,000	13	12	12	12	16	15
\$35,000 to <\$50,000	19	18	17	17	21	20
\$50,000 to <\$75,000	15	17	18	18	11	11
\$75,000 or more	15	16	18	18	10	10
Don't know	4	5	4	5	4	5
Refused	10	10	11	11	7	7
<i>Midpoint of Median Income Range</i>	\$42,500	\$42,500	\$42,500	\$42,500	\$30,000	\$30,000
Gender						
Male	46%	49%	45%	49%	46%	49%
Female	54	51	55	51	54	51
Interview Language						
English	90%	93%	95%	95%	84%	85%
Spanish	10	7	5	5	16	15

¹ Survey responses were weighted so that the final distribution of respondents corresponds to the 2000 census distribution by gender, age and region (east/west) in Washington State.

**APPENDIX 2:
SURVEY METHODOLOGY**

SURVEY METHODOLOGY

The survey was conducted by telephone from the Gilmore Research Group telephone center in Seattle, Washington. Gilmore Research, a full-service survey research company, is headquartered in Seattle.

QUESTIONNAIRE

The questionnaire was drafted by the Washington State Department of Social and Health Services and sent to Gilmore for programming and pretesting. It was programmed and administered using the Voxco CATI (Computer Assisted Telephone Interview) system. After programming, and prior to pretesting, it was checked to assure the function of question skip patterns.

Randomly-drawn households in Washington were called, screened and taken through the survey in two pretests monitored by Gilmore and the Department of Social and Health Services. The questionnaire went through minor revisions after the pretest.

The survey instrument was translated into Spanish so that Spanish speaking respondents could be interviewed.

The final length of the questionnaire was 12.1 minutes, on average over the 825 completed interviews.

SAMPLE

Gilmore purchased the sample from Genesys Sampling Systems. The sample was a draw of random digit telephone numbers within Washington as a whole, with an extra draw across the counties that make up Eastern Washington. The complete disposition of the sample, 2902 numbers, is presented in Appendix 2, Table A1.

FIELDING PROCESS

All interviewers were monitored by supervisors on each calling shift. At least some calling was done each day except for holidays. The shifts were 9:30 AM to 4:00 PM on weekdays, 4:00 to 9:00 PM on weekday evenings, 9:30 AM to 3:30PM on Saturdays and 1:00 to 7:00 PM on Sundays. At least six attempts were made on different days and on different times of day to “no answer,” “answering machines,” “eligible/potential respondent not available” and “partial completes.” Callbacks were set for the respondent’s convenience whenever possible. A toll-free number to Gilmore was also provided for respondents to call in, if a respondent insisted that he or she wanted to call back. An information contact from the Washington State Department of Social and Health Services

was also provided for people who wished to verify the survey or have survey-related questions asked.

Households with “soft” refusals at the point of introduction or screening were called again on a different day to see if that refusal could be converted to a complete. (A “soft” refusal is one in which the respondent says something such as “I’m too busy” but does not clearly state that the household will not do a telephone interview.)

Table A1 Disposition of Sample		
Disposition Category	-n-	%
Interview		
Completed interview (C)	825	28%
Incomplete/unable to reach on callback (I)	3	<1%
Terminated ¹ (I)	47	2%
Eligible HH, Non-interview		
<u>Refusal</u> ²		
Selected respondent refused (R)	177	6%
HH refused start/refused selection info (R)	569	20%
<u>Unable to reach respondent or HH</u>		
Respondent never available ³ (NR)	65	2%
Selected person gone for duration of study (NR)	51	2%
Answering machine/seems to be a HH (NA)	109	4%
<u>Other</u>		
Physical problem (ill, hearing, etc.) (P)	48	2%
Language barrier (other than Spanish) (L)	34	1%
Unknown ⁴		
No answer (NA)	286	10%
Constant busy (B)	73	2%
Non Eligible		
Disconnected/technical phone problem (D)	290	10%
Business/group quarters (BF)	175	6%
Fax/modem/pager (BF)	109	4%
Teen or 2nd phone in HH (NE)	16	<1%
Outside Washington (NE)	20	1%
Vacation home (NE)	5	<1%
Total	2,902	100%

¹ Respondent stopped interview mid-way and did not want to complete interview at a later time.

² All “soft” refusals were called back on different days and different times of day. If refused twice, household was not called again.

³ Callback times were set but person was not available at any of the set times.

⁴ Minimum of 12 attempts on different days and different times of day—weekday and weekend.

RESPONSE RATES

Respondent Contacted

C=Completed interview
R=Refused
NR=Not reachable
I=Incomplete interview

Not Eligible

D=Disconnected
BF=Business, fax, modem
NE=Not eligible
L=Language barrier
P=Physical ability barrier

No Respondent Contact

NA=No answer
B=Busy

CASRO Response Rate: 39%

$$\frac{C}{\text{Contacted} + \left[\left(\frac{C}{\text{Contacted} + \text{Not Eligible}} \right) \times \text{No contact} \right]}$$

Upper Bound, or Cooperation Rate: 51%

$$\frac{C}{C + R + I}$$

Source: The American Association for Public Opinion Research (2000).
Standard Definitions. AAPOR, Ann Arbor MI.

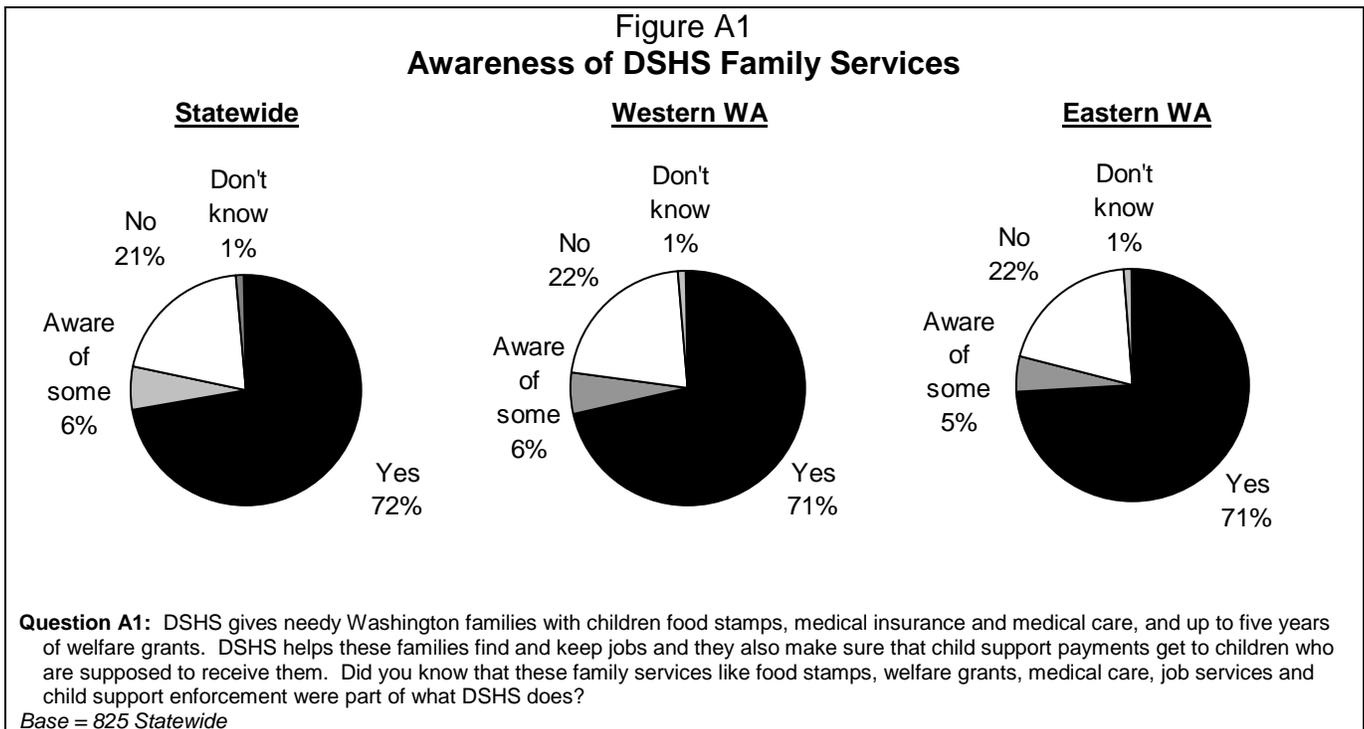
**APPENDIX 3:
AWARENESS OF DSHS FAMILY SERVICES, SERVICES FOR
CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES**

AWARENESS OF DSHS FAMILY SERVICES, SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES

Respondents were asked whether they knew about each of three areas of service provided by DSHS to Washington residents: family services, child and youth services, and services for special needs. Significantly more (72%) said they were aware of DSHS family services, than said they were aware of services for children and youth (56%) or services for persons with special needs (57%).

AWARENESS OF PROGRAMS: FAMILY SERVICES

Figure A1 shows that nearly three-quarters of statewide respondents (72%) said they knew that DSHS provides needy Washington families with children services such as food stamps, medical insurance, medical care and up to five years of welfare grants.



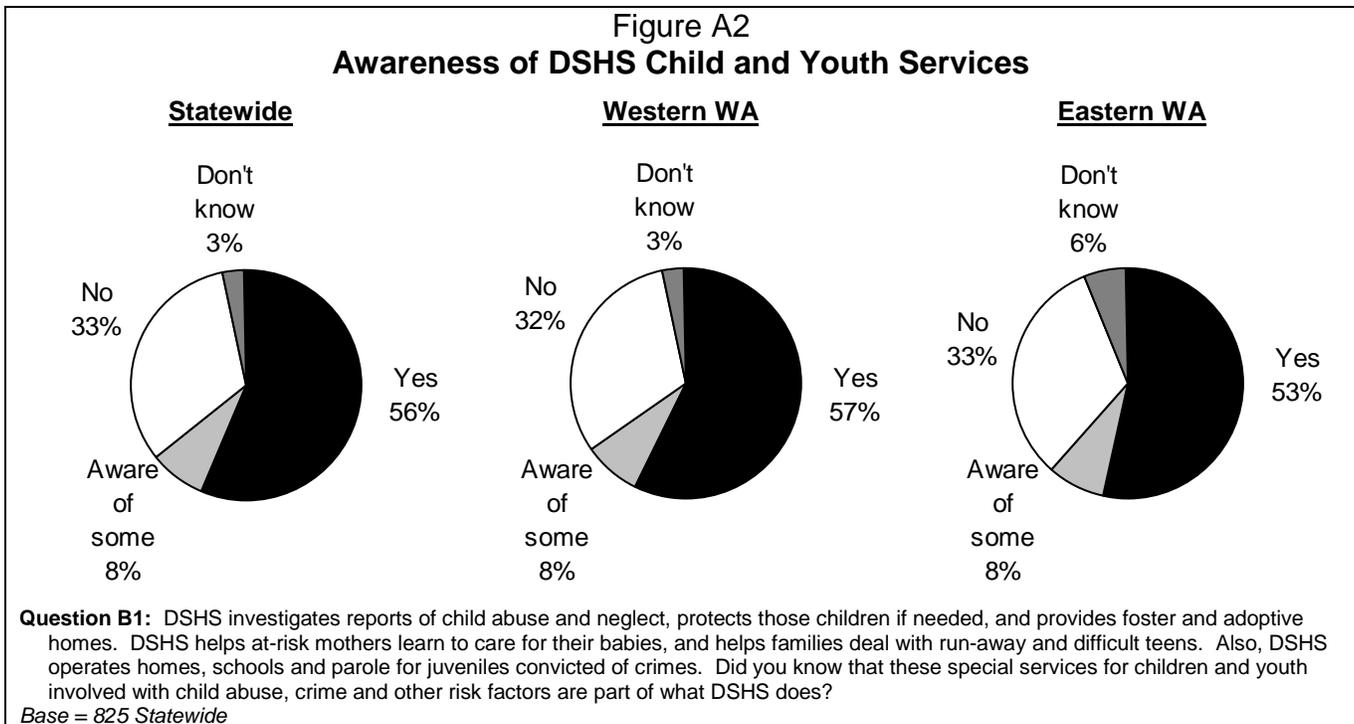
Statewide, subgroups that were more likely to say they knew about DSHS services to needy Washington families included:

- Respondents with income less than \$25,000 per year (83% knew about family services), compared to those with greater income (71%)
- Females (76%), rather than males (67%)
- Respondents age 45 to 54 (78%), compared to 18 to 24 year-olds (63%)

- Those who said they had personal experience with DSHS family services (87%)³, compared to those who didn't (64%)
- Those who said they had personal experience with DSHS child and youth services (89%), compared to those who lacked this experience (69%)
- Those who said they had personal experience with DSHS services for special needs (85%), compared to those who lacked this experience (69%)
- Those who named the workplace as their source of information about DSHS services (91%), rather than newspapers and magazines (83%), TV and radio (83%), or specified none (79%)

AWARENESS OF PROGRAMS: CHILD AND YOUTH SERVICES

Over half of the respondents statewide (56%) said they knew about the special services that DSHS provides for children and youth, including investigations of reports of child abuse and neglect, child protection (if needed), foster and adoptive homes, help for at-risk mothers, run-away and difficult teens, and homes, schools and parole for juveniles convicted of crimes. See Figure A2.



³ Six percent of those with DSHS family service experience said they did not know that the services were part of what DSHS does; 7% knew some of the services were part of DSHS.

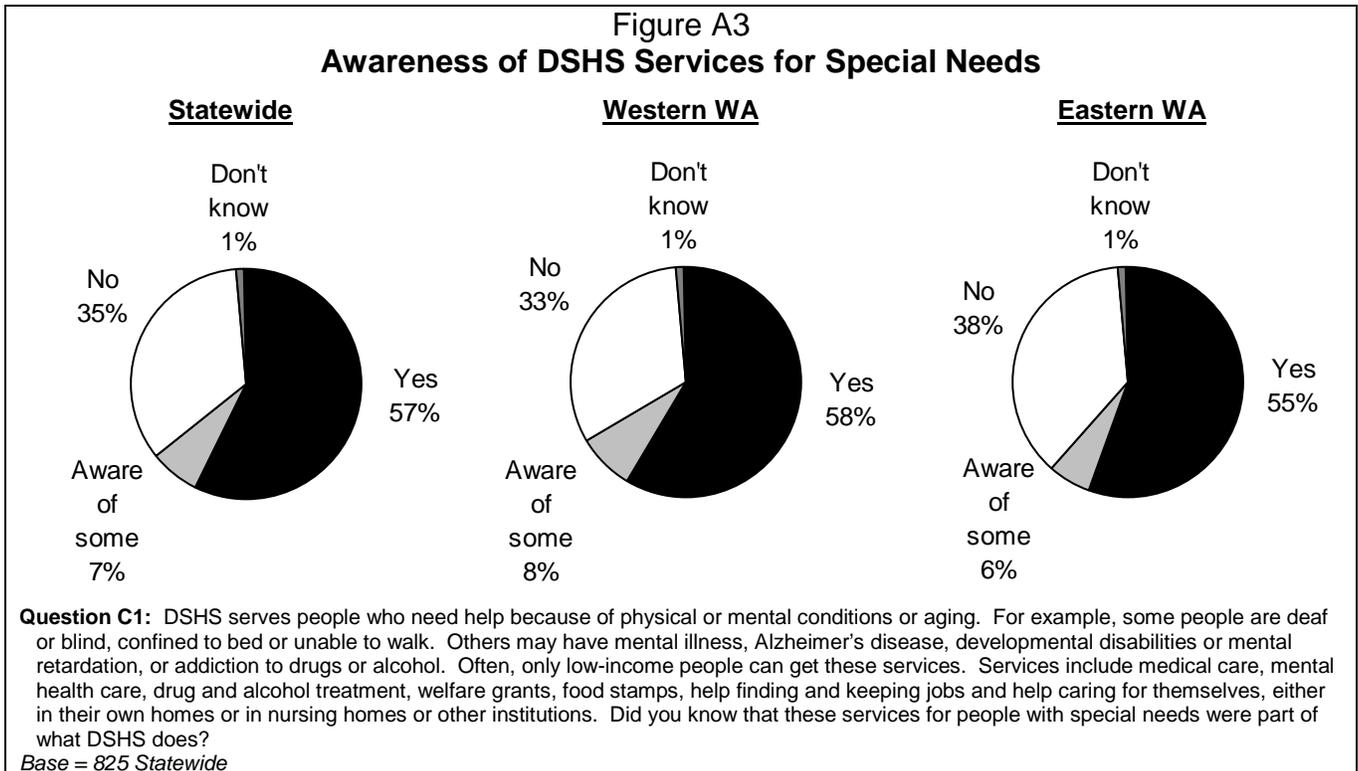
Among those statewide subgroups significantly more likely to say they knew about DSHS child and youth services were:

- College graduates (62%), compared to respondents with a high school diploma or less education (50%)
- Persons with incomes greater than \$25,000 per year, versus those with lower incomes (61% versus 45%)
- Respondents between 25 and 64 years old (61%), compared to 18 to 24 year-olds (35%); additionally, 45 to 54 year-olds (67%), compared to 25 to 34 year-olds (53%) and respondents age 75 or older (47%)
- White non-Hispanic respondents (58%), compared to Hispanic respondents (37%)
- Those who said they had personal experience with DSHS family services (68%), compared to those who lacked this experience (50%)
- Those who said they had personal experience with DSHS child and youth services (85%)⁴, as opposed to those without the experience (51%)
- Those who said they had personal experience with DSHS services for special needs (70%), compared to those who didn't have it (53%)
- Those who disagreed that DSHS does a good job overall (82%), versus those who agreed that it does a good job (60%) or who felt neutral about DSHS job performance (53%)
- Those who named newspapers and magazines (75%), TV and radio (77%), and other sources for news about DSHS (77%), versus those who named family and friends (65%); additionally, respondents who named newspapers and magazines (75%), TV and radio (77%), the workplace (73%), and other sources for news about DSHS (77%), compared to those who specified no news sources (59%)

⁴ Nine percent of those with DSHS child and youth service experience said they did not know that the services were part of what DSHS does; 5% knew some of the services were part of DSHS.

AWARENESS OF PROGRAMS: SERVICES FOR SPECIAL NEEDS

As Figure A3 indicates, a majority of statewide respondents (57%) said they knew about the services for special needs that DSHS provides to people who need help due to physical or mental conditions or aging.



Statewide, subgroups that were more likely to say they knew about DSHS services for people with special needs included:

- White non-Hispanic respondents (59%), compared to Hispanic respondents (42%)
- Persons age 35 to 54 (61%) and 65 to 74 (73%), compared to 18 to 24 year-olds (43%); additionally, 65 to 74 year-olds, compared to 25 to 34 year-olds (55%) and 55 to 64 year-olds (54%)
- Those who said they had personal experience with DSHS family services (66%), compared to those who said they didn't (53%)
- Those who said they had personal experience with DSHS child and youth services (69%), compared to those who lack this experience (56%)
- Those who said they had personal experience with DSHS special needs services (87%)⁵, compared to those who said they didn't (50%)

⁵ Seven percent of those with DSHS special needs service experience said they did not know that the services were part of what DSHS does; 6% knew some of the services were part of DSHS.

**APPENDIX 4:
PERSONAL EXPERIENCE WITH DSHS FAMILY SERVICES,
SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS
SERVICES**

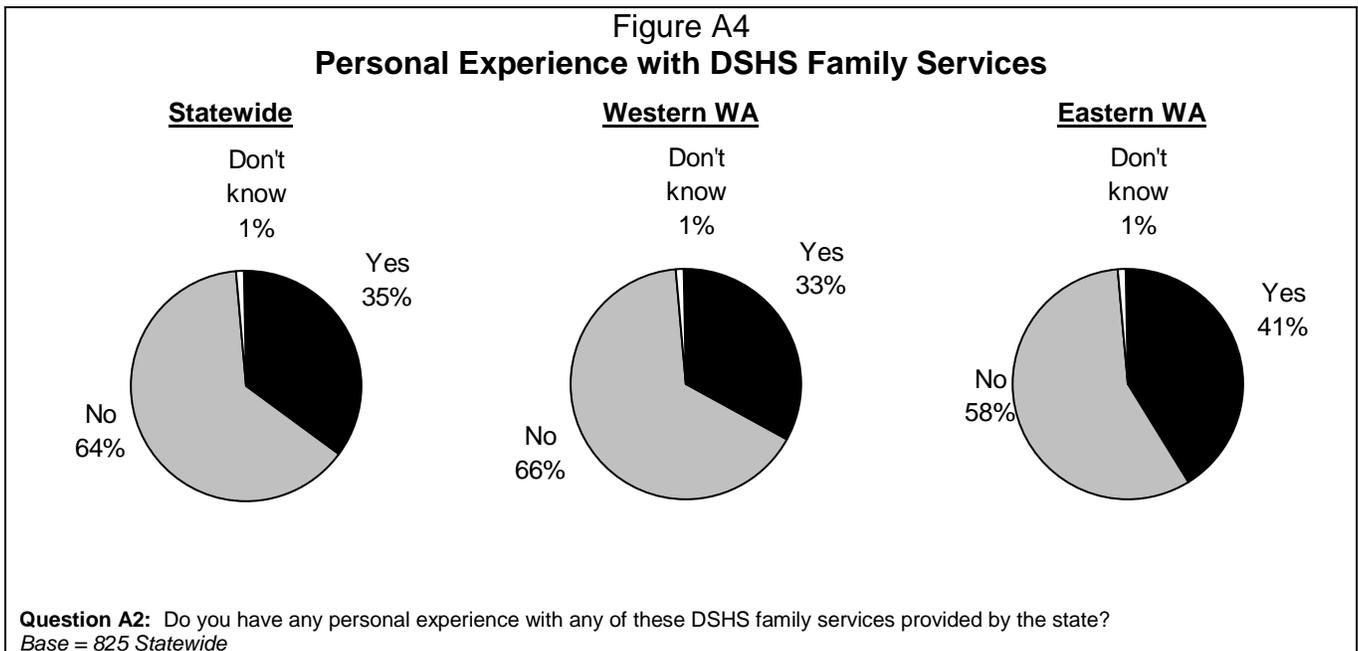
PERSONAL EXPERIENCE WITH DSHS FAMILY SERVICES, SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES

A series of questions asked respondents whether they had any personal experience with family services, child and youth services or services for special needs. Those who answered affirmatively were questioned further to determine how their experiences were acquired and what types of contacts they had with the DSHS services.

A large majority of respondents reported having no personal experience with any of the three service areas. Those who did have experience with DSHS services were significantly more likely to have acquired it through family services (35%) than through services for special needs (20%) or child and youth services (16%).

FAMILY SERVICES

As Figure A4 shows, nearly two-thirds of respondents statewide (64%) said they had no personal experience with DSHS family services for needy families, including food stamps, medical care and welfare grants.



More than one-third (35%) answered “yes,” that they had personal experience with DSHS family services.

Subgroups of respondents across the state who were more likely to say they had personal experience with DSHS family services include:

- Respondents residing in Eastern Washington (41%), versus Western Washington (33%)
- Respondents younger than 75 years old (37%), compared to those 75 and older (11%)
- Females (40%), rather than males (29%)
- Persons with incomes less than \$25,000 per year (53%), compared to those with higher incomes (\$25,000 to \$49,999 – 36%); and both of the groups with incomes less than \$50,000 compared to those with incomes of \$50,000 or more per year (26%)
- Respondents who did not graduate from college (40%), versus those who did (24%)
- Those who had personal experience with DSHS child and youth services (74%), versus those who had none (27%)
- Persons who said they had personal experience with DSHS services for special needs (67%), compared to those who said they didn't (26%)
- Respondents who named as sources for information about DSHS services friends and relatives (45%) or other public places (51%), compared to those who named newspapers and magazines (33%) or TV and radio (36%)

SOURCES OF FAMILY SERVICES EXPERIENCE

Table A2 shows that most of those who said they had family services experience explained that the experiences were acquired in the process of helping themselves, a family member or a friend (78%).

Table A2 Ways in Which Family Services Experiences Were Acquired			
	Statewide (n=285)	Western WA (n=157)	Eastern WA (n=141)
Helping myself / family / friend	78%	76%	84%
Part of my job	19	19	19
Second-hand knowledge	2	3	1
Other	1	2	1
Don't know / refused	5	1	2
Question A3: Did you get any of your experience with family services as part of your job, because you were helping yourself, a family member or friend, or in some other way? (Multiple response question. Percentages may add to more than 100%.)			

Among those respondents who had personal experience with family services, the following were more likely to say that family services experiences were acquired helping themselves, a family member or friend:

- Respondents having less education than a college degree (83%), compared to college graduates (51%)
- Respondents whose incomes total less than \$50,000 per year (79%), compared to those whose incomes total more (61%)
- Hispanic respondents (91%), compared to non-Hispanic Whites (74%)
- Those who had personal experience with DSHS child and youth services (81%), versus those who had none (64%)
- Persons who said they had personal experience with DSHS services for special needs (82%), compared to those who said they didn't (67%)
- Respondents who named as sources for information about DSHS services friends and relatives (78%) or other sources (86%), compared to those who named newspapers and magazines (63%) or TV and radio (65%)

TYPE OF FAMILY SERVICES EXPERIENCE

Respondents with DSHS family service experience said they had a number of different types of contact with those family services (Table A3). They were slightly more likely to mention having experience with medical care or insurance (59%), than food stamps, cash grants or job services (52%). Additionally, more than a third (36%) said they had experience with child support enforcement.

Table A3 Types of Experiences with Family Services			
	Statewide (n=285)	Western WA (n=157)	Eastern WA (n=141)
Medical care or insurance	59%	58%	61%
Food stamps/cash grants/job services	52	53	51
Child support enforcement	36	36	36
Other	12	11	12
Don't know	2	2	1
Question A4: Which of these does your experience with family services involve? (Multiple response question. Percentages may add to more than 100%.)			

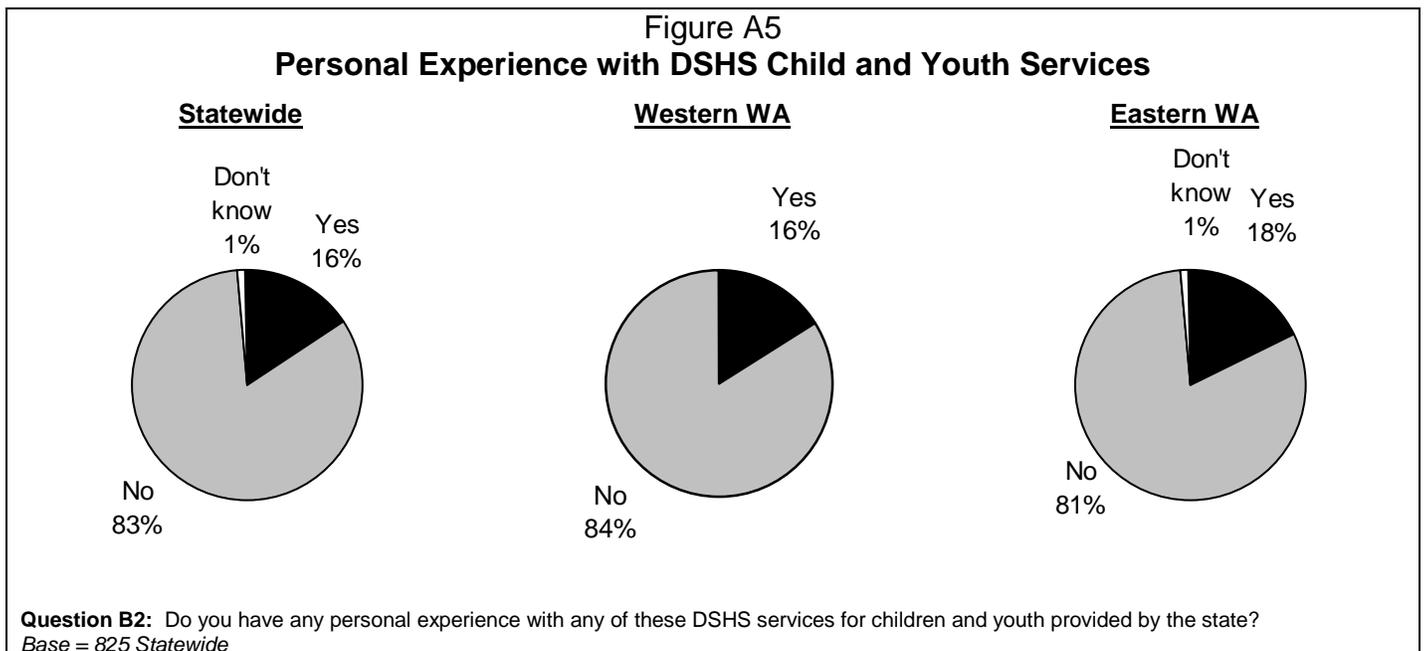
Subgroups of persons with family services experience differed significantly in their mention of specific types of DSHS contact:

- Child support enforcement:
 - Persons with household incomes of \$50,000 or more per year (48%) were more likely than those with incomes of \$25,000 to \$49,999 to have this experience (30%)
 - Non-Hispanic Whites (38%), compared to Hispanic respondents (16%)
 - Those who had personal experience with DSHS child and youth services (45%), versus those who had none (31%)

- Those who disagree that DSHS does a good job overall (57%), versus those who feel DSHS job performance is good, overall (32%)
- Medical care or medical insurance:
 - Hispanic respondents were more likely to mention having this type of experience (78%), than minorities (48%) or non-Hispanic Whites (58%)
 - Respondents who get their information about DSHS services from other public places (78%), rather than friends or relatives (58%), newspapers or magazines (53%), or TV and radio (61%)
- Food stamps, cash grants or job services:
 - Persons having less education than a college degree (57%), compared to college graduates (36%)
 - Respondents whose incomes total less than \$25,000 per year (63%), compared to those whose incomes total more (46%)
 - Respondents age 18 to 24 years old (70%), versus 25 to 34 year-olds (44%)

CHILD AND YOUTH SERVICES

Four out of five respondents (83%) said they had no personal experience with DSHS child and youth services. Sixteen percent (16%) said they had such experience.



Those who said they did have experience with child and youth services were more likely to be:

Younger than 75 years old (17%), compared to those age 75 and older (1%)

- Respondents who had personal experience with DSHS services for needy families (34%), compared to those who had none (7%)
- Those who disagree that DSHS does a good job overall (32%), versus those who agree that it does a good job (14%)

SOURCES OF CHILD AND YOUTH SERVICES EXPERIENCE

Table A4 shows the ways in which experience with child and youth services were acquired. Nearly three out of five people statewide (58%) who had these experiences said that they were acquired while helping themselves, a family member or a friend. Forty percent (40%) mentioned that they occurred while performing their jobs. Forty percent (40%) mentioned that they occurred while performing their jobs.

Table A4 Ways in Which Experiences with Child and Youth Services Were Acquired			
	Statewide (n=131)	Western WA (n=74)	Eastern WA (n=61)
Helping myself / family / friend	58%	56%	66%
Part of my job	40	42	36
Second-hand knowledge	2	2	-
Other	2	1	3
Don't know / refused	4	5	1

Question B3: Did you get any of your experience with services for children and youth as part of your job, because you were helping yourself, a family member or friend, or in some other way?
(Multiple response question. Percentages may add to more than 100%)

Subgroups of respondents who reported experience with child and youth services differed in the type of contact reported:

- Groups more likely to say that their child and youth service experience occurred while helping themselves, a family member or friend were:
 - 65 to 74 years old (100%), as opposed to those younger than 65 (56%)
 - Non-Hispanic minorities (87%), compared to non-Hispanic Whites (54%)
 - Respondents having less education than a college degree (71%), versus college graduates (33%)
 - Respondents who mentioned friends or relatives as sources of information about DSHS (65%), or TV and radio (60%), rather than workplace sources (32%)
- Those more likely to say that child and youth service experience occurred as part of their job were:
 - White (43%), rather than a non-Hispanic minority (13%)
 - Those with some college education (41%) or a college degree (63%), as opposed to a high school education or less (13%);

- additionally, college grads were more likely to have job-related experience than those having some college, but not a diploma
- Those with personal experience with DSHS services for special needs (56%), compared to those without such experience (25%).
 - Respondents who mentioned newspapers or magazines (53%) or workplace sources (74%) for information about DSHS, rather than friends or relatives (34%)

TYPE OF EXPERIENCE WITH CHILD AND YOUTH SERVICES

Table A5 shows the types of experiences that respondents said they'd had with DSHS child and youth services. Most (75%) of those with child and youth experience mentioned experience with children's services, such as child abuse protection or help for at-risk mothers and teens. In comparison, about one-third (32%) mentioned having experiences that involved juvenile rehabilitation for teens in trouble with the law.

Table A5 Types of Experiences with Child and Youth Services			
	Statewide (n=131)	Western WA (n=74)	Eastern WA (n=61)
Children's services, such as child abuse protection or help for at-risk mothers or teens	75%	74%	78%
Juvenile rehabilitation for teens	32	32	34
Other	8	11	1
Don't know / refused	5	5	6
Question B4: Which of these does your experience with children and youth services involve? (Multiple response question. Percentages may add to more than 100%)			

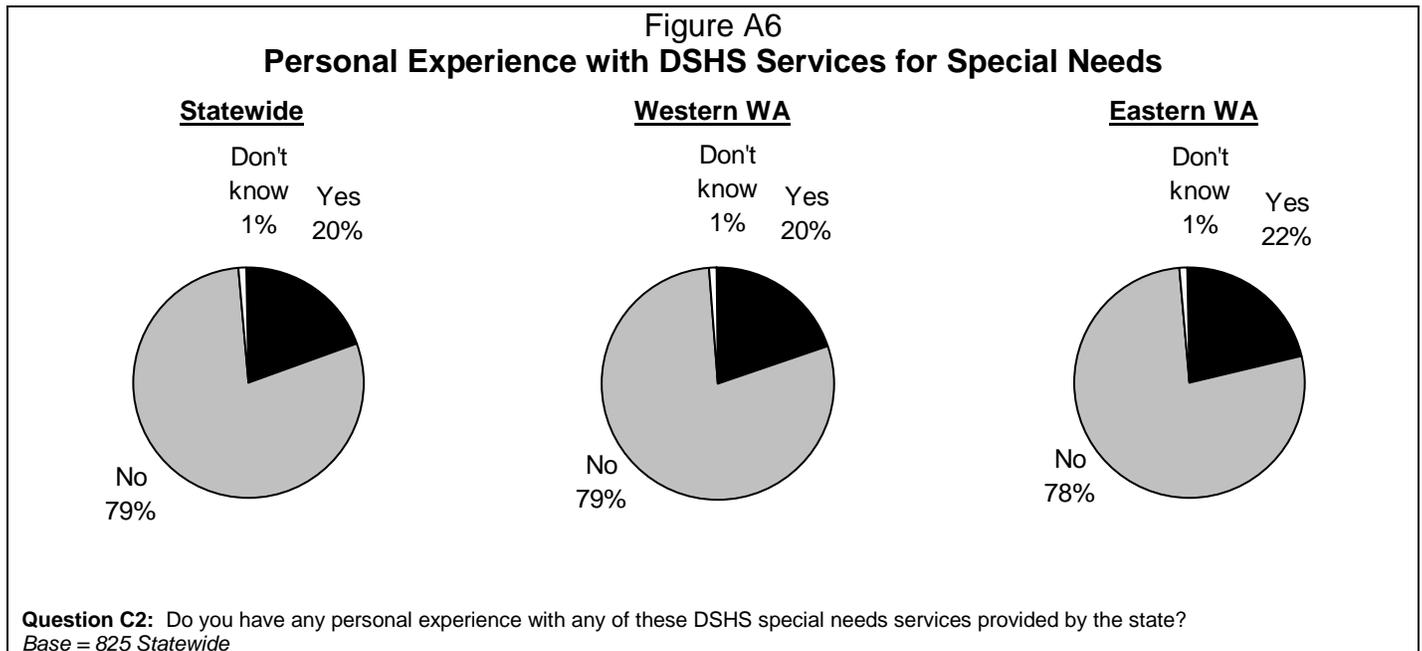
Of the respondents with child and youth services experience, those with experience with DSHS family services were more likely to have had contact with the children's portion of child/youth services (82%), compared to those who had no experience with DSHS family services (55% of these had experience with the child portion of child/youth services).

Subgroups of those with child and youth services experience that were more likely to have experience with juvenile rehabilitation included:

- Respondents having education beyond a high school diploma (41%), compared to those with a high school diploma or less education (13%)
- Persons who said they had personal experience with DSHS services for special needs (42%), compared to those who said they didn't (23%)
- Respondents who named as sources for information about DSHS services newspapers and magazines (44%) or TV and radio (40%), compared to those who specified no sources (15%)

SERVICES FOR SPECIAL NEEDS

Seventy-nine percent (79%) of respondents said they'd had no personal experience with DSHS special needs services for those people who need help because of physical or mental health conditions or aging (Figure A6). One in five (20%) said they had such experience.



The following subgroups of respondents were more likely to say that they'd had some experiences with DSHS special needs services:

- Those with incomes less than \$25,000 per year (27%), compared to persons with incomes of \$50,000 or more (18%)
- Females (24%), rather than males (16%)
- Non-Hispanic White respondents (22%), rather than minorities (10%) or Hispanic respondents (10%)
- Persons 35 to 74 years old (23%), compared to those 18 to 24 years old (9%), and also, persons age 65 to 74 (31%), compared to 25 to 34 year-olds (16%)
- Those who had personal experience with DSHS family services (39%), versus those who had none (10%)
- Persons who said they had personal experience with DSHS child and youth services (48%), compared to those who said they didn't (15%)
- Respondents who named workplace sources for information about DSHS services (36%), compared to those who named newspapers and magazines (23%) or TV and radio (21%)

SOURCES OF SPECIAL NEEDS SERVICES EXPERIENCE

Respondents who had experience with special needs services were asked how those experiences were acquired. Table A6 shows that most often respondents said those contacts occurred while helping themselves, family members or friends (60%), while 36% occurred as a function of respondents' jobs.

Table A6 Ways in Which Experience with DSHS Services for Special Needs Were Acquired			
	Statewide (n=165)	Western WA (n=94)	Eastern WA (n=75)
Helping myself / family / friend	60%	58%	66%
Part of my job	36	38	30
Second-hand knowledge	5	6	2
Other	7	7	6
Don't know / refused	1	1	-

Question C3: Did you get any of your experience with services for people with special needs as part of your job, because you were helping yourself, a family member or friend, or in some other way?
(Multiple response question. Percentages may add to more than 100%)

Among those more likely to say that their special needs services experiences were acquired helping themselves, a family member or friend were:

- Respondents having less education than a college degree (75%), compared to college graduates (26%)
- Respondents whose incomes total less than \$50,000 per year (68%), compared to those whose incomes total more (40%)
- 65 to 74 year-olds (82%) compared to 25 to 34 year-olds (38%) and 45 to 54 year-olds (51%); additionally, 35 to 44 year-olds were more likely than 25 to 34 year-olds (68% versus 38%)
- Those who mentioned friends or relatives as sources for DSHS information (65%), those who named other public places (69%), or specified no sources (70%), versus those who named work sources (44%)

Subgroups that were more likely to attribute their special needs services experiences to their jobs were:

- College graduates (66%), compared to respondents lacking college diplomas (22%)
- Persons with incomes of \$25,000 or more per year (45%), versus persons with lower incomes (17%)
- Respondents age 25 to 34 years old (53%), versus 55 to 64 year-olds (25%) and respondents 75 years old and older (15%)
- Non-Hispanic White respondents (36%), compared to minorities (5%)
- Those who had personal experience with DSHS child and youth services (54%), versus those who lacked this experience (25%)

- Respondents who named the workplace as a source of information about DSHS services (70%), compared to all other sources that were mentioned, which include friends and relatives (30%), newspapers and magazines (39%), TV and radio (43%), other public sources (34%), other sources (43%), and those who failed to specify a source (26%)

TYPE OF EXPERIENCE WITH SPECIAL NEEDS SERVICES

Table A7 shows the types of special needs services reported by those respondents with such experience. While experiences with services for persons with physical disabilities occurred more often than others (56%), experiences with services for developmental disabilities (40%), mental health problems (39%), drug and alcohol problems (33%) and aging (30%) were also frequently mentioned.

Table A7 Types of Special Needs Services Experiences			
	Statewide (n=165)	Western WA (n=94)	Eastern WA (n=75)
Physical disabilities	56%	55	58%
Developmental disabilities	40	41	36
Mental health problems	39	39	38
Drugs and alcohol problems	33	33	35
Needs related to aging	30	29	37
Other	6	6	4
Don't know / refused	1	1	-
Question C4: What type of special needs was your experience with, was it...? (Multiple response question. Percentages may add to more than 100%)			

Subgroups of those with special needs experience varied significantly in specifying the character of that special needs experience.

Physical disabilities: Among those more likely to say they had experience with special needs services for persons with physical disabilities were the following:

- Respondents with household incomes of less than \$25,000 per year (70%), compared to those with greater incomes (48%)
- Respondents who are 55 to 64 years old (80%), as opposed to those who are 35 to 54 years old (50%)
- Persons who agreed that DSHS does a good overall job (65%), compared to those who disagreed (35%) and those who felt neutral (44%)

Developmental disabilities: Among those more likely to say they had experience with services for developmental disabilities were the following:

- Persons with incomes of \$50,000 or more per year (56%), compared to those with incomes less than \$25,000 (28%)
- Those who had personal experience with DSHS family services (46%), versus those who had none (29%)
- Persons who said they had personal experience with DSHS child and youth services (51%), compared to those who said they didn't (33%)
- Respondents who named newspapers and magazines (50%), TV and radio (54%), the workplace (52%), or information sources from other public places (58%) for news about DSHS services, compared to those who failed to specify their sources (27%)

Mental health problems: Subgroups more likely to say they had this type of special needs services experiences include:

- College graduates (54%), compared to respondents with less education (31%)
- Persons who said they had personal experience with DSHS child and youth services (53%), compared to those who said they didn't (31%)
- Respondents who disagreed that DSHS does a good job overall (65%), compared to those who agree that DSHS does a good overall job (31%)
- 25 to 34 year-olds (59%), versus those who were 75 years old or older (15%)
- Respondents who named newspapers and magazines (42%), TV and radio (42%), the workplace (43%), or friends and relatives (38%), compared to those who failed to specify their sources (14%)

Needs related to aging: Subgroups more likely say they had experience with special needs services related to aging included:

- College graduates (45%), compared to those with less education (23%)
- Those with incomes greater than \$50,000 per year (43%), as opposed to those with incomes of \$25,000 to \$49,999 (22%)
- Respondents who mentioned newspapers or magazines (33%), the workplace (42%), or other sources for news about DSHS services (47%), rather than those who mentioned other public places for DSHS news (14%)

**APPENDIX 5:
SOURCES OF KNOWLEDGE ABOUT DSHS SERVICES**

SOURCES OF KNOWLEDGE ABOUT DSHS SERVICES

Interviewers read a list of possible information sources to all respondents to determine how they heard about DSHS services for families, children and youth and persons with special needs. For each area of DSHS services, respondents were most likely to name friends, relatives and acquaintances (word of mouth sources) ahead of all other possible sources. Newspapers were named second-most often and television came in third place.

Respondents' use of the media to gain information about DSHS programs differed significantly according to the type of DSHS service. They were significantly more likely to name newspapers as a learning source for information about child and youth services (47%) than as a source for information about family services (37%). Respondents also were more likely to say they found out about DSHS child and youth services through TV (35%) than family services (28%) or special needs services (29%).

FAMILY SERVICES

Table A8 shows a list of the sources that were named for acquiring information about DSHS services for needy families, including food stamps, medical care and welfare grants. Friends, relatives and acquaintances were mentioned more often than other sources (56%). Respondents also said they learned about family services through newspapers (37%), television (28%) and through information sources in the workplace (10%).

	Statewide (n=655)	Western WA (n=373)	Eastern WA (n=290)
Friends/relatives/acquaintances	56%	56%	56%
Newspapers	37	38	30
Television	28	29	24
Workplace/union	10	9	12
Nowhere in particular	6	5	9
Government office	2	3	2
Personal experience	2	2	2
Radio	2	2	2
School/daycare	2	1	1
MD's office/hospital/pharmacy	1	1	1
Magazines	<1	-	1
Some other place	6	7	4
Don't know	2	2	2
Question A5: How have you heard about DSHS family services? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

Responses of subgroups differed in a number of ways. These include the following:

- Friends, relatives and acquaintances were more likely to be named as information sources for DSHS family services by:
 - Respondents with less than a college degree (63%), compared to college graduates (43%)
 - Respondents with incomes less than \$50,000 per year (65%), versus those with incomes of \$50,000 or more per year (48%)
 - 18 to 44 year-olds (65%), compared to persons age 55 and older (41%); and 18 to 24 year-olds (73%), compared to 45 to 54 year-olds (53%)
 - Respondents having personal experience with DSHS family services (62%), versus those without (51%)
 - Those who agreed that DSHS does a good job overall (58%), compared to those who believe DSHS does not do a good job (42%)

- Newspapers were more likely to be mentioned by:
 - Respondents with some college coursework (37%) and college graduates (48%), compared to those with a high school diploma or less education (25%); also, college graduates were more likely to name newspapers than respondents with some college but lacking a degree
 - Those with incomes greater than \$25,000 (43%) per year, compared to those with lower incomes (20%)
 - Respondents 35 to 75 years old and older (43%), versus 18 to 34 year-olds (23%)
 - Non-Hispanic minority and non-Hispanic White respondents (35% and 39%, respectively), compared to Hispanic respondents (12%)
 - Residents of Western Washington (38%), versus Eastern Washington residents (30%)
 - Those who disagreed that DSHS does a good job overall (59%), compared to those who felt neutral (41%) and those who thought DSHS does a good job (32%)
 - Those lacking family services experience (42%), compared to those who have this experience (29%)

- Television was mentioned more often by:
 - Respondents educated beyond a high school diploma (33%), compared to those with a high school diploma or less education (19%)
 - Those with household incomes greater than \$50,000 per year (36%), compared to those with lower incomes (22%)

- Persons between the ages of 35 and 74 (32%), versus those who are 18 to 24 years old (16%) and those who are 75 years old or older (12%)
- Non-Hispanic minority and White respondents (39% and 29%, respectively), compared to Hispanic respondents (10%)
- Those who disagreed that DSHS does a good job overall (40%), versus those who thought DSHS does a good job (25%)
- The workplace was mentioned as an information source for information about DSHS family services more often by:
 - Respondents having experience with special needs services (17%), versus those without this experience (8%)
 - Respondents having experience with child and youth services (16%), compared to those without this experience (8%)
 - Respondents with college experience (13%), compared to those with a high school diploma or less education (4%)
 - Those with incomes greater than \$50,000 per year (14%), compared to those with incomes lower than \$25,000 (7%)
 - Females (12%), compared to males (7%)
 - 35 to 54 year-olds (12%), versus 65 to 74 year-olds (3%)

CHILD AND YOUTH SERVICES

Word of mouth (friends, relatives and acquaintances) led the list of information sources for learning about DSHS child and youth services (54%). Newspapers were mentioned by an additional 47% of respondents, and television by 35% of respondents.

Table A9 Sources of Information About Child and Youth Services			
	Statewide (n=542)	Western WA (n=318)	Eastern WA (n=215)
Friends/relatives/acquaintances	54%	53%	55%
Newspapers	47	49	38
Television	35	37	29
Workplace/union	7	8	6
Nowhere in particular	6	4	6
Government office	2	1	4
Personal experience	1	2	1
Radio	2	2	3
School/daycare	4	3	6
MD's office/hospital/pharmacy	1	1	<1
Some other place	4	3	5
Don't know/refused	1	1	1
Question B5: How have you heard about DSHS services for children and youth? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

- Friends, relatives and acquaintances were mentioned more frequently by:
 - Respondents with a high school diploma or less education (62%), versus college graduates (46%)
 - Those with incomes lower than \$25,000 per year (65%), versus those with incomes of \$50,000 or more per year (51%)
 - 35 to 44 year-olds (63%), compared to 45 to 54 year-olds (46%).
 - Those who said they had personal experience with DSHS family services (63%), compared to those who did not (47%)
 - Those who said they had personal experience with DSHS child and youth services (66%), versus those without (50%)
 - Those who said they had personal experience with DSHS special needs services (62%), versus those without (50%)

- Newspapers were named more often by:
 - College graduates (58%), compared to those without a college degree (40%)
 - Persons whose incomes total more than \$25,000 per year (52%), compared to those with lower incomes (32%)
 - Those who are 45 years old or older (61%), versus 18 to 44 year-olds (33%); and 35 to 44 year-olds (41%), compared to 25 to 34 year-olds (28%)
 - Non-Hispanic White respondents (48%), compared to Hispanic respondents (25%).
 - Residents of Western Washington (49%), versus Eastern Washington residents (38%)
 - Those who said they lacked personal experience with DSHS family services (54%), compared to those who said they had the experience (36%)
 - Those who said they lacked personal experience with DSHS child and youth services (50%), versus those who said they had the experience (36%)

- Television was named as an information source for news about DSHS child and youth services more often by:
 - Persons with household incomes of \$25,000 or more per year (40%), compared to those with lower incomes (23%)
 - Respondents age 35 to 64 (38%) and those age 75 and older (43%), compared to respondents age 18-24 (15%)
 - Non-Hispanic White respondents (36%), rather than Hispanic respondents (17%)
 - Those who said they lacked personal experience with DSHS family services (40%), compared to those who said they had the experience (29%)
 - Those who said they lacked personal experience with DSHS child and youth services (38%), versus those who said they had the experience (26%)

- The workplace was mentioned as an information source for news about DSHS child and youth services more often by:
 - Respondents who agreed that DSHS did a good job overall (8%) or who felt neutral about its job performance (9%), versus those who thought its performance was not good (1%)
 - College graduates (10%), compared to those with a high school diploma or less education (3%)
 - Respondents age 35 to 44 (9%), compared to respondents 55 to 64 years old (2%)

SERVICES FOR SPECIAL NEEDS

Table A10 shows the information sources that were named for learning about DSHS special needs services.

Table A10 Sources of Information About DSHS Special Needs Services			
	Statewide (n=544)	Western WA (n=317)	Eastern WA (n=223)
Friends/relatives/acquaintances	57%	56%	58%
Newspapers	42	44	33
Television	29	29	28
Workplace/union	10	11	5
Nowhere in particular	6	5	7
Government office	2	1	2
School/daycare	2	2	3
Personal experience	2	2	1
Radio	1	1	3
MD's office/hospital/pharmacy	1	1	2
Some other place	4	4	6
Don't know/refused	2	1	4
Question C5: How have you heard about DSHS special needs services? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

Statewide, respondents most often named word of mouth sources (friends, relatives, acquaintances – 57%) for information about DSHS special needs services. Newspapers followed, mentioned by 42% of respondents, and television, by 29%.

- More likely to name word of mouth sources for information about DSHS special needs services were these subgroups:
 - Respondents lacking any formal schooling beyond a high school diploma (71%), compared to those who attended college (49%).
 - 18 to 24 year-olds (73%), compared to 45 to 54 year-olds (52%) and 65 to 74 year-olds (44%)

- Hispanic respondents (75%), rather than non-Hispanic Whites (55%)
 - Those who said they had personal experience with DSHS family services (65%), versus those without (51%)
 - Those who said they had personal experience with DSHS child and youth services (66%), compared to those without (54%)
 - Those who said they had personal experience with DSHS special needs services (67%), compared to those without (52%)
 - Respondents who agreed that DSHS does a good job overall (58%) or who felt neutral about its job performance (57%), compared to those who said it does not do a good job (37%)
- Newspapers were named more frequently by:
 - College graduates (52%), compared to respondents lacking a college diploma (36%)
 - Persons whose incomes total more than \$50,000 per year (46%), versus those with incomes lower than \$25,000 per year (32%).
 - Respondents who were 45 years old or older (50%) versus 18 to 24 year-olds (22%); and 55 to 64 year-old respondents (53%), versus 35 to 44 year-olds (33%); and also 65 to 74 year-old respondents (67%), versus 25 to 54 year-olds (38%)
 - Non-Hispanic White respondents (43%), rather than Hispanic respondents (21%).
 - Residents of Western Washington (44%), compared to Eastern Washington (33%)
 - Those who said they lacked personal experience with DSHS family services (51%), compared to those who said they had the experience (29%)
 - Those who said they lacked personal experience with DSHS special needs services (45%), versus those who said they had the experience (33%)
- The following respondents were more likely than others to name television as a source of information about DSHS special needs:
 - College graduates (36%), as compared to respondents without formal education beyond a high school diploma (21%)
 - Persons with household incomes of \$25,000 or more per year (32%), versus those with lower incomes (16%)
 - Respondents age 45 to 74 (36%), compared to 18-24 year-olds (15%)
 - Those who said they lacked personal experience with DSHS family services (33%), compared to those who said they had the experience (24%)

**APPENDIX 6:
COMMENTS**

Comments	
<i>General</i>	
Comments	Demographics
Actually they're doing pretty swift of a job. They're doing a good job.	33 y.o. White/American Indian Female, Eastern WA, Less than \$10,000
Also, some people who actually work for DSHS ought to be more thoroughly checked out. I had an aunt in a home in Kennewick and I think that DSHS flubbed up terrifically on her care. They listened to people who worked at the facility rather than looking at what they should have looked at.	86 y.o. White Male, Eastern WA, \$15,000 to \$20,000
As long as they give food stamps to mothers on the WorkFirst program, I think the WorkFirst program is outstanding and really helps. Everything else seems fine to me.	19 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Be more proactive about finding people with needs. Downtown there are a lot of people with needs. But if you wait for them to come to you they aren't going to. The outreach -- the proactive finding needy people wandering and downtown. Have people assigned to find homeless people who need help. Lots of people sleeping in doorways or urinating in street. Just look around. Probably a lot of people at shelters or missions that need help or mentally ill people in homeless population that isn't being taken care of. So the problem is really systemic. We would rather spend money on jails than shelters and aid. And the other kind of prevention starts early. For the ones without mental illness they probably didn't get enough education. We can continue to patch holes in the boat or solve the problem at its root. Most important services are for young children in my view.	45 y.o. White Male, Western WA, \$75,000 or more
Better lobbyists.	38 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Better training for childcare in the work force, and also better information.	28 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Better training for people who interview and handle situations my grandson's in. My son feels it's wholly inadequate.	77 y.o. White Male, Western WA, \$35,000 to \$50,000
Caseworkers to listen to them. Sometimes they will start arguing with them. Caseworkers get upset they have to talk to them. Caseworkers get uppity. Need to be more friendly and not worry too much about themselves. Need more sensitivity training; they don't listen to the person. In Vancouver and Olympia need sensitivity training. Stop listening to hearsay instead of checking them out in the home.	53 y.o. American Indian/White Male, Western WA, \$10,000 to \$15,000
Do more polls	49 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Doing a wonderful job.	21 y.o. American Indian Female, Western WA, \$50,000 to \$75,000
Doing good as is.	51 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Don't need to change anything.	30 y.o. White Female, Eastern WA, \$75,000 or more

DSHS should hire people who received services from them, i.e. foster children. DSHS should work more closely with school districts to help special needs kids, i.e. DD. Again, hire people who are familiar with needs -- emphasize to employees priority to help people, not budget.	52 y.o. White/American Indian/Hawaiian/Pacific Islander Female, Western WA, \$25,000 to \$35,000
Everything's all right. The scope of what they provide should be smaller. More efficient.	32 y.o. White Male, Eastern WA, \$20,000 to \$25,000
Figure out a way to better handle sexual predators and how to house them in this state.	47 y.o. White Male, Eastern WA, \$75,000 or more
Food stamp paper work is extremely humiliating. When applying for food stamps too much paper work for clients to fill out. One feels like second-class citizen. Not a good program when wants only temporary assistance. Guidelines need to be more flexible in helping those that need temporary help. Drug and alcohol treatment programs are ineffective when repeat treatment goes on.	46 y.o. White Female, Eastern WA, Less than \$10,000
For me -- all the services are magnificent and wouldn't change anything.	30 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000, Spanish-speaking
For me and my two children, it's good -- I don't know what I would change. I have one child with a physical incapacity. She cannot walk -- and it's good. The doctors are good. I don't know.	30 y.o. Hispanic Female, Eastern WA, Less than \$10,000, Spanish-speaking
For one, I didn't get my medical DSHS last month. I also didn't get it this month. I was in a car accident and bedridden, went through my life's savings. I thought that the medical bills were continuously taken care of by DSHS but it now seems that may not be the case.	42 y.o. White Female, Western WA, Less than \$10,000
Getting back child support would be helpful	21 y.o. White Female, Eastern WA, Unknown Income
I am happy with some of the systems in now.... I like the five-year welfare grant idea.	53 y.o. White Male, Western WA, \$50,000 to \$75,000
I deplore the idea of government doing all these services for people in need. They write all these laws and regulations that are mostly idiotic. What really needs to be done is getting people helping people concept and those who have will help those in need -- especially when those people in need want to help themselves and will do so. Also the churches could do a lot more if they encouraged doing so, and so many regulations prevent them for doing this. The government divorced itself from common sense, and agencies like DSHS are an example. I've found more and more interference in peoples lives by do-gooders and regulations to an extreme. This makes people with real needs become too dependent. Independence can destroy dependence, which is seldom a good thing and it's causing us to lose our country.	85 y.o. White Female, Western WA, \$20,000 to \$25,000
I don't think they need to make any changes	18 y.o. White Female, Western WA, \$50,000 to \$75,000
I don't have any suggestions for changes.	30 y.o. White Male, Eastern WA, \$15,000 to \$20,000
I don't have any suggestions.	28 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I don't know because I'm not adequately informed.	53 y.o. White Female, Eastern WA, Over \$25,000

I don't know what to put in here. I think they probably do a good job with what they have to work with. I think they provide a needed service though. Somebody has to take care of the moms and the kids. And I think it is actually making fathers pay child support and I don't think anyone else does that. I don't think they should make any changes. I think it's important, or believe me -- I wouldn't be talking to you for ten minutes while the Mariners game is going on!	54 y.o. White Male, Eastern WA, \$20,000 to \$25,000
I don't know. It seems to me things are going great. It seems they are doing a good job of taking care of those different groups and there isn't a lot of abuse or anything.	36 y.o. White Male, Western WA, \$50,000 to \$75,000
I don't think I can make an informed opinion. I don't know what they are achieving. I don't know what they are currently doing. What I would need to know is what types and what ages are a problem? What problems with client's are? If you don't know what problems are, you can't make a concerted effort to try to fix them.	45 y.o. White Female, Western WA, \$50,000 to \$75,000
I guess maybe that funding has been cut and services have become more difficult to get and harder to acquire for our special needs students -- perhaps due to lack of funding.	29 y.o. White Female, Western WA, \$35,000 to \$50,000
I guess more communication on the status of the health. My relative had a stroke and had to be taken care of by family.	34 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I have no recommendations for changes -- I think they do a great job -- fantastic! That's it.	51 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I have to trust what's happening now.	67 y.o. Unknown Race Male, Western WA, \$25,000 to \$35,000
I haven't had any experience with them so it would be kind of hard to say what changes need to be done.	39 y.o. Hispanic Male, Western WA, \$35,000 to \$50,000
I just have seen them do a good job over and above. Then on the other hand, too. Who is to say? It seems easier for some people. That is all	67 y.o. White Female, Eastern WA, Less than \$10,000
I stood in line to do some paperwork; there was a man they purposely kept pushing him to the back of the line. Instead of understanding, they bullied him. I had to bring in copies of everything. You have all my records. They denied me because I didn't bring in copies of information they already had. I was told I was denied because all the copies necessary weren't there. They treat people like crap. It's not necessary.	42 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think it's all right. I got welfare in California for my kids and me, and it's more people and it's slower to get help. And here it's a lot better.	29 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000, Spanish-speaking
I think it's good but I have never had experience with welfare -- I always work -- I don't use the welfare.	53 y.o. Hispanic Male, Eastern WA, \$25,000 to \$35,000, Spanish-speaking
I think I children should be taken care of by somebody. This is America. I don't know where the money would come from. I just think children should be taken care of. To make the parents responsible if they're going to use the services and pay the money back, or have a program to help. I'm not really sure. When people need services they're in need and usually they don't have the money and I just don't know.	64 y.o. White Male, Eastern WA, \$25,000 to \$35,000

I think my personal caseworker was outstanding but I have overheard at times some pretty severe criticism of other caseworkers. Still, this was not my personal experience, merely and mostly what other people have spoken to me (second hand). One time, I had a difficult experience with one DSHS worker who talked down to people and talked harshly to people who needed help. Perhaps at least 2 persons at each interview, which might help, alleviate such handling of certain cases and keep the professional on a professional level. Also, I wasn't aware of financial help for seniors with their medications and no one told for a long time.	59 y.o. White Female, Western WA, \$10,000 to \$15,000
I think that the people in charge of making decisions need to have more education in the medical field. I'm tired of talking to people who have no clue about the medial decisions they make every day. These people have no clue and also no compassion for the people they make decisions about.	48 y.o. White Female, Eastern WA, \$75,000 or more
I think that the staff should be more friendly.	28 y.o. Black Female, Western WA, \$15,000 to \$20,000
I think their coverage at this particular time is quite adequate. Sufficient for the coverage is about as good as you could expect under the circumstances there. I think they're doing quite a thorough job at this time. At this particular time I don't have any suggestions for change.	76 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I think they are already doing a good job, so I don't know what they should change.	29 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think they are doing a good job -- I don't know -- nothing.	22 y.o. Hispanic Female, Eastern WA, Less than \$10,000
I think they help all the people who really need it. For me, I have no complaints -- and I don't have the experience.	58 y.o. Hispanic Male, Western WA, Less than \$10,000, Spanish-speaking
I think they need to come up with a more politically correct system for the times. I think they are too woman-biased and there are a lot of us fathers out here raising kids too. I mean, unless you are a woman it's a waste of time. Just be more fair about the child support payments. Across the board -- where some pay and others don't pay.	31 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think they're top heavy administratively, at the expense of providing their basic services. A vivid example is the attempt to close Alpine Boys Ranch due to an accidental drowning that ignores all the benefits and accomplishments of this facility. Caseworkers need to be in the field with direct contact with the people they're trying to serve. (Years ago I had social worker experience).	73 y.o. White Male, Eastern WA, Over \$25,000
I think they're doing a pretty good job.	24 y.o. Hispanic Female, Eastern WA, \$15,000 to \$20,000
I think what they are doing right now -- getting people employed, getting them back into the work field -- I think what they are doing now is great.	46 y.o. White Female, Eastern WA, \$50,000 to \$75,000
I think you're doing well on those. I don't know any changes. I think you're doing fine. I just think they're doing a good job with the other. Needy children. Giving what they need, clothing etc. Checking out abuse. I haven't heard much about that.	57 y.o. White Female, Western WA, \$75,000 or more
I want somebody to come to my house, talk to me, and see what they can do.	81 y.o. Hispanic Female, Eastern WA, Less than \$10,000

I was accused of doing something I didn't do by DSHS, got caught up in someone else's personal problems. I had no access to court or legal way to address this problem. This created substantial problems for me and still does. Some sort of process available to address problems just like mine.	39 y.o. White Male, Western WA, \$25,000 to \$35,000
I would advocate garage sales -- I would advocate for children -- going door to door to help and have yard sales. When I was poor this worked tremendously for me and now I have a master of science. There are so many people out there who have so much junk and stuff to give away -- and supermarkets could actually lend shopping carts for this. Children to collect all of these things. To start suing people because of all of the abuse that has occurred. They need to go after the irresponsible mothers and fathers in the family -- especially when talking about kids.	36 y.o. Hispanic Male, Western WA, \$50,000 to \$75,000
I would like to see where handicapped spaces are available to people if someone is blind -- like a recording so when they walk through they can hear the recording or if they have Braille. I don't think a lot of services should be crammed down the throats of parks and stores and like that, but I would like to see more facilities for the handicapped. I think some laws are a little too tough and some laws are not tough enough just because they don't fit. That was it.	50 y.o. Pacific Islander Male, Western WA, \$50,000 to \$75,000
I would say that about investigations re: the welfare of children, especially in divorce cases, I feel DSHS is definitely biased against males.	46 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I'm not really sure, probably change nothing. I think they do a good job. My son and daughter both get medical coupons.	32 y.o. White Male, Western WA, \$15,000 to \$20,000
I'm surprised how much they do.	49 y.o. White Female, Eastern WA, \$25,000 to \$35,000
It amazes me that we can build a big beautiful baseball stadium but they're closing shelters for battered women and young teenage or pregnant moms. You get a 16-year-old kid who's pregnant and no foster home is going to want to take her. So she ends up on the street & her kid ends up on the street, and it starts all over again. We should have a place a girl can stay for a year and a half, through her pregnancy and the first few months. Maybe they have that in Seattle but not up here. And we should have more homeless shelters. It shouldn't be so difficult for a kid to have a place to go take a shower and get a meal without so much red tape.	46 y.o. White Female, Western WA, \$25,000 to \$35,000
It would require an enormous societal cultural shift toward compassion and reverence for all life.	45 y.o. White Male, Western WA, \$10,000 to \$15,000
It's okay -- I don't want to change anything.	44 y.o. Hispanic Male, Eastern WA, \$15,000 to \$20,000, Spanish-speaking
Keep working in the direction of getting people off the services, like WorkFirst. This is a good idea and the best option.	44 y.o. White Male, Eastern WA, \$50,000 to \$75,000
Maintain the efficiency and economics of the monies and taxes that go for that.	53 y.o. White Male, Eastern WA, \$50,000 to \$75,000

Maybe revisit their scientific opinion that says I would have an opinion they could use. So far I think their scientific opinion they use is random dialing in the phone book. I don't know maybe something better than that might get you to people who have an opinion. Did you volunteer to work on Sunday? Don't know anything else to help.	60 y.o. White Male, Western WA, \$75,000 or more
Maybe surveys like this to get peoples' input.	29 y.o. White Female, Western WA, Unknown Income
More personal checkouts of the homes and finances so people could feel they are being accepted instead of just shuffled around. People have never had anyone come out and check to see environment instead of taking someone's word. They might not have the info because they didn't check it out.	53 y.o. American Indian/White Male, Western WA, \$10,000 to \$15,000
Need ongoing training for people who receive services. Once, friend was out of country and mother had problem. DSHS helped; so, a good example.	73 y.o. White Male, Western WA, \$50,000 to \$75,000
Not really having any personal experience, I guess I would have to be neutral. Without using any services myself, I really don't have an opinion.	63 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Nothing -- I think it's okay.	25 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000, Spanish-speaking
Nothing -- I think they do a good job. I think they help people.	25 y.o. Hispanic Male, Eastern WA, \$20,000 to \$25,000, Spanish-speaking
On the good side, I've dealt with a lot of people at DSHS who have tried to help us and I appreciate that very much, but the system under which they labor is cumbersome and difficult to work with.	38 y.o. White Male, Western WA, Unknown Income
One thing I do know about. Someone who was pregnant went to doctor with medical coupons. She got at least six ultrasounds and I know what they can cost. And there should be some limit to what doctors can charge. My relative's insurance would only cover one. But this other person gets one about every two wks and I think some doctors are only using it to make money. I think welfare system has gotten out of hand anyway. But I think government is overhauling it so maybe that is something they will look into anyway. I don't know I was working there 10 yrs ago but haven't had contact since. I think they do a lot of good but I think some people just use the system like they do Medicare. Just what I've heard on the news. Doctors can charge way too much for services and whatever. There's a lot of fraud in there I think.	81 y.o. White Female, Western WA, \$15,000 to \$20,000
One word: standards. To the point of being realistic about it.	39 y.o. White Male, Western WA, Less than \$10,000
Other than that I think they do a great job. I don't know, like mothers who have to stay home and take care of their kids, they help take care of them. And the medical is like an HMO. I don't have to save up for six months in order to pay the bill, so I think they are doing a good job of helping people. The mothers and kids seem well taken care of.	42 y.o. White Female, Eastern WA, \$35,000 to \$50,000

Overall they do a pretty good job and I don't have anything specific to add to that. I just think the task is overwhelming. That they probably do as well as they can. There is always room for improvement and they are looking to see what these are and how to improve them.	66 y.o. White Female, Western WA, \$25,000 to \$35,000
Probably keep doing what they're doing.	67 y.o. White Male, Western WA, Under \$25,000
Should treat whole needs rather than just the first impressions that come to mind about clients needs.	46 y.o. White Male, Eastern WA, \$15,000 to \$20,000
Skill.	75 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Some of their offices need to have better customer service.	36 y.o. White Female, Western WA, \$25,000 to \$35,000
Sometimes they make it very hard to get services. We've asked and asked for a computer-assisted language program to help my son. It wasn't forthcoming and as a result he has had constant trouble in his life with so many things including the legal system. So in this way, DSHS failed my developmental disabled son in numerous ways. At times, the caseworkers don't give us enough information about where to get specific help. I have to dig and dig for the relevant information to help members of my family.	53 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Sounds good	18 y.o. Hispanic Female, Eastern WA, \$35,000 to \$50,000
Speaking from experience, we need to realize cost of everything goes up and you can't make it and can't afford to live either. Increase money or food stamps at least. Find out what the cost-of-living is. Make it easier for disabled coming in for interviews. Do more phone interviews and things like that.	37 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Take complaints seriously from their workers big time, and the people they set out to help. Need to improve their relationships with the people who work for them.	24 y.o. White Female, Western WA, \$35,000 to \$50,000
The children sometimes don't get the benefit because the adult in charge of the child doesn't let the child receive the help.	46 y.o. White Female, Eastern WA, \$20,000 to \$25,000
The way they evaluate things-- take a more personal approach versus the corporate approach. Need to keep in mind to take things on a case by case basis	32 y.o. White Male, Western WA, \$75,000 or more
Their representatives should be more open to what their clients really need.	37 y.o. Black Female, Western WA, \$50,000 to \$75,000
They do a pretty good job overall. They do need some improvements in some areas. That's about it...	19 y.o. White Female, Western WA, \$10,000 to \$15,000

They need more training toward being customer friendly, especially the individuals working in Olympia. I've had poor experiences with these people who haven't helped quickly -- offering excuses and this when I am a professional in the exact area that DSHS provides services. For people without my special skills, it's far too difficult to deal with the giant bureaucracy of DSHS, too much time for paperwork and too many mistakes. No one wants to really take responsibility for what DSHS actually does; it's not a people-friendly organization. A lot of my experience in the local offices with food stamps and medical are very helpful, but the same can't be said of the people higher up in the organization. If people don't have access to phones like a lot of poor people don't, it's very hard for them to deal successfully with DSHS. The majority of cases go well, but there are many exceptions.	56 y.o. White Female, Eastern WA, \$50,000 to \$75,000
They need to put more humanity into it. When they serve them, they treat them like animals. I know people who won't go for help because they have been treated so badly. That's it.	58 y.o. White Female, Western WA, \$35,000 to \$50,000
They need workers especially skilled in working with "special needs" clients; I see inappropriate placement of caseworkers who are non-fluent in English, which deters communication in crucial intake or financial interviews.	70 y.o. White Female, Western WA, \$15,000 to \$20,000
This survey is biased; I don't know if it is doing what it should be doing.	36 y.o. White Female, Western WA, \$75,000 or more
To closely monitor the situation is important but they should look at all aspects to deal with problems -- tough question! So many avenues and to monitor, you need more people to help with caseload -- where should the money come from?	63 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Too much bureaucracy and not enough help going towards those that really need them.	43 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Treat people as equal instead of like a dollar bill. Be a little more sensitive to people on a personal basis.	20 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000
Well, I think they already do a good job.	69 y.o. White Female, Eastern WA, \$25,000 to \$35,000
Wenatchee community sexual abuse programs appall me. We need to make more of a commitment to changing them all around in this community.	51 y.o. White Male, Eastern WA, \$75,000 or more
With youth, there are not enough foster homes; there are not enough places to put these kids. I don't think they do a good job providing for the elderly. Probably in every way that they could. I don't think they do a good job on providing for the mentally disabled. Probably their institutionalized settings, group homes, that type of thing. I think with the elderly, it's the same thing.	43 y.o. White Female, Western WA, \$35,000 to \$50,000
Wonderful tool for our state and its people, especially with children and the needy (handicapped and elderly).	29 y.o. White Female, Western WA, \$50,000 to \$75,000

<i>Advertising/Promotion</i>	
Comments	Demographics
I have no idea. More publicity. More local awareness so each community knows what is provided in each community. More PR probably. More representatives, more literature in schools, community centers, hospitals. Not stuff stuck up on bulletin boards -- people don't look at stuff on bulletin boards.	50 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Advertise for volunteers and advertise for people that people know. Publicize it in the newspapers that help is needed. There's a lot of mailing that's really unnecessary, but the television is good too. That's a toughie.	86 y.o. Hispanic Female, Western WA, \$35,000 to \$50,000
Advertise more.	21 y.o. American Indian Female, Western WA, \$50,000 to \$75,000
Advertise their specific services more.	35 y.o. White Female, Eastern WA, \$20,000 to \$25,000
Advertising campaigns.	38 y.o. White Male, Western WA, \$75,000 or more
Do better in public relations. List the good things they are doing instead of letting newspapers highlight the negative things about DSHS. Just standard media, radio, TV, newspaper, flyers, newsletters, same as above.	39 y.o. White Male, Western WA, \$75,000 or more
Don't waste money on surveys advertising.	45 y.o. White Male, Western WA, \$75,000 or more
DSHS could get the info out to the greater public in a more effective manner.	63 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000
Educating people in need of services as well as general public. Communicate to all of us the efforts they are making. Maybe through any kind of media format, TV, radio, newspapers, ads in magazines.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
Get the word out about services; dealing with depression issues.	21 y.o. White Male, Western WA, \$75,000 or more
How for people to get to know more about DSHS services.	31 y.o. White Male, Western WA, \$20,000 to \$25,000
I think the only change that is needed is making the public aware in order to get better support. I did not know what they do, but if I knew about it I might want to give a donation or help spend some time.	21 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I think the services should have more ways to get referrals -- i.e. places like the Millionaire's Club or other social services should be able to refer people to DSHS. DSHS needs to reach out more to the various social service agencies. Especially to foreign immigrants who don't speak English very well and have no idea they actually qualify for some of DSHS services and programs. Maybe, like also including referrals from local church organizations.	42 y.o. White Male, Western WA, \$75,000 or more
I think there should be more information circulated about DSHS.	44 y.o. White Female, Eastern WA, \$75,000 or more
I would say that they need to make themselves more visible for people like me -- we don't even know how DSHS could possibly help if we only hear what's going wrong.	38 y.o. White Female, Western WA, \$75,000 or more

I'd like to see more promotion for adoption; ads on TV, free running time on TV, like Catholic services and socially promote adoption more. You hear about freedom of choice and that's about all you hear.	42 y.o. White Female, Western WA, \$15,000 to \$20,000
It would be nice to be informed.	52 y.o. White Female, Western WA, \$25,000 to \$35,000
Just how you educate the public about the services that are available.	37 y.o. White Male, Western WA, \$75,000 or more
Let more people know about them	49 y.o. White Female, Western WA, \$15,000 to \$20,000
Make all Washington residents aware of all these special services that would help more people a lot.	25 y.o. White Female, Western WA, \$75,000 or more
Make it more known on how to get DSHS help.	31 y.o. White Female, Western WA, \$50,000 to \$75,000
Maybe provide more information about special needs.	51 y.o. White Female, Western WA, \$35,000 to \$50,000
More awareness with the program.	24 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000
More community outreach to let people know what is available. To Joe Q. Public. Oh jeez. I honesty don't know. I'd say ask my sister she is a PR person for nonprofit public health in Minnesota.	32 y.o. White Male, Western WA, \$20,000 to \$25,000
More in general community outreach programs, more information. I don't know enough to give specifics.	36 y.o. White Female, Western WA, \$75,000 or more
More information available: Media, schools, food banks, and state agencies.	59 y.o. White Female, Western WA, \$15,000 to \$20,000
More public advertisement.	32 y.o. White Male, Eastern WA, \$35,000 to \$50,000
On a political level, if they got more money and making more people aware of the services they provide.	38 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Perhaps they could inform the public so that the public could have a more educated response.	44 y.o. White Male, Eastern WA, \$75,000 or more
Publicize the work that DSHS does so more people are aware of services DSHS provides; best through newsletters or articles in newspaper and possibly TV ads. To give feedback to public on number of services or number of people helped by DSHS with specific breakdown by category by articles in newspaper, newsletters and TV ads.	49 y.o. White Male, Western WA, \$75,000 or more
Television outreach.	29 y.o. Asian Female, Western WA, \$15,000 to \$20,000
The only thing I would say is that they need to get the information out to more people about all the things that DSHS actually does.	47 y.o. White Female, Western WA, \$75,000 or more
The successes should be published. All too often we hear about the failure, unnecessary blame.	44 y.o. White Female, Western WA, \$75,000 or more
There needs to be some improvement in information to the needy, because people that are needy don't really know how to get the information.	65 y.o. White Female, Eastern WA, \$50,000 to \$75,000
They need to educate the public all about their programs.	30 y.o. White Female, Western WA, Over \$25,000

They need to get better exposure so they can obtain better financial support from the public. Due to my unfamiliarity with the program, the name of the department does not stick in my mind.	39 y.o. White Male, Western WA, \$50,000 to \$75,000
They need to get out and make people more aware of what they do and what services are available -- I think they need to do a little more advertising.	60 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to let the public know more and better about exactly what / which services are available through DSHS.	51 y.o. White Female, Western WA, \$75,000 or more
They need to make the public more aware (like me for instance) about all the things DSHS actually does do.	51 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to work more through senior centers and schools, community centers (YMCA, etc) to get flyers out so more people are aware of their services and address the barriers of different languages.	53 y.o. White Female, Western WA, Unknown Income
They should do a better job of telling people (like they do with this call) about exactly what DSHS does.	47 y.o. White Male, Eastern WA, \$75,000 or more

<i>Staffing/Resources</i>	
Comments	Demographics
Caseworkers have too many cases, and not enough resources.	27 y.o. White Female, Eastern WA, \$35,000 to \$50,000
A lot of the clients are not aware of the programs they have. The amount that is given to people is minimal.	24 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000
Accommodate families with more pay, not just only children.	27 y.o. Asian Male, Western WA, \$15,000 to \$20,000
Additional staff and funding.	29 y.o. White Female, Western WA, \$50,000 to \$75,000
Also staff is likely underpaid.	33 y.o. White Male, Western WA, Unknown Income
Also, I guess to make certain that the people they hire and contract with to take care of the elderly for instance are really good people and want to really help these needy person.	43 y.o. White Female, Western WA, \$75,000 or more
And better pay too. I'm not sure how much they get paid, but if you pay or reward staff they're going to want to stay. Case management was the biggest for me. Spread too thin. Thoroughly -- each case should be handled thoroughly. Everything should be considered. Especially with abuse cases. Whether that means more training for your staff.	27 y.o. White Female, Western WA, \$50,000 to \$75,000
Better management. Split the case load or they should have funding to help these family who need them.	31 y.o. White Male, Western WA, \$35,000 to \$50,000
Better pay	38 y.o. White Male, Western WA, \$50,000 to \$75,000
Biggest problem with DSHS is they can't attract and keep qualified people; they don't pay enough. With, for example, CPS, they weren't qualified. A degree in underwater basket weaving does not qualify them to be in CPS. Which is probably why they are having problems today. If you want to have higher expectations you have to pay more, just like the teachers. I expect more--I'm willing to pay for it.	47 y.o. Unknown Race Male, Western WA, \$50,000 to \$75,000
Do more of what they do; they need more employees, more office space. The reasons things and people often slip through their net is a lack of enough staffing and offices	37 y.o. White Male, Western WA, \$35,000 to \$50,000
Don't start a program then cut it off due to not enough funding. Have better case workers that are consistent, that stay to help.	50 y.o. White Female, Eastern WA, \$50,000 to \$75,000
DSHS also has too large a workload with fewer clients they might do a better job with those most in need.	44 y.o. White Female, Eastern WA, \$50,000 to \$75,000
DSHS should pay professionals a better rate.	44 y.o. White Female, Eastern WA, \$75,000 or more
Every 6 months they change our caseworkers and we don't know whom we have instead of being hopped around.	53 y.o. American Indian/White Male, Western WA, \$10,000 to \$15,000
First, medical help for the elderly for prescriptions is critically needed. Their doctors provide scripts but the old people don't have enough to buy the drugs they need.	45 y.o. White Male, Western WA, \$35,000 to \$50,000
From what I heard, they need to hire more caseworkers. Because I have limited knowledge, this is the only problem I am knowledgeable about; they should hire more caseworkers.	46 y.o. White Female, Western WA, \$75,000 or more

From what I've seen on television there could be more caseworkers. They're understaffed. Basically I came away knowing that the caseload is understaffed.	59 y.o. White Female, Western WA, \$20,000 to \$25,000
Get away from the politicians and what they're doing with our money. I have personal experience with people being helped by DSHS. These people could be helped a lot more if there were adequate funding and more workers. Our politicians don't seem to be aware of how many people need help and how much funding DSHS really needs.	47 y.o. White Male, Western WA, \$75,000 or more
Hire more professional social workers and pay more, pay better salaries.	75 y.o. White Male, Western WA, \$75,000 or more
I believe that as far as the youth programs go they do a really good job with that. Where my concerns lie is more with the elderly. Some experience with working with care for the elderly, I believe that the state does not pay enough for sufficient care for the elderly. I just believe that it's hard to find good caregivers and the state doesn't pay even enough too. There are not enough caregivers; there are too many residents per caregiver. Their dollar cutoff is sometimes too high for families to get what they need such as food stamps and medical.	33 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I don't know if standards need to be changed or evaluated. For example: if more workers, would I be getting qualified people? Also more resources so they can do a better job. Elderly care would need improvement, more funding, and more workers. In care facilities ratio of patients and nurses decreased.	32 y.o. White Male, Western WA, \$10,000 to \$15,000
I don't think they give them enough food stamps to last a month, and they don't get an adequate increase in pay. Everything goes up but their check doesn't go up. They don't get enough to last a month. If they have for kids they don't get enough. They have to bum off others or go to the food bank or kids go hungry by the last week of the month.	49 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I don't think they have very qualified employees -- specifically in caseworker's education and quality of people. When I visited an office with a family member, that person was treated pretty much like trash. They need to make better use of their resources.	50 y.o. White Female, Western WA, \$50,000 to \$75,000
I feel strongly that they do a good job but there's far too few people trying to do so much good work!	34 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I see them working with the people like they should. When I take my daughter in they give her a different caseworker and they really don't seem to care.	51 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I sometimes get a very long hold on phone calls. Do they need volunteer help to screen calls for more experienced counselors? There seem to be so many families that have serious needs, they are often swamped.	63 y.o. White Female, Western WA, Over \$25,000
I think that they do the best that they can with their resources; so more funding is needed for the programs. They need to probably do better long term monitoring -- long term for the people that need the services.	32 y.o. White Female, Western WA, \$50,000 to \$75,000
I think the amount of money they give to people with disabilities is a little on the low side.	29 y.o. White Male, Western WA, Unknown Income
I think they need more funding and proper distribution of those funds, more attention paid to the elderly, and there at home maintenance needs to keep them home instead of at a nursing home.	42 y.o. White Female, Western WA, \$35,000 to \$50,000

I think they need to look at the differences in the cost of living that's out here and make adjustments for that. I know people who have to choose between their medication and rent, and they need to look at these things and adjust for that. That's pretty much it. If they did that, so many of these people would not have to make choices like that.	37 y.o. White Female, Western WA, \$25,000 to \$35,000
I would change the case load and stiffer guide line and all cases should be investigated completely	42 y.o. White Male, Western WA, \$35,000 to \$50,000
It's like a lot of government programs, undermanned, too big caseloads. In my personal experience, a couple times the caseworker just couldn't keep up with all the needs of all the people they handled.	56 y.o. White Male, Western WA, \$75,000 or more
Keep the caseworkers longer for the client. Then they rotate the caseworkers. They waste too much time to refill each new person with the caseworker with the clients.	38 y.o. White Female, Eastern WA, Under \$25,000
Maybe more case workers so not such a long waiting period to get in to see someone. I've heard it can take weeks before any help is available.	43 y.o. White Female, Eastern WA, \$35,000 to \$50,000
More (staff) education and training. I think they should do more schooling working with people and children. Not just an AA degree. Some of these people have problems. And if they have problems how can they help other people? And they need psychology training and communication. And listening skills.	68 y.o. Black/American Indian Female, Western WA, \$15,000 to \$20,000
More and better-trained staff.	53 y.o. White Female, Western WA, \$75,000 or more
More attention to the problems I guess. People out there get too big a caseload. People in offices should be out there, from what I've seen.	36 y.o. White Male, Western WA, \$50,000 to \$75,000
More employees. They need more employees. They can't have a caseload that doesn't allow them direct contact with the individual that they're serving. Maybe take a few visits out into the area to see what's going on with the people that DSHS serves, and think of the man and his wife on the boat. Olympia is only worried about the budget so they're always cutting the budget. Like everybody's hot on transportation now but we've got a lot of people to serve. There's a lot of people out there who need help	77 y.o. Unknown Race Female, Western WA, \$50,000 to \$75,000
More funding. I know for sure that they don't get enough funding and their caseload is too large to do a good job.	62 y.o. White Female, Western WA, \$50,000 to \$75,000
More specialized training in how to handle these needy people. How to spot these problem areas coming up and how to treat them.	64 y.o. White Male, Western WA, \$50,000 to \$75,000
Most of my limited experience has been concerned with the lack of personnel to deal with these issues and probably the high burnout rate from what I've heard for agency social worker.	52 y.o. White Female, Western WA, \$75,000 or more
My experience has been a frequent change in caseworkers, which is confusing.	28 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Need more qualified workers that are not burnt out.	33 y.o. Black Female, Western WA, \$50,000 to \$75,000
Need to have social workers better qualified and trained and better funded to accomplish these goals.	46 y.o. White Male, Eastern WA, Over \$25,000
Not sure. I just have a feeling they are understaffed. I suppose things I've read, newspaper articles.	39 y.o. Hispanic Female, Western WA, \$75,000 or more

Other than increase the envelope that they cover, that would be about it. Other than just the levels, the break-even level for people to qualify.	49 y.o. White Male, Western WA, \$25,000 to \$35,000
Probably hire more people and more qualified people.	47 y.o. White Female, Western WA, \$35,000 to \$50,000
Provide better training and work environment for employees. Employees have much more training in customer service. What I see services and problems exist but connection over need being met is not good. And staff takes the brunt of too much work. I think there should be centralized services with other organizations and more collaboration. Better work environment and more training.	38 y.o. White Female, Western WA, \$25,000 to \$35,000
Retain or add a more personal touch when dealing with victims or families. Only way to assess what needs is. Obviously have to hire more social workers, bigger work force with more accountability among the work force. In my limited scope of knowledge the personal touch is the biggest need. We've gotten so computer happy we've lost touch with people. Compassion workshops, teaching tools for the social workers, continuous training provides for them. So when they work with families they have the training. If we take people that haven't been trained properly and expect them to make decisions we have an obligation to train them to provide the best care, not necessarily judgment and definitely control over peoples lives. A social worker should be able to walk into people's lives and make decisions regarding daily living without investigating properly.	38 y.o. White Female, Eastern WA, \$75,000 or more
Shouldn't cut programs that are working -- special needs program that are working -- can't remember specific ones.	32 y.o. White Female, Eastern WA, \$25,000 to \$35,000
Staffed better and more follow up. Just seems like everything you hear in the news is they didn't follow up.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
Such a big organization that they are short-staffed and they need more internal auditing of employees for quality assurance. Stricter upper management accountability.	42 y.o. White Female, Western WA, \$15,000 to \$20,000
The cost of living is high now; the families usually need larger apartments than the grants allow -- the amount of the grant does not equal the cost of living. That is all, but the cost of living is high.	30 y.o. White Female, Eastern WA, \$15,000 to \$20,000
The number of caseworkers. Those people taking care of those kids are overwhelmed; the caseload per worker is ghastly. It's a matter of budgetary problems.	61 y.o. White Male, Western WA, \$20,000 to \$25,000
They could start with legislators adequately funding the need.	71 y.o. White Female, Western WA, \$35,000 to \$50,000
They may be short of help. I'm sure the staff does as best they can, but they may need more people to help them.	80 y.o. White Female, Western WA, \$10,000 to \$15,000
They need more "qualified" personnel	64 y.o. White Male, Eastern WA, \$35,000 to \$50,000
They need more educated staff, I hear from current employees, as well as better wages for staff.	46 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to get rid of 3/4 of people working at DSHS so more money goes to helping people that really need help instead of paying towards DSHS workers. Adult services absolutely a waste of money, especially in elderly abuse. Need to be redone to give investigators to be able to do their job	44 y.o. White Male, Western WA, \$75,000 or more

They need to have more staffing.	42 y.o. White Female, Eastern WA, \$25,000 to \$35,000
They need to hire more staff members	33 y.o. White Female, Eastern WA, \$75,000 or more
They need to pay their employees more so that they will stay and be stable on their job -- I think that is the biggest problem probably. Just like teachers. I think I would encourage people to work in these fields by offering them a decent wage and training.	56 y.o. White Female, Western WA, \$75,000 or more
They really need to give more money to mental health and community centers. They need more funding for training and for workers overall	Refused y.o. Unknown Race Female, Western WA, Unknown Income
They share the workload among DSHS workers ... Then they will ... Workers feel stretched and stressed. Need more works and disperse workload efficiently.	26 y.o. White Female, Western WA, \$20,000 to \$25,000
They should have more caseworkers especially for children.	73 y.o. White Female, Western WA, \$20,000 to \$25,000
They should help more people. They should find places for the homeless to live.	28 y.o. White/Black Male, Western WA, \$50,000 to \$75,000
They should provide their services to more people. Give out more food stamps, have more drug treatment facilities and stuff like that. More money from Congress. And a little more efficiency on behalf of its workers.	30 y.o. White Male, Western WA, \$35,000 to \$50,000
Too many people to get what services one needs.	46 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Well, I think that the changes could be made in the work force for support of the people that work directly with those in need, so they can have a more positive attitude in working with those in need. I think it would be nice if more money were available for people that are less fortunate.	30 y.o. White Female, Western WA, Less than \$10,000
What they need is more funding so that they can do more. The actual homeless people.... it is clear that people should step in to help these people with medical and dental care.	51 y.o. White Female, Western WA, \$50,000 to \$75,000
Note: An additional 23 respondents made comments which concerned need for more DSHS staffing/resources and/or DSHS understaffing. The topic of these comments was coded by the interviewer, but comments were not recorded verbatim.	

Distribution Of Services - Eligibility/Limits/Monitoring

Comments	Demographics
5 yr limit on collecting disability and I see people just sitting on their butts not working and drive around in nice cars.	37 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Also to have stricter guidelines and less time for some services; we need to push people to work more.	42 y.o. White Female, Western WA, \$75,000 or more
And they probably need to insist on a more proactive involvement by the adults in the household -- meaning they must go out and get job skills and that sort of thing. Maybe DSHS really needs to be in a position where they can evaluate where they can find a position, where people can support themselves partially.	46 y.o. White Female, Western WA, \$50,000 to \$75,000
Anyone who is on it who is mentally and physically able should have a 5-year limit on grants; they should get training and get a job that will be able to go somewhere; that will keep up with the cost of living.	36 y.o. Black Male, Western WA, \$50,000 to \$75,000
Appropriate services -- mental help to disabilities -- needs to be reevaluated as to what services are needed and covered, like a child with disability is not being covered for beyond the help that is needed.	54 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Are lacking restriction to people who are not in need of services. Patients have 2 social security numbers should be looked into.	56 y.o. White Male, Eastern WA, \$75,000 or more
As far as getting food stamps, I've personally found that the one time my family ever needed help, our vehicle was considered too new for us to qualify. DSHS said we would have to sell our only vehicle and "buy a beater" in order to qualify for stamps. This was true even though my husband had just gotten out of 10 years straight of military service. This is a sad comment on how this system works.	33 y.o. White Female, Eastern WA, \$75,000 or more
As long as the kids are taken care of, and screw the drug users.	34 y.o. White Female, Western WA, Over \$25,000
Based on my personal disability, I think more single individuals (like me) should be able to get help. I think the programs are biased toward people with larger families and those with children who its easy to get better services. There appears to be considerable abuse in the food stamp program while people like me often get left out in the cold.	51 y.o. White Male, Eastern WA, Less than \$10,000
Be able to help those that really need help.	43 y.o. White Male, Western WA, \$15,000 to \$20,000
Benefits tend to last longer than they need to; there should be a time limit for access to DSHS (maybe no more than a year?).	46 y.o. White Male, Western WA, \$35,000 to \$50,000
Better screening and investigation. Too many people lie, get services, and those that really need the help don't receive help.	38 y.o. White Female, Western WA, \$75,000 or more
Better screening service. Screening that they are deserving for service and not just abusing the system.	42 y.o. White Female, Eastern WA, \$75,000 or more
Better screening. Better research to figure out whether a family needs it or not.	27 y.o. White Female, Western WA, Unknown Income
By giving to those who need DDD, and not just those who are just lazy.	42 y.o. White Female, Western WA, Over \$25,000
Check more people than by just going by their word.	58 y.o. White Female, Eastern WA, Unknown Income

Check on clients before assisting them with their needs.	24 y.o. White Male, Eastern WA, \$20,000 to \$25,000
Check to make sure that the people who are supposed to be getting it are and the people that aren't, aren't.	54 y.o. White Male, Western WA, \$35,000 to \$50,000
Do better investigation of people they serve. There are people who abuse the system like those that could be working but instead use DSHS services.	80 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Do what they can to get off fraud, and the DSHS system as soon as they can by training clients more.	34 y.o. White Female, Eastern WA, \$75,000 or more
DSHS should look into people's background to make certain they deserve the help	54 y.o. Asian/Hispanic Male, Eastern WA, Under \$25,000
From what I have heard, I think that the important thing is that the people who need it should get the service. The care of the children is very important to me. Make sure the child is protected.	37 y.o. White Male, Western WA, \$25,000 to \$35,000
Give it to people who actually need it, not to people who don't want to work. I don't know. Check social security numbers and start from there. Don't give them more than 6 months, then make them get a job.	32 y.o. White Female, Western WA, \$25,000 to \$35,000
Give more help to ones who truly need it and weed out the ones that don't. Anyone who needs help should get it. There are those who deserve it, but there are those who don't deserve it that get it too.	70 y.o. White Male, Eastern WA, \$10,000 to \$15,000
Giving it to people who don't need it.	23 y.o. American Indian Female, Eastern WA, \$20,000 to \$25,000
Good job with helping women and children. Should help out men as well. Should drop helping drug addiction and alcohol problems.	28 y.o. White Male, Eastern WA, \$20,000 to \$25,000
Hard to get families into Medicaid. DSHS should make a little easier for families to go through Medicaid.	46 y.o. White Female, Eastern WA, \$75,000 or more
Having more personnel to be able to follow them -- the recipients.	52 y.o. White Female, Western WA, \$75,000 or more
Help elderly as well.	18 y.o. White Male, Western WA, Unknown Income
Help parents work for their money and education instead of handing them money.	20 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000
I am aware of some people that get it and then they don't tell people that they no longer need it. This should be monitored. There is a school lunch program and a summer program and the people I know that once needed the services are not reporting to DSHS that they no longer need the services.	55 y.o. White Female, Western WA, \$50,000 to \$75,000
I believe there are people who need it more than others. It seems like some people get it who don't deserve it, and some people who need help can't get it	44 y.o. White Male, Western WA, \$15,000 to \$20,000
I do not think that druggies should get any kind of care.	74 y.o. White Male, Western WA, Unknown Income
I do think the level of monitoring needs to be increased so the right people get the help that they need, not just in the initial application stage, but later to see if it's still needed.	44 y.o. White Female, Western WA, \$75,000 or more
I don't think people addicted to drugs should get help from taxpayer's money. They chose to do drugs. I don't want to pay for their decision.	30 y.o. White Female, Eastern WA, \$25,000 to \$35,000

I don't believe that if you are an alcoholic and drug addict, the DSHS checks shouldn't be just handed out to them. They should honestly be in some type of rehab before they receive the DSHS checks for alcoholic and drug addict people. I just feel that people should be thoroughly checked before approved. No problem with someone trying to help themselves, but no handouts.	51 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I don't know really. My kids have medical coupons, but my wife is very sick with a malignant tumor and she needs more money to pay specialists and there's nothing for her right now -- so more programs like this for people who really need it.	43 y.o. Hispanic Male, Western WA, \$20,000 to \$25,000, Spanish-speaking
I don't know. I know they try to monitor where money is going, but I know of a couple of cases the people on it could have done more to use it in a positive way to get themselves off it. But I guess that is a way of being used. There are so many people, it's hard to keep tabs on everyone getting assistance. I don't know how. They are doing the best they can.	31 y.o. White Female, Western WA, \$50,000 to \$75,000
I don't know. I think they should do more for elderly and special needs people. Money and maybe schooling, food stamps, medical coupons, and some kind of home care program that's paid for.	62 y.o. White Female, Western WA, Under \$25,000
I don't think that there are some people they won't help -- like especially guys with felony records. Mostly I don't have any thing bad to say about them.	40 y.o. Black Male, Western WA, Less than \$10,000
I feel that DSHS does not properly screen people for help. They do not adequately determine whether someone is really in need or not. If I can go down the street and see someone on welfare that doesn't need it and they live better than I do and I'm working hard, I have a problem with that.	35 y.o. White Male, Eastern WA, Unknown Income
I feel that sometimes people who really need help fall through the cracks cause they are trying too hard on their own. You almost have to be destitute and desperate to actually get help.	60 y.o. White Female, Eastern WA, \$75,000 or more
I feel that they should investigate more if people really need the welfare because there are people I know of who get welfare who don't need it. For example I'm working but I don't make a lot and would need food stamps like I got in the past -- just for my children -- but wouldn't qualify. Between my husband and I, together, we made a lot of money this past year. My husband didn't rest one day!	39 y.o. Hispanic Female, Eastern WA, \$35,000 to \$50,000, Spanish-speaking
I feel there are a lot of people out there that needed help but people trying to help them are trying to help themselves instead. I don't know what the answer is to it. I think there is just a lot of money that ends up in people on drugs. I don't blame this on people at DSHS. I guess I'm just sick of deadbeats. Encourage birth control is one of them. It's probably not repeatable on the phone. I'm almost to the point of everybody to prove themselves first. It seems the people getting it have never paid in a dime for it. In some cases this is OK, they need it. But I am sick of people not being responsible for their own actions.	54 y.o. White Female, Western WA, \$75,000 or more
I feel too many people get welfare and aid, there should be a limit, maybe just food stamps for 6 months and that's it.	28 y.o. White Male, Western WA, \$75,000 or more
I guess one thing I've always heard about is that some people abuse the system and get away with it. So, better monitoring might be in order to restrict services to people truly in need.	43 y.o. White Female, Western WA, \$75,000 or more

<p>I have a very bad experience with welfare -- with my children. In 1997 I couldn't work and I needed help for me and especially for my children and couldn't get it -- they said I didn't qualify -- and at this time I didn't have a job and needed welfare. I filled out all the information but they said this was not enough. And then I watch people who are working and don't need food stamps and have no children and they get it! So this is very very bad! And I couldn't pay my rent for me and my children. Why is this?! Usually I am working, but at this time I couldn't work and got nothing! It's really hard to take care of children in between jobs with absolutely no help! The people who lie to them get it -- but for me, in reality, I will not lie to them just to get welfare. But they give it to many people who lie and then they go back to Mexico -- not to return and they lied and got welfare. What is this?!</p>	<p>30 y.o. Hispanic Male, Eastern WA, \$15,000 to \$20,000, Spanish-speaking</p>
<p>I haven't had any personal experience. Persons who need it should get it. Persons who are qualified.</p>	<p>46 y.o. White Male, Eastern WA, Over \$25,000</p>
<p>I know from myself when I needed food stamps they wouldn't give me them. When I was going to school full time they told me I needed to work more hours to get food stamps.</p>	<p>42 y.o. White Female, Western WA, \$25,000 to \$35,000</p>
<p>I think a lot of people get the help they don't really need. People should get a job and they don't want to work for it. They go to welfare to get their money and spend the money on something they don't especially need. People also use the system for personal gain sometimes.</p>	<p>68 y.o. Hispanic Female, Eastern WA, \$75,000 or more</p>
<p>I think it's too easy to get welfare. Background investigation before be given any meeting their needs.</p>	<p>69 y.o. Hispanic Male, Western WA, \$50,000 to \$75,000</p>
<p>I think more attention to investigating the claims for need, where is the money and food stamps are really going. I don't believe that much of the provided aid and assistance is not getting to the children who need it most. Many families are taking advantage and many who need it truly are not getting what they need. The state takes care of too many people who are taking advantage of these programs. I know personally of people who have received help who continued to use drugs and can't really take full use of these programs while her kids continued to suffer deprivation.</p>	<p>38 y.o. White Female, Western WA, \$50,000 to \$75,000</p>
<p>I think people that receive special grants for employment; they should be forced to go to school or to find a job. They should also have them drug tested.</p>	<p>22 y.o. White Female, Eastern WA, \$10,000 to \$15,000</p>
<p>I think some people who don't need welfare get it -- especially when they're not working. And other people are working and are out of work temporarily and can't get welfare when they really need it -- especially when they can't work in that period of time. And the people who are on drugs and alcohol -- they get welfare -- this is unfair.</p>	<p>46 y.o. Hispanic Male, Eastern WA, \$25,000 to \$35,000, Spanish-speaking</p>
<p>I think that especially for people on drug and alcohol programs, these people are taking advantage of this system. They should make it a little more difficult for these categories of individuals to obtain services. I know about Medicaid and it's a very expensive program and more than necessary.</p>	<p>76 y.o. White Male, Western WA, \$35,000 to \$50,000</p>
<p>I think that often times DSHS serves people who really don't need the services.</p>	<p>47 y.o. White Male, Eastern WA, \$35,000 to \$50,000</p>

<p>I think that refugees are able people and that they abuse it, and they feel that this country owes them something. And that they are just as able as I am. Some of them have possibilities and opportunities. Their culture is different, but they need to open the door to our country's beliefs and ideas. We've opened the door and they have a wall that is constantly there. They shut the door. I worked in retail for 18 years. With refugees shopping they pretend not to understand you</p>	<p>48 y.o. White Female, Eastern WA, \$20,000 to \$25,000</p>
<p>I think that sometimes the middle class needs help just as much as the underprivileged do, and I think sometimes we could use a little help too. I think the 5-year rehabilitation program is too long. I think it should be less than 5. A whole family that you're taking care of where the husband or wife can't hold a job. I think that there's no reason those people on food stamps can't be working, some of them that I see in the grocery store.</p>	<p>62 y.o. White Female, Eastern WA, \$35,000 to \$50,000</p>
<p>I think that the organization needs to better regulate their payments more closely. They need to be sure that those vouchers are going to people who really need them. There is a good chance that they are going to people that don't need them. I'd have to expand that statement to medical care because I know people who have received that care who've got an income and are able to help themselves. I'm from England and I'm a permanent resident to this country, and I've got permanent residency here. As an impartial spectator working with white people and Hispanics I feel there's a case of reverse discrimination -- payment more regularly go to Hispanic people than white people even when their income is the same.</p>	<p>30 y.o. White Male, Eastern WA, \$35,000 to \$50,000</p>
<p>I think that they help refugees much more than they help Americans. I sat over there with Diane and I've seen white people -- well I've seen Vietnamese, Mexican and the other people taken care of in 20 minutes and a white person will sit there for a long time and who's paying the taxes? I think that the DSHS should "police" their books -- I think they should get the people off of the books who are not qualified to be there and who are not the needy people and I think if they get the riffraff off the books, there would be a surplus of funds and I believe they would have no problem with budget.</p>	<p>63 y.o. White Male, Western WA, \$35,000 to \$50,000</p>
<p>I think that they should make it a little more difficult to get the help. I think that they should be a little more strict in their requirements for being eligible. My only disagreement with that statement should be medical; I think all children should be capable of receiving medical help and they should work harder for dental for adults and children.</p>	<p>31 y.o. White Female, Eastern WA, \$35,000 to \$50,000</p>
<p>I think the caseworkers should investigate people that use the food stamps. I see too many people buy expensive stuff with food stamps. The majority of the people that are 18-20 with food stamps and on the Quest card buy expensive food with them. They take advantage of the system.</p>	<p>32 y.o. White Male, Eastern WA, \$35,000 to \$50,000</p>

I think the programs that include food stamps are often abused in this system. I personally know of such people. I suggest no more than one year of services, then a review board that investigates the person thoroughly before allowing them to continue. This would be less of a burden on taxpayers. Sometimes people do need these programs, but people shouldn't be helped for too long a period. Also, the elderly people should definitely receive preferential treatment in obtaining DSHS services.	49 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think their screening is not as good as it should be. There is a tendency for some families to continue on DSHS who could go out and care for themselves or get jobs and take care of themselves. I think some people who really need DSHS are falling through the cracks. Sometimes -- well an example is I have a friend who needs assistance and it's a real struggle for her to feed her family. She's a single mom and she is always working but it's not enough to feed her family. She's not a drinker or smoker or anything -- she's a good mother but she can't get assistance. And then again, there are those who abuse the system and need to be off of DSHS.	52 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think there should be more screening in some areas. They screen the best that they can, but someone is always going to abuse the system.	43 y.o. White Female, Western WA, \$50,000 to \$75,000
I think they might make harder for illegal aliens why should they get our tax dollars? They've never worked a day in their life here. If they're legal Americans and they've worked here, fine.	49 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think they need to find out more clearly the people's needs. Sometimes people who don't even need it, they can get it. I think they should check more carefully for people who really need it. That's about it.	53 y.o. Asian Female, Western WA, \$35,000 to \$50,000
I think they need to find out who's in need and who isn't. We pay too many taxes for this kind of thing and we need to buckle down on it	62 y.o. White Female, Western WA, Unknown Income
I think they need to get on the ball and not give money to people who don't work. Not support welfare. I don't know.	18 y.o. White Male, Eastern WA, \$50,000 to \$75,000
I think they need to investigate people more who apply for their services.	41 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think they need to, like, make it easier for people who really need it to get it, and make sure people who really don't need it can't get it -- to help people get jobs, etc.	45 y.o. White Female, Eastern WA, \$20,000 to \$25,000
I think they ought to investigate people in their programs better cause there are a lot of people getting services that don't really need them in my opinion.	86 y.o. White Male, Eastern WA, \$15,000 to \$20,000
I think they really need to investigate families that they're helping. From my personal experience, I have neighbors who receive services who can go out and buy a new car. Many people abuse the services and elderly people often can't get the help they really need. Some abusers use the money they receive for drugs and alcohol rather than food for their children.	42 y.o. White Female, Western WA, \$15,000 to \$20,000
I think they serve the people who really need it. Change nothing.	28 y.o. Hispanic Female, Western WA, \$25,000 to \$35,000, Spanish-speaking

I think they should have more for the older people. I think that they should do more intense background checks on people they give help to because I've seen them help people that really don't need and then the people that really need it don't get it.	35 y.o. White Female, Western WA, \$15,000 to \$20,000
I think they should just check more so people won't be frauding, and just give money to people who really need it.	27 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000
I think they should look into their jobs and what they do with the money they get from DSHS. Like I've seen people who are able to work but don't work. There was a couple and the man was able to work but he didn't because his wife got DSHS.	22 y.o. Hispanic Male, Eastern WA, Less than \$10,000
I think they should make it easier for single moms to be able to get the assistance they need. I don't really have any suggestions other than that they just need to look at the whole picture and judge from there. I think I'll stop at that.	55 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think they should pay more attention to how they give services to people. They need better services and more services. Special diseases -- people who are suffering from cancer who cannot use their hands to work. They need to provide more care for these people and screen other people who may not need as much care as these people. For example, food stamps -- there are a lot of people I believe get them when they don't need them. If they used this money for special services -- like diseases, cancer, and other things, then these people who really need services can get them. Also, when people don't have correct papers to be in the United States, why are these people not helped at all? I think they have the right to be helped.	36 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000, Spanish-speaking
I think they should really try to help the people disabilities and small children.	32 y.o. White Male, Eastern WA, \$15,000 to \$20,000
I think they should treat some cases as individuals. Some people need help but don't fall into the right guidelines, so they need help but can't get it. I have friends in this situation. I do believe we get treated differently if the person is not Caucasian race. The programs are too oriented to non-Caucasian peoples. This is frustrating to those of us who sometimes need the help.	31 y.o. White Female, Eastern WA, \$15,000 to \$20,000
I think they spend more time and money on people that shouldn't be beneficiaries of their services. There is not enough monitoring of who receives the benefits like with individuals who live together but aren't married just to get more benefits.	44 y.o. White Male, Eastern WA, \$75,000 or more
I think within a 100-dollar range, if they are in that range, they should qualify. The cutoff range. I think that they should be more objective; I've seen refugees receive more aid than the general population.	48 y.o. White Female, Western WA, \$25,000 to \$35,000
I walked in there, 80 percent of the people were foreign. I was just curious as to why. It just seemed like maybe normal American citizens aren't aware of the services. I hadn't ever heard of them until my neighbor mentioned them.	33 y.o. White Female, Western WA, Less than \$10,000
I would increase the ability to have people qualified as disabled for the funding for private care facilities.	38 y.o. White Male, Eastern WA, \$75,000 or more

If a person gets incarcerated for something like DUI, the family should be investigated thoroughly before services are offered. These people should be offered treatment or counseling. Sometimes single older people who need assistance badly don't get help, while people on DSHS services do too much drinking and drugging and their kids still have almost nothing. These people need greater scrutiny. This is a problem that needs addressing.	37 y.o. American Indian Female, Eastern WA, \$15,000 to \$20,000
If they have special needs -- they should give them help. They need help with their bills for their doctors. And you should see that they have plenty of food and things like that.	92 y.o. White Female, Eastern WA, \$10,000 to \$15,000
If you can work you should work, and if you can't, then DSHS needs to take care of them.	34 y.o. Black Female, Western WA, \$75,000 or more
If you don't have children you can't get help. It's really hard to get into. And if you have a drug conviction you can't get food stamps ever again, which is a really stupid law.	41 y.o. White Female, Eastern WA, \$20,000 to \$25,000
I'm sure it's a big job, and people aren't necessarily honest. I've heard of people abusing the system; that makes it harder for the people who need it. I don't know how to fix it.	32 y.o. White Female, Western WA, \$10,000 to \$15,000
Immigrants get their money and housing quicker due to the increase of refugees that come in. When they come in they have first dibs on any services and welfare more out of the services than the residents here. For the housing there are people with special needs with low income have difficult time getting housing because the immigrants get filled in. The people with special needs don't get housing they need more. In a lot of cases it hurts people in the list who are not getting anything.	48 y.o. White/Hawaiian/Pacific Islander Female, Eastern WA, \$10,000 to \$15,000
In my own particular situation I think the bar is too high, I'm in a wheel chair, I get disability from the government. But I get too much money to qualify for you folks.	62 y.o. White Male, Eastern WA, \$20,000 to \$25,000
In some areas, more research needs to be done on people who receive stamps but also their background. My experience in a grocery store, some people with stamps traded them for cash. Also, we gave change for stamps, which creates the same situation where people get change for stamps and use it to buy things like alcohol.	24 y.o. White Male, Eastern WA, \$15,000 to \$20,000
Investigate who needs services better	38 y.o. White Male, Western WA, \$50,000 to \$75,000
It is not individualized enough.	54 y.o. White Female, Western WA, \$25,000 to \$35,000
It just seems like the people that get help sometimes aren't the people who need them most. Perhaps there is fraud going on sometimes.	48 y.o. White Female, Western WA, \$75,000 or more
It's the people with special needs who often aren't able to avail themselves for those needs. They need special advocacy to meet those needs. I don't know. I think their job is pretty much impossible. I think their efforts are valid and I have no idea how it should be done better. Sheer numbers of people involved; changes in society, which put people in need. Difficulty in assessing true need.	52 y.o. White Female, Eastern WA, \$50,000 to \$75,000
It's too easy for some recipients to receive food stamps. For first time users, it seems good, but for repeat clients, then perhaps more screening needs be done to those who appear to be "overusing" the programs and services.	44 y.o. White Female, Eastern WA, \$50,000 to \$75,000

I've never really had experience with DSHS, but I know people who do. Don't take into account what it really costs to live. I've know people who couldn't make it from paycheck to paycheck and couldn't get help because gross income was too high. I think that is a downfall. On a case by case for each family that would apply. Hypothetical family living in fairly nice apartment, something happens to income for short period of time and not make them move to skid row and sell everything they own to get short period help. I'm not saying let them live in a \$100,000 home for 6 years while getting a free ride. I guess obviously it depends on how these programs are funded. If it's taxpayers maybe have to go to a vote, but if government funded write the system.	43 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Just make sure the system isn't abused.	34 y.o. White Male, Western WA, \$35,000 to \$50,000
Just making sure that it's not families that abuse it. I mean if they really need it I think they should get it and it should be there for them.	41 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Just to make sure that the help that they do provide is truly needed by people and isn't getting abused and ruining for other people.	29 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Leave door open to some who don't need benefit. There are some people who don't want to work. That just takes advantage of DSHS. Rather than give them a check have them work for that. Cases be unemployed and get benefits. Looking for work too long. Should be taken off benefits. Have them work even if only 10 hrs a week or something like that. Everybody's entitled to food, medical care and shelter. But should not be free. If can't go to work should be volunteer if capable or able for that 10 hours a week. If there's like a major medical emergency should get care first then do paperwork. Some portion of DSHS funds put away for emergency to save life or severe sickness. Shouldn't have to worry about that if in operating room or sickness. Just know that state will take care of them in a severe situation.	39 y.o. White Male, Western WA, \$25,000 to \$35,000
Little better screening to see if family is needy. I have seen cases where family got help where I didn't feel they needed it. I don't know, that's kind of a hard one to answer. Maybe check a little more into background-- see how long they have been in system. Check with relatives, friends, or acquaintances to see if there have been abuses in the system. That's the only thing I can think of.	41 y.o. White Male, Western WA, \$35,000 to \$50,000
Longer-term mental health treatment and need stronger standards for grants. After drug and alcohol treatment they should have to test clean (or sober) to be eligible for continued benefits; and suicidal patients should have longer hospitalization coverage.	38 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Look at their infrastructure in their system and try to improve them. Not knowing how their procedures are, I think their procedures follow-ups and investigative resources are not good enough.	60 y.o. White/Hawaiian/Pacific Islander Female, Western WA, \$50,000 to \$75,000

Look into where the person is coming from. Define what person is, are they conning the system? Why are they not caught up with? And why can't those who need it get it? I can't understand that. I wish that when mothers receive food stamps for themselves or their children they should have a drug test because I've known several cases where the mother is on drugs and receiving help. You can pass the survey along. Probably things I can't think of now. Here in the state of Washington, I've seen a lot of good come from it. I had it and I really didn't want to apply. I know there are people who've lied/abuse system. But people with not enough money or have had surgery or something, or have a drug related problem need help, not just leave them the way they are. I heard about some sources from Crondolet. I didn't know I could apply.	63 y.o. White Female, Eastern WA, Less than \$10,000
Make it easier for Caucasian people to get benefits. Programs shouldn't be oriented just toward certain ethnic groups. In my experience, other groups abuse the system more.	22 y.o. White Male, Eastern WA, \$25,000 to \$35,000
Make it easier for people with chronic disabilities to get on disability. I think they should have. Our adopted son needed special school and we couldn't get funding for it.	49 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Make sure the people that can work that are able, need to be out there working. Some people take advantage of the system.	39 y.o. White Female, Western WA, \$35,000 to \$50,000
Make sure the people who deserve the help get it and the people who don't deserve it -- not.	41 y.o. White Male, Western WA, Unknown Income
Make the access to people who need it.	53 y.o. American Indian/White Male, Western WA, \$10,000 to \$15,000
Make their food stamps easier to get.	50 y.o. Black Male, Western WA, \$25,000 to \$35,000
Making sure that the families that are getting help from DSHS are making efforts to improve their life, so they don't have to be on welfare anymore, so that they are earning their own living, so that they are no longer living on the taxpayer money. I believe that it is an aid to get ahead in the world but not something to live off for long periods of time, except people with special needs that have no family to help or can't help themselves.	27 y.o. White Female, Western WA, \$10,000 to \$15,000
Maybe a little more background checks. I see families who need these services can't get them sometimes, while those who don't need the services sometimes do get them. What's up with this?	36 y.o. White Male, Eastern WA, \$10,000 to \$15,000
Maybe screen families that need the help and those that don't. Some take advantage of system in some cases. Just better screening.	34 y.o. Hispanic Male, Eastern WA, \$35,000 to \$50,000
Men, as single parents have more difficulties than women in getting any assistance.	44 y.o. White Male, Western WA, \$35,000 to \$50,000
Monitor people who really need the service. There always cracks in any service, but a lot of times there are people who come in and really don't need the service and somehow get it. I feel if these people were checked more carefully then maybe the taxpayer money would not be wasted	64 y.o. White Male, Western WA, \$50,000 to \$75,000
More careful screening of the problems, and less bureaucracy of the problems once established.	64 y.o. White Male, Western WA, Over \$25,000
More easily accessible to needy families without the bureaucratic stuff. And fewer restrictions on length of time and amount and who for. Should be clearer, easier and more funding, I suppose.	18 y.o. White Female, Western WA, \$50,000 to \$75,000

More follow up by organizations to ensure less abuse of system.	38 y.o. White Male, Western WA, \$50,000 to \$75,000
More follow-ups on the people who receive benefits to assess changes in circumstances.	38 y.o. White Female, Eastern WA, \$15,000 to \$20,000
More follow-up than just dispensing money -- see if DSHS services are being utilized properly.	34 y.o. White Male, Western WA, \$25,000 to \$35,000
More screening when people apply, they should check the records of the people who come in. I feel it is too easy to get on these programs.	64 y.o. White Female, Eastern WA, \$35,000 to \$50,000
More thorough screening process. Emphasize more with helping people with special needs.	44 y.o. White Female, Eastern WA, \$20,000 to \$25,000
More uniform and fair application of service to the people.	31 y.o. White Male, Western WA, \$20,000 to \$25,000
Most investigation before they provide help to those that need help.	38 y.o. White Male, Western WA, \$35,000 to \$50,000
My main thing is I disagree with the WorkFirst program because we have that five year limit -- people getting grants with children. What I disagree with is how the state is giving away all this cash. I believe that they need to re-evaluate the WorkFirst program on how monies are distributed. I'm a non-WorkFirst worker because I do not believe in the program because for example -- tires -- if somebody needs tires from Les Schwab -- they just give them to them because they said they needed them to go to work; they don't evaluate. The program is not monitored. They need to be stricter on the WorkFirst program. They should change the resource limit with cars -- they should up the resource value on cars -- not money in the bank, just vehicles. I think they should prosecute more cases for people who are being fraudulent. We make mistakes and that's a part of it but at the same time, we always get tagged on these mistakes. Quality control comes in and they'll find a way to make it our mistake -- and all it comes down to is that the person didn't report. If there's a change and we don't know it, then we get tagged on it. That sums it up. Oh one more thing, for single disabled people -- GAU program -- I don't believe in that program because we have social security. The state kicks in this fund until their SSI is approved. I think if you're that disabled you should go through social security and if they don't approve it, I don't think the state should kick in. That's it. Oh, one more thing - - the GAU program for single disabled people -- I don't believe in that program because we have Social Security. The state kicks in this fund until their SSI is approved. I think that if you're disabled, you should go through Social Security and if they don't approve it, I don't think the state should kick in funds.	30 y.o. Pacific Islander Female, Eastern WA, \$50,000 to \$75,000
My son has been injured, age 60 and he is a roofer, and fell and can hardly walk and they turned him down; they should make it easier for those kinds of people who can't work to get help.	74 y.o. White Female, Eastern WA, \$10,000 to \$15,000

<p>Need more compassion and make room for special cases. It leaves room for abuse in system. But if half the people who go by spirit or intent they will go further instead of looking for reasons not to help. A lot of people, who need help, need help sooner and need it before they get so deep they have difficulty pulling out. When people are having great difficulty financially, they say if you are not handicapped you have to prove you have a handicap. But if you are not in one of those categories you fall in a lot of neutral grounds where they don't help you, and they try to discourage you from getting help or have you use your resources. Unless you're young, you have difficulty pulling out of your poverty. The difficult part about it is that people who work there are under a lot of stress and are pushed to discourage people. Sometimes, this is good but does not take care of people who need it to start with and have nowhere else to go or get so ill from lack of medicine or nutrition they just die. DSHS recognizes the medical profession and they will finally help you medically, but not preventative services like alternative or chiropractic, which would be cheaper. For dental they will pull or give you mercury fillings, which are bad. Pull your teeth rather than do any kind of repair. Good dentists don't want to be bothered by long laborious forms. I know because its subject to government, there is a huge amount of paper load. And put it under each person who comes under and makes a lot of demands to be here or there, and if you can work it just right you can get it. But if you can get transportation they do not try to help you help yourself get better. I think they work under the assumptions that needy are either aliens or very young people. Don't recognize others can fall into these circumstances too and they don't treat these under individual circumstances. Rules need to be open-ended.</p>	<p>59 y.o. White Male, Eastern WA, Less than \$10,000</p>
<p>Need to help out people with special problems like Down's Syndrome.</p>	<p>27 y.o. White Male, Western WA, \$35,000 to \$50,000</p>
<p>Need to investigate, like I mentioned before when you asked if it's too hard for families to get food stamps, welfare grants, etc. Right now it is too rough for people to get them. Go by a person's income to be eligible. Some abuse food stamp program. Food stamps should be just a support until the person can get a better job. Go by a person's income. If the person makes minimum wage, he needs help. If they make over that, he doesn't needed help. Guidelines now are ancient--not up to standards of world. A gap in regards to COLA and minimum wage. Standard isn't what it should be. I don't know.</p>	<p>58 y.o. Black Male, Eastern WA, \$10,000 to \$15,000</p>
<p>Not make it so difficult for the little people to get help. I know some people who get help and then some, and some people who don't get help. Well, I don't know, they just have so many requirements for some things. When I was working, I was only getting \$1000 and they cut me off medical and I know some people making \$9.00 an hour and still get medical.</p>	<p>23 y.o. White Female, Eastern WA, \$10,000 to \$15,000</p>
<p>On health for the aged, I think they should be more lenient. They should make it easier for folks with various incomes to get help -- like mental health, help for the aged.</p>	<p>60 y.o. Unknown Race Male, Eastern WA, Unknown Income</p>

Part of my experience is that people need people to get re-certified. A lot of people abusing the system, just taking advantage, taking more than what was needed. Some people are disabled but they are still able to get a job and getting too many grants.	30 y.o. White Male, Western WA, \$75,000 or more
Pay more attention to people who need food & shelter.	42 y.o. Asian/Hispanic Male, Eastern WA, \$15,000 to \$20,000
People on fixed incomes just above welfare line also need help with in care nursing. People who pay taxes all these years, contribute to church programs, don't seem to be eligible for any help.	66 y.o. White Male, Eastern WA, \$35,000 to \$50,000
People should be accountable for themselves. And I strongly feel we should not be taking care of people who are drug addicts or alcoholics. Those are choices, and you should find out you are responsible for your choices. And sex offenders should not be receiving checks. Our country is going down the toilet. And those are my personal beliefs. And I hope that's helpful to you. I stand firm on what answers I have made to you. And I don't feel challenged if someone should ask me again. An in-depth study of our community and knowing exactly what the issues are for these specific people is a really difficult one for me to answer. Kind of like you are a missionary to a foreign country you have to find out what needs are and how we are handling each situation.	54 y.o. American Indian/White Female, Western WA, \$50,000 to \$75,000
People that are receiving benefits should not abuse the service and they need to check their recipients thoroughly.	51 y.o. White Male, Eastern WA, \$75,000 or more
People who can-- need to work for food stamps or money picking up trash or working for schools -- a lot of things out there these people could do that we have to pay for. Before they get money make it a part of. Everything's too much giveaway. They need to earn or pay back.	38 y.o. White Female, Western WA, \$50,000 to \$75,000
People who need help don't get it and those that don't do. I think you should have had to live in Washington State a year. I'm not sure.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
Personally, when my husband and myself needed food stamps last winter, we were having a very hard time and we were wanting temporary food stamp aid but were turned down. I think the rules and regulations for providing stamps to needy families are too rigid and too out of date. Rules should be modernized and made simpler to help more needy people.	29 y.o. White Female, Western WA, \$20,000 to \$25,000
Persons with special needs such as an alcoholic family member, she has been in treatment several times, and this treatment has not been long enough or of high enough quality to really help this person at all.	50 y.o. White Female, Western WA, \$50,000 to \$75,000

<p>Place onus back on people. Need to take care of themselves. People holding signs for help can work. They need dignity and no program can give that to them. DSHS is good for need, but can be abused and give DSHS bad name. I don't know I necessarily have the answer. Responsibility rests with individual. Disabled I have no problem with. But people go through drug and alcohol programs again and again. I could be living under a bridge too, but I decided to work and have done well. When I used to live in downtown Seattle I saw them as the path of least resistance. I get up at 5:00 and work. I had some abuse as a child and could whine too. But the only person who could save myself was me. I don't know if there should be any more changes. They may be trying to be too many things to too many people. I'm glad they are there for the needy, but it bothers me that they are being abused. Mothers and prenatal care -- we have babies having babies. I don't think we should support that. Why does DSHS raise pay when you have a child? The real world doesn't work that way. I didn't get a dime when I worked and had a kid. When my wife had a baby she stopped working and our expenses went up while income went down. I didn't get a raise at work when I had a baby. Should lower income when have kid instead of increase. I worked 10 hrs today and pay spousal maintenance and child support. Implement more stringent standards and maximum two kids on the system. It's tough love, but it has to be done. Animals send their kids out when they come time to go. Sometimes they have to swat them out -- be mean to them to get them to go.</p>	<p>43 y.o. White Male, Western WA, \$75,000 or more</p>
<p>Possibly some of the people should do a little work for some of the things they get. They should have some kind of training for work. Say they get \$500 month they should pay a percentage too. For example, if on poor side, pay something for what they get, compared to medium and wealthy. Not just coming to our country and getting everything handed to them because it is very costly.</p>	<p>57 y.o. White Female, Western WA, \$75,000 or more</p>
<p>Provide less help to drug addicts.</p>	<p>21 y.o. American Indian Female, Western WA, \$50,000 to \$75,000</p>
<p>Put tighter guidelines on the people that have it. Kids turning 18 and 19 having kids and getting it. And people who are working and make just over the amount and can't get it. As far as children go -- when they get child support payments they should make sure the money is actually spent on the children. I'm not exactly sure; receipts showing it is spent on the kids. I have a lot of friends who spend it on themselves and not on the kids. The Quest cards make it more difficult for people to trade for money or drugs. I think that is one of the smartest things they have ever done.</p>	<p>35 y.o. White Female, Western WA, \$25,000 to \$35,000</p>
<p>Screening should be better. Little more accountability. Clients should be screened every 3 months. Fraud needs to be checked into more frequently.</p>	<p>30 y.o. White Male, Eastern WA, Less than \$10,000</p>

Second, the people on drug and alcohol -- abusers -- are too often abused by these people who DSHS tried to help. Actually, I think the majority of these people are simply looking for an easy way out and are conning and taking advantage of DSHS benefits. These programs need a harder look, and the money should be spent on the elderly who don't know how to use the system. The older people need more information about the actual availability of the help as well as the children who are abused in the drug and alcohol abuser homes.	45 y.o. White Male, Western WA, \$35,000 to \$50,000
Seems as though sometimes little "glitches" keep people who need from help, while others get help but don't really need it; follow through with information.	46 y.o. White Female, Western WA, \$50,000 to \$75,000
Send more people out in field to check on recipients to make sure about abusing services and to make sure those who need it are getting it. Not just telephones are behind a desk. More in-service type training of employees so they know what to look for, or how to identify problem.	36 y.o. Hispanic Female, Eastern WA, \$50,000 to \$75,000
Shorten up the welfare time limit; 5 years is quite a long time.	48 y.o. White Male, Western WA, \$75,000 or more
Should follow through with checking on families, kick off the people who are abusing the system, no questions asked.	43 y.o. White Female, Eastern WA, Unknown Income
Should follow through. Not giving to ones who need it, giving it to ones who don't -- so then they don't have it for the ones who do need it. Should do a better job of checking when they apply. My thought is that they're not using these people in DSHS properly to see if they really do need it. Don't do enough screening. Should do a better job of screening.	82 y.o. White Male, Western WA, \$25,000 to \$35,000
Should help those that contribute towards DSHS should be able to get DSHS help when they are older.	39 y.o. White Male, Western WA, \$20,000 to \$25,000
Should investigate more people that abuse the system to protect the children,	53 y.o. White Female, Western WA, \$25,000 to \$35,000
Should push person who applies and not give them a 5-year span. I work and they can work. More assessments on how they're doing, what sources they are using in looking for work. Checking with those people to see if they can't use them. Not sure.	28 y.o. White Male, Eastern WA, \$15,000 to \$20,000
Shouldn't be so tough. Those who need it don't get it. I think has to be looked at on an individual basis.	43 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Shouldn't give help to those who don't need it. Shouldn't give help to those that are illegal.	60 y.o. White Female, Eastern WA, \$25,000 to \$35,000
So they can monitor it more frequently.	70 y.o. White Female, Western WA, \$25,000 to \$35,000
Some of the elderly folks live in remote regions and counties and there is not -- or seems to be no -- services to them. There seems to be abuse by younger persons of the system, possibility of fraud -- many people in the same house claiming other people's kids. I guess I see the two extremes. For some reason there seems to be no services or aid available for males so they don't get desperate -- so they commit crimes.	41 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Some of the families don't get what they need, especially children.	64 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Some people could get screened out, then help those that really need the help.	71 y.o. White Female, Eastern WA, \$50,000 to \$75,000

Some people who really need these programs simply don't know how to go about getting them and have a very difficult time getting into programs. Also, some other people misuse the programs or abuse what is available cause they know the rules and procedures to obtain such help. This is especially true for those who just suddenly find they need these programs but haven't any experience and have difficulty with the procedures and processes.	63 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Sometimes I think there should be a little more investigation; they really need it. I know people that have been pretty frivolous -- should be accounted for how it is spent. I see people buying lobster with food stamps and I'm buying hamburger.	54 y.o. White Female, Western WA, \$25,000 to \$35,000
Special needs -- no changes. Welfare recipients -- they should be stricter on the time frame they are allowed to get the benefit. Two years. Medical should be cover for all children and people who cannot afford it -- in a way where they just pay a percentage of income, no high cost premiums.	47 y.o. White Female, Western WA, \$25,000 to \$35,000
Stop giving to those who don't need it and give to those that do. If they go in for drug problem they should find out if they really do, get them to a class and help the family out. But if they don't have anything wrong don't give it. But for people who are working shouldn't get it. I don't know how to get answers or what they can do about it.	22 y.o. Pacific Islander Male, Western WA, Unknown Income
Stop helping the foreigners; help our people right here. Let's help the mentally ill more than we do. Start being a whole lot stronger on getting younger people on welfare out into jobs and job training.	40 y.o. White Female, Eastern WA, \$20,000 to \$25,000
Take the people who don't need it off and help the people who do.	35 y.o. White Male, Eastern WA, Unknown Income
Target people who are really not trying to seek employment. As long as they are looking for work honestly should be put forward. Some just don't work and don't plan on working and just eat up tax dollars. Put on probation if can even track it should be something in place. If their not looking for work they should be put on probation or removed from services. I don't know, hard to say. See infants and children and their mothers are properly fed and housed	33 y.o. White Male, Western WA, \$25,000 to \$35,000
The only thing I would say is people who are not citizens should not be receiving prolonged help. Prolonged help is after one month, two months.	60 y.o. White Male, Eastern WA, \$75,000 or more
The other area -- I feel that people just milk the system -- there are so many freeloaders -- they need to get rid of those freeloaders.	58 y.o. White Male, Eastern WA, Less than \$10,000
The people that receive the money -- most of the time goes to people that are undeserving and manipulate the system. The money could better serve the people with actual needs for their disabilities that they have no control over.	26 y.o. White Male, Eastern WA, \$35,000 to \$50,000
he process it takes to qualify needs to be looked at and refined -- just need to re-look at it. Exclusion for long term or special circumstances. I have a relative about to be let off it because of the 5 year limit.	35 y.o. White Female, Western WA, \$25,000 to \$35,000
The screening process. Well, I know quite a few families that don't need it that are getting a lot of help.	18 y.o. White Male, Western WA, \$20,000 to \$25,000

<p>Their programs are too lenient as far as who they approve, and take away responsibility from people. Cut back on some of their financial aid and have tighter requirements.</p>	<p>47 y.o. White Female, Western WA, Over \$25,000</p>
<p>There is an initiative going around about requirements for people being hired to take care people with special needs that respondent was aware of. A week ago, this initiative in newspaper that I read... I don't have any suggestions.</p>	<p>33 y.o. White Male, Western WA, \$75,000 or more</p>
<p>There needs to be a more intense check and balance about the information clients provide to DSHS and whether it is valid or not. More verification seems called for because some people abuse this system. I see people who drive new vehicles yet still receive food stamps and sometimes other forms of help from DSHS. More thorough investigation especially re: complaints about fraud against the system.</p>	<p>41 y.o. Hispanic Male, Western WA, \$50,000 to \$75,000</p>
<p>There should be better scrutiny because I see abuses everywhere. There is no real monitoring, and people should be hired to check where fraud and abuse takes place.</p>	<p>58 y.o. White Female, Eastern WA, \$25,000 to \$35,000</p>
<p>There're people who need it that don't have it and people who have it that don't need it. I also think that our citizens in this country should receive benefits before the illegal aliens.</p>	<p>33 y.o. White Male, Western WA, \$75,000 or more</p>
<p>There's been a time I've needed help with medical bills and prescriptions and haven't been able to get help. I'm over 80 now and it's not easy for me to get help from DSHS. Without close friends, I would be nearly out of luck.</p>	<p>81 y.o. White Female, Eastern WA, Unknown Income</p>
<p>They better be sure that they give help to the right people.</p>	<p>55 to 64 y.o. White Female, Eastern WA, \$20,000 to \$25,000</p>
<p>They don't monitor as good as they should. Who needs it and who is taking advantage of it? Need some outside people auditing what going on and more training.</p>	<p>33 y.o. White Female, Western WA, \$50,000 to \$75,000</p>
<p>They give it to people who don't need it a lot. To people who are just too lazy to go out and get themselves a job. I just think people physically able to work should work and not just milk the system. When DSHS helping immigrant families the first thing they need to teach them is English. I've had experience where immigrants getting grants from state to go to work and they are trying to get things not on their grant. We all speak English in this country and I think that should be enforced with a class, English class.</p>	<p>32 y.o. White Male, Western WA, \$75,000 or more</p>
<p>They have to police it better, as far as how long. You're dealing with people who have a hard time finding jobs. They have deadbeat dads; people who say their backs are killing them, moms with lots of kids.</p>	<p>41 y.o. White Male, Eastern WA, Unknown Income</p>
<p>They might investigate more on people that don't really need this -- you know, that could get out and work. I don't know how they could do that.</p>	<p>56 y.o. White Female, Western WA, \$20,000 to \$25,000</p>
<p>They need to change the course in some way so the people who really need it, get it.</p>	<p>33 y.o. Hispanic Female, Eastern WA, \$20,000 to \$25,000, Spanish-speaking</p>

They need to check into backgrounds to see if they are really in need. To check to see if they absolutely desperately need it. If they're able to do without, they need to survive on their own. There are middle class families that do need help, they should be eligible too. My husband and I lived off of \$800 a month. If we did it, others can too. A course on money management would be good. If a mother has 3 kids and doesn't take care of them, she should have her tubes tied.	25 y.o. White Female, Eastern WA, Unknown Income
They need to check out and make sure they are giving out the needs correctly.	77 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to check them out real well. Someone needs to make sure they're really in need.	79 y.o. White Female, Western WA, Unknown Income
They need to evaluate family situations more frequently to determine whether they are still eligible. They need to evaluate more often, and be stricter on who they give assistance to, emphasize jobs. For my sister, there was no incentive to work.	33 y.o. White Female, Eastern WA, \$75,000 or more
They need to find ways to investigate situations better or find ways to screen people for their qualification for services. I have seen mothers who need to get money from fathers and I don't think DSHS does a good enough job of doing that.	27 y.o. Hispanic Male, Eastern WA, \$35,000 to \$50,000
They need to get to the families who need help and not wait until it's too late.	24 y.o. White Female, Western WA, \$35,000 to \$50,000
They need to give more help to people who need it, especially medical coupons. For more things, not just regular, for specialists, for dental care, for children. More programs, and they need to check more carefully who they give it to. They may be taking it away from the people, like the children who really need it. And giving it to people who could go out and work. And also, people who are not residents here in the United States do not get this help -- and that is not right.	33 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000, Spanish-speaking
They need to help the people more who need them. For me -- I went to Oregon for six months and when I returned with my children I didn't have employment. And I needed help and didn't get it.	38 y.o. Hispanic Male, Eastern WA, Less than \$10,000, Spanish-speaking
They need to make a better orientation. Put in better safeguards to investigate welfare frauds.	43 y.o. White Female, Western WA, Less than \$10,000
They need to run down the addresses of people on welfare because some people come to this state and sign up for welfare and then return to their actual residences in other states. I personally know of at least 3 instances of this occurring in my recent experience. Some single mothers that are working still don't have enough to really make it financially (like min wage jobs), but they don't qualify. This is especially true for those who have a car for work, which disqualifies them from a program they need also. Some people just have more kids just to get on and keep on the support programs.	37 y.o. White Male, Western WA, \$20,000 to \$25,000
They need to screen the people better, know about the people and their background -- do they really need DSHS? A lot of these people are in need because of lack of education and there seems to be split families; they don't have both parents.	56 y.o. White Male, Eastern WA, \$75,000 or more

They need to take Americans into more consideration than all these immigrants that come in. 6 or 7 Mexicans get whatever they want. They do a very poor job ripping families apart that don't need to be ripped apart. And not helping families that need it. My neighbor leaves her kids and doesn't take care of them, she still has the children.	21 y.o. White Female, Eastern WA, \$35,000 to \$50,000
They need to try harder to get the welfare people back to work again.	40 y.o. White Male, Western WA, \$25,000 to \$35,000
They ought to look at the financial part of it, since people that receive it are people that are undeserving. A lot of people just want other people to support them. I feel that anyone on these support programs should match dollar for dollar what they earn, not just sit around receiving payments from DSHS.	61 y.o. White Male, Eastern WA, \$25,000 to \$35,000
They overstep their bounds and help the right ones, or don't help children that need the help.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
They should be investigated a little closer (the clients). They should monitor the people periodically.	77 y.o. White Male, Western WA, Less than \$10,000
They should check in to see if people are on drugs and dope and give them the option to get clean -- check it out more; see if there are more needy people at the casinos; check up at the jails and check up surprisingly to see if people are cheating -- I need the services and was denied; I paid in for lots of years and was denied and people who are still dealing drugs or just out of jail get the services.	36 y.o. White Male, Western WA, Less than \$10,000
They should investigate people's income when people apply for benefits so only really needy people get assistance.	18 y.o. White Male, Western WA, Less than \$10,000
They should monitor the cases more closely.	65 y.o. White Male, Eastern WA, \$75,000 or more
They should try to have control over the help they give to ensure that the people that deserve the help get it -- to offer incentive on having to depend on that aid.	23 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Tightened up: distinguish better between truly and not needy.	69 y.o. White Female, Western WA, \$25,000 to \$35,000
Too many people get help who shouldn't get help.	29 y.o. White Female, Western WA, \$25,000 to \$35,000
Too much fraud and people going after services they are not eligible for.	60 y.o. White Female, Western WA, \$75,000 or more
Undoubtedly some people take advantage of the services but overall, it seems to work quite well	63 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000
Vehicle precluded food stamps; needed vehicle for helping elderly family member.	41 y.o. Asian Female, Western WA, \$10,000 to \$15,000
Welfare shouldn't be so easy to get. By being challenged to try doing stuff on their own instead of going back to DSHS help.	40 y.o. White Female, Eastern WA, \$75,000 or more
Well, I have heard stories about how some people get it when they don't need it. They should have a better accountability system in place.	44 y.o. White Male, Eastern WA, \$50,000 to \$75,000
With working in a clinic, I think a lot of the people are just plain lazy and don't want to work.	58 y.o. White Female, Eastern WA, \$35,000 to \$50,000

<i>Specific Programs - General</i>	
Comments	Demographics
I think each child who is a juvenile, should have a clothing allotment 1 for winter and 1 for summer because the check does not cover, does not buy, clothing and shoes. And I also think there should be a program so kids can go to camp etc. To do the things other kids with money can do. Oh, sure.	49 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I would really like to see both my sons -- who have been to Eastern State for evaluations and the people at Eastern State say they aren't the place for these boys -- to receive better and more professional care. The State of Washington needs a different facility for people like my sons to be evaluated and hopefully helped a lot more. We need in Washington State more facilities, which provide supervised living arrangements for special needs individuals. My son had been sent to Eastern State when he could have prospered in a group home situation with supervision. The state needs to consider the safety of these disabled individuals as well as that of the general public.	53 y.o. White Female, Eastern WA, \$10,000 to \$15,000
A greater volunteer involvement. They should solicit a greater volunteer involvement.	38 y.o. White Male, Western WA, \$75,000 or more
Absent fathers that owe child support should have tracking system if move out of county. With computer systems couldn't you just punch in his social security number and find out where he's working and send the money to the kids? I've been going through office of support enforcement since my divorce 13 years ago. And since I have a job and am not on public assistance, I have been informed they are going to drop my case. They stopped tracing him when he left the county. He's now in Idaho, but I don't know where. I don't know. That's my only gripe against them.	42 y.o. White Female, Eastern WA, \$35,000 to \$50,000
And for dental services it is very expensive and my children have a lot of trouble getting this help. Now I have some coverage for them but for a long time -- nothing! And then when we go to the Brewster clinic for families with low-incomes -- we have to wait hours and then when they need to see a specialist -- like a pediatrician because they have a serious problem with complications with the flu, we get no referral to one and are told to come back in six days or something. And also, many women in Brewster die in the hospital when they are pregnant and receive no help -- no IV's are placed. So we lose the women and the babies in Brewster because of this poor medical attention and DSHS needs to check into this. They leave the pregnant women alone in the room and then no obstetrics person comes -- they send an aide or somebody just out of school that has to check a book!	38 y.o. Hispanic Male, Eastern WA, Less than \$10,000, Spanish-speaking
Better and more services for children. When these children -- well there are coupons. I have a friend too with children, and one is very sick and they don't have enough money for him to see a specialist.	38 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000, Spanish-speaking
Continued later intervention in a teen's life (people that are 16,17,18).	27 y.o. Hispanic Female, Western WA, \$50,000 to \$75,000

Continued strong connections with community advocates who assist persons with disability, mental impairment or physical disability. Outreach, person in program designated to do outreach. Expanded emergency services, expand hours for emergency services, and have a complaint desk for when something falls through cracks -- a central place when these can go. A 24 hr complaint desk where things are checked out.	41 y.o. White Female, Western WA, \$25,000 to \$35,000
Do away with 5-year limitation. Just leave it. Get rid of the 5-year limitation period.	75 y.o. White Male, Western WA, \$75,000 or more
Drug test a lot and alcohol tests.	28 y.o. White Male, Eastern WA, \$25,000 to \$35,000
Follow up to those who have received services -- do survey for them. For instance foster homes (was a foster child, children should be interviewed at different times of their life to compare perspectives at different times).	52 y.o. White/American Indian/Hawaiian/Pacific Islander Female, Western WA, \$25,000 to \$35,000
For disability in resident care need more spot checks. Need more frequent access to their guardians -- which should be initiated by DSHS. Too many breaches of safety. If one logs down something bad in DSHS contracted places one could lose one's job. More talking to staff so they don't lose their jobs.	46 y.o. White Female, Eastern WA, Less than \$10,000
For in-home childcare it would be very difficult to find help due to low pay for licensed day care. They only take well clients not sick ones. In-home care was low pay.	39 y.o. American Indian Female, Western WA, \$10,000 to \$15,000
For one thing on these needy families, I think they need to train these people to go to work a lot quicker than they do and provide childcare. A lot of times childcare is so horrendously expensive that they just end up staying home and drawing on their welfare - is what they do I think.	51 y.o. White Female, Western WA, \$35,000 to \$50,000
Health care...simplify the health care requirements for providers. Too much red tape....	44 y.o. White Female, Western WA, \$50,000 to \$75,000
I feel children always should get the care. But it's difficult for senior citizens to get there, especially if they don't drive or can't take a bus and hard time walking. So they should an office in senior citizen in retiring home or nursing home -- like once a week where they can come out to help people who need it.	78 y.o. White Female, Western WA, \$10,000 to \$15,000
I help the working poor people. Provide long term access to birth control.	28 y.o. White Female, Western WA, Unknown Income
I remember my sister had a complaint about when she went to get food stamps and she had to wait in an area with other families were sick and her child got sick as an infant.	29 y.o. White Female, Eastern WA, \$10,000 to \$15,000
I think juvenile probation is lacking and needs to make more enforced.	35 y.o. White Male, Eastern WA, Unknown Income
I think that programs for good parenting should be implemented.	50 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think they need to draw the line somewhere on how long they are going to deal with the family and let the state place the child somewhere.	32 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I think they should follow up on cases better than they do I think people fall through the cracks.	82 y.o. White Female, Western WA, \$35,000 to \$50,000
I understand Washington has good programs to give assistance when needed. They have good bus service to help people shop and pick up medicine.	80 y.o. White Female, Western WA, \$10,000 to \$15,000

I would like to see more drug and alcohol programs for people who need them more often. Contraception, safe sex, and pregnancy intervention services should be more readily available. I'd like to see safer sex education, contraceptives and pregnancy interventions more easily available to the groups of people who DSHS serves. That's it	41 y.o. White Male, Western WA, \$35,000 to \$50,000
I'm not sure. Education. Educating people in need of services as well a general public.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
I'm a strong advocate of helping people to become self sufficient, so the more DSHS teaches those it helps to be more capable of helping themselves, it will be better for everyone.	49 y.o. White Male, Western WA, \$75,000 or more
I'm really concerned about the 5 year limit on food stamps and welfare. I worry that some families may be out in the streets, some people that need these services may not be obtain them as long as they really need. The way the caseworkers treat people when the five years are up is really mean sometimes. Can't they make exceptions for certain people at some times when they really need them?	46 y.o. White Female, Western WA, Less than \$10,000
In my experience of providing dental services, I've found few other dental providers willing to accept DSHS patients because their reimbursement is less than the providers' costs.	33 y.o. White Male, Eastern WA, \$75,000 or more
It's been along time since I have had to deal with them. I remember when I was on it they would take money away from me when I would work and it would just drop me back down to where I was started. I think they should give cash incentives or extra food stamps or gas vouchers for people that are actually working or going to school.	36 y.o. White Female, Western WA, \$50,000 to \$75,000
More emphasis on drug and alcohol abuse (educating them).	34 y.o. White Male, Western WA, \$75,000 or more
More preventative programs.	53 y.o. White Female, Western WA, \$75,000 or more
More screening services to low-income families. Raising the amount of money a person can make and still get help.	20 y.o. White Male, Western WA, \$35,000 to \$50,000
More services for the DDD population -- developmental disabilities. Stronger licensing for foster care.	27 y.o. White Female, Eastern WA, \$35,000 to \$50,000
More services, especially medical services and drug and alcohol treatment.	75 y.o. White Male, Western WA, \$75,000 or more
More time limit on people with special needs.	35 y.o. White Female, Western WA, Unknown Income
Need to reach out to people who don't need it before they need them.	36 y.o. White Female, Western WA, \$75,000 or more
One problem my sister had with Helping Hand House is that a lot of residents need to have an address before they got help; and they didn't get help, so they were living in cars. No address; no help. She'd take in women with two or three children living in a car on more than one occasion. Some other idea can be thought of, or better program concerning needing an address before getting help.	59 y.o. White Female, Western WA, \$20,000 to \$25,000
Really assess what abilities the caregivers the adults have.	46 y.o. White Female, Western WA, \$50,000 to \$75,000

Right now I'm in a situation that I've gone to them. I went through WorkFirst, but when I got a job with no childcare help, I got charged \$640 for 3 weeks of work and DSHS didn't help me at all. When I talked to the DSHS person, they did say they would take care of it, but currently I don't know whether it got taken care of or not. I need food stamps, they want my mother's work info, which she considers private also, and I'm the adult. Also, in between checks I'm really just stuck. I need more help especially in the area of food stamps and maybe with daycare. The medical part is fine and I do appreciate the services I've gotten in general, but sometimes they just don't work for me.	32 y.o. White Female, Western WA, \$10,000 to \$15,000
Should be a program to help elderly with prescriptions so they don't have to travel to get their prescriptions filled. Seniors should have help so they don't need to decide whether to get prescriptions or buy food. Mostly those talking about how they can help have not been through needing help. Children and seniors should be first on list to help.	70 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Spiritual help and counseling.	23 y.o. White Male, Western WA, \$35,000 to \$50,000
Suggest dental coverage for children including orthodontics.	21 y.o. White Female, Western WA, \$35,000 to \$50,000
The monthly grant amount should be based on individual needs, more individualized than it is.	26 y.o. White Female, Western WA, \$15,000 to \$20,000
The overall would be the medical (pharmaceuticals too expensive).	58 y.o. American Indian/White Female, Western WA, \$25,000 to \$35,000
There should be stronger support for children as opposed to their parents.	29 y.o. White Male, Western WA, \$75,000 or more
There's not enough or adequate homeless shelters in town -- in Olympia I mean. It shouldn't be based on gender (the homeless programs) but on need. There should be a place where people can get a free meal 3 times each day. People with disabilities need more funding and facilities. Also full health care for anyone who's lost their job for any reason, including dental care. Probably some transportation vouchers for unemployed to use on public transit systems.	33 y.o. White Male, Western WA, Unknown Income
They do a good job of helping children for the most part, but they could do better with the elderly, especially with medical and health needs. Some improvement in this area is needed. They should make it easier for families to choose their own doctors instead of restrictions on medical providers and services.	33 y.o. White Female, Eastern WA, \$25,000 to \$35,000
They need to do something to get better qualified people for the foster programs, and I think it's too hard for people to get alcohol and drug treatment	Refused y.o. Unknown Race Male, Western WA, Unknown Income
They need to have more entry level attentive services.	42 y.o. White Female, Western WA, Under \$25,000
They need to reimburse health care professionals more to provide incentive to do work for special needs and needy, etc.	38 y.o. Other Female, Western WA, \$75,000 or more
They ought to be more aggressive in collecting child support, and going after the parties responsible for paying. Three years my son has custody of his son; his wife doesn't pay a dime in 3 years.	48 y.o. White Male, Western WA, \$50,000 to \$75,000

They ought to investigate parents of runaways and "problem children" by pulling surprise drug tests on them. It is not usually the child's problem.	78 y.o. White Female, Western WA, \$15,000 to \$20,000
They should push the incentives programs every time they have the chance. These work better to motivate individuals to continue to help themselves.	56 y.o. White Male, Eastern WA, \$10,000 to \$15,000
They've done well with the food service and there's some help I think with prosthetics and wheel chairs and things like that. They need more health insurance and more money for needy people.	86 y.o. Hispanic Female, Western WA, \$35,000 to \$50,000
Too many delays in getting appropriate and needed care. Enforce requirements for aid.	56 y.o. White Male, Western WA, \$75,000 or more
Try to reach more homes with single moms. More emphasis on prevention like offering free birth control and education of youth so that we don't have so many unwanted children. My experience with a heroin addict: where in Europe they would give her contraceptives, here they just got her through early withdrawal and sent her back to the street. Provide more education to the people who need them.	42 y.o. White Female, Western WA, \$75,000 or more

<i>Specific Programs - Child Protection</i>	
Comments	Demographics
And they definitely need to investigate child abuse reports more thoroughly.	43 y.o. White Female, Western WA, Less than \$10,000
I don't think they do a very good job of investigating reports of child abuse.	50 y.o. White Female, Western WA, \$50,000 to \$75,000
Also, in child abuse cases, the hands of social workers are tied and they can't get the help some children need until it's too late.	60 y.o. White Female, Eastern WA, \$75,000 or more
And more personnel to help with CPS cases.	52 y.o. White Female, Western WA, \$75,000 or more
Be more responsive in cases of children where there isn't a problem -- of where DSHS is overbearing; balance off of being more thorough in cases.	46 y.o. White Male, Western WA, \$75,000 or more
Better regulation of child protective services.	28 y.o. White Female, Western WA, \$25,000 to \$35,000
But if we're going to take care of anyone, it's our kids. Over the years there's all these cases of a child being returned to a situation where he gets killed.	61 y.o. White Male, Western WA, \$20,000 to \$25,000
Deeper investigation on parental abuse of kids, rather than simply taking informant's statements at face value. The entire situation ought to be examined including the relationships between the people such as the informants and accused abusers. Needy people.	29 y.o. White Female, Western WA, \$20,000 to \$25,000
Follow through on what's happening with kids. Just to make sure parents aren't covering up for their kids.	38 y.o. White Female, Western WA, \$25,000 to \$35,000
From what I've read in the papers, they seem a little slack in the area of child abuse. They don't listen to people until its too late sometimes.	63 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Give more control to parents of children. DSHS needs to assess situations more than just react -- like think them over.	43 y.o. White Male, Western WA, \$35,000 to \$50,000
Go in with open mind and willingness to see what the problem is, and you can't do that in 30 minutes. You should sit down and talk to both parents and child both together and separate. And if you do that you can get more of a handle on what is actually going on. They used to go in and snatching out, not asking questions, just taking. And I think if they sit down and talk and listen, really listen and try to get them some counseling separate and together -- and I think they would go a long ways to solving the problem. Bring in an outsider to get to the bottom of things to keep family together instead of tearing it apart. Everyone is stressed out and it makes it hard. Lots of times they drag these kids from the family and put them in foster homes and the foster homes are worse than where they came from -- and it's all about money. And I'm not saying they are all that way. I do know of one case the mother didn't want the kid, and they sent them to four different places, and come to find out the one man was having sex with the kid he got.	68 y.o. Black/American Indian Female, Western WA, \$15,000 to \$20,000
I don't know what kind of review of the standards, like public reviews of taking children out of abusive families and reviews of facilities for care (like nursing homes); what kind of public review of standards do they have? Suggestion: more public reviews of standards.	30 y.o. White Female, Western WA, Unknown Income

I think more intensive investigations of CPS cases. Caseworkers have too many cases and not enough resources.	27 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think one of the things I've heard from kids (I'm a teacher) is that it takes a really long long time to remove a child from an abusive situation. I would like to see children protected as early as possible.	34 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think that they're on the overzealous on child protection and I think that they should prevent the kids from being bounced around from home-to-home in foster care. In other words, if they're going to be placed in homes keep them there. Quit trying to bounce them back to the natural family.	38 y.o. White Male, Eastern WA, \$75,000 or more
I think the foster system seems to give children back to bad parents to soon.	44 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think they need to be more in favor of pulling out kids quicker when there are signs of abuse.	41 y.o. White Female, Western WA, \$75,000 or more
I think they place children back in harmful situations too quickly.	45 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think they should be more proactive in addressing child abuse issues. Earlier intervention. I think children should be removed from unfit parents earlier than they do.	41 y.o. White Male, Western WA, \$35,000 to \$50,000
I think they should have followed up better with child protective services that were about the abuse, I and my family received from my parents. Nothing ever happened except phone calls, and they received verbal warnings but nothing more was done. This situation continued for a long time and nothing was ever really done about this situation.	25 y.o. White Female, Western WA, Over \$25,000
I would like to see more emphasis put on background checks on abused children and the parents.	34 y.o. White Male, Western WA, \$75,000 or more
I'd like to see them doing more checking up on abused children. Act more quickly when they are informed about abuse of children.	72 y.o. White Female, Western WA, \$10,000 to \$15,000
I'm kind of old-fashioned when it comes to interaction with the family members. I think there is too much government in the family. But as I say there is times it is needed, but lots of times the innocent are persecuted.	45 y.o. White Male, Western WA, \$10,000 to \$15,000
In the area of child abuse, they just have to be more aware. Be more aware that child abuse is going on. The fact is, in child abuse, nothing ever happens. There's a lot of stuff that goes on and no results -- nobody helps the kid.	58 y.o. White Male, Eastern WA, Less than \$10,000
Knowing the difficult job it is dealing with youth, I wish there could be a better way than not returning children to abusive homes and parents. I don't know how to solve the problem. Be a little better checking done on that area. I don't know. I don't have the answer.	66 y.o. White Female, Western WA, \$25,000 to \$35,000
Monitor the child abuse and neglect more closely.	42 y.o. White Female, Western WA, \$75,000 or more
More careful screening of accused parents to know whether to remove a child or return them to their parent or guardian.	42 y.o. White Female, Western WA, \$35,000 to \$50,000
More investigation, so that some neglect cases slip through the system.	82 y.o. White Female, Western WA, \$15,000 to \$20,000
Seems overly eager to remove children from their homes.	47 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Shouldn't go into homes and tear families apart like children going to foster homes	60 y.o. White Female, Eastern WA, \$25,000 to \$35,000

Some children get back into abusive situations. Children should be properly taken care of.	64 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Sometimes when they remove children from the home they always do it quick enough. But also they do it too quick. When you don't you have a catastrophe on your hands. Then again a neighbor calls up and says so and so did this and they take the child from the home. Maybe they were a little too fast on the trigger.	74 y.o. White Male, Western WA, \$25,000 to \$35,000
Sometimes, I think DSHS interferes excessively in intervening in parent/child relationships -- i.e. if a teacher reports that a parent even just lightly swats his child, DSHS may be called upon to intervene or initiate an investigation without much leeway for common sense.	38 y.o. White Male, Western WA, Unknown Income
Stop harassing people like holding peoples' kids at sheriff's office and searching child's parents house without a search warrant.	42 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Take more direct approach to problems so the children aren't back into the DSHS service just 2 days later.	40 y.o. White Female, Eastern WA, \$75,000 or more
The case worker we had for grandchildren seems to be partisan for the children's mother, doing whatever she could to return the children to their mother even though the children seemed to be in danger living there with their addicted parents. Children should not live with addicts. DSHS needs more involvement with this family in particular and I don't know what more I can do	63 y.o. White Female, Western WA, Over \$25,000
The children are my main concern here. Any time you can pick up a newspaper and see where a drug-addicted mother and an abusive alcoholic father can regain custody for their children and then beat the child to death -- something is very wrong. DSHS will go into a house -- remove the child from these parents and then give it back to them three days later and nothing is changed.	63 y.o. White Male, Western WA, \$35,000 to \$50,000
The foster care system needs restructuring. Children need to be put up for adoption sooner. Too many chances to people who are just flakes and kids suffer.	42 y.o. White Female, Western WA, \$15,000 to \$20,000
Their foster care system is a disaster. It's quite obvious that they don't have enough foster homes and some of the foster homes are worse than the foster homes they came out of. I have a 3 year-old that has been in 13 foster homes. He is now living with his aunt and DSHS is not supporting him at all. She's a single mom with a job but they still have not severed parental rights.	71 y.o. White Female, Western WA, \$35,000 to \$50,000
There should be more case workers to monitor child abuse cases -- those cases that need to be frequently looked at.	44 y.o. White Female, Western WA, \$75,000 or more
There should be more control and more judicial control putting children and youth into a home and getting them out of places they shouldn't be.	65 y.o. White Female, Eastern WA, \$50,000 to \$75,000
There should be more in-depth research on child abuse.	28 y.o. White Male, Western WA, \$75,000 or more
They need a total investigation & be "re-vamped" -- to address the abuses especially with children.	59 y.o. White Female, Western WA, \$50,000 to \$75,000
They need to be more aggressive in the defense of children.	34 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to be more vigilant in protecting children under their jurisdiction protection.	62 y.o. White Male, Western WA, \$75,000 or more

They need to cut down on the bureaucratic system. It's far too big and too complicated -- it needs to be broken down into more easily units, smaller units. The morass of red tape and processes defeat many individuals who really need help. This isolates too often those who need help. Sometimes people literally have to wait nearly forever and this interferes with actually helping people. DSHS workers are too often cut off from the people they are supposed to help by all the red tape.	51 y.o. White Female, Western WA, \$25,000 to \$35,000
They need to make some changes in their system to not put these children that have been taken away from their mothers or fathers back in the home. There are too many children getting killed or beaten to death and as a taxpayer, it makes me very angry. I don't think they check into it well enough.	71 y.o. White Female, Eastern WA, \$35,000 to \$50,000
They need to put more money into it, particularly at-risk & foster care. CPS is slow to respond. Foster care is really bad but it doesn't seem that good anywhere. They need to be more proactive than reactive. We don't have foster homes any more because there're so many restrictions. CPS is real quick to judge, but slow to respond. They don't even respond to calls about children over 11. Like if a 15 year-old kid is getting beat up by mom's boyfriend, they don't respond as much to older kids as much as to little ones. And then it's already too late 'cause they've ignored 'em. The education isn't there for foster home parents. They bounce kids around from home to home, and then they want to know why they don't bond any more, why they are anti-social or sociopathic, so they want to send 'em to jail. It's kind of a cycle. Nobody wants to take in a kid who's messed up, but there's not enough money to give someone to take a kid like that. There is not enough support for foster parents.	46 y.o. White Female, Western WA, \$25,000 to \$35,000
They ought to raise the age limit for children left at home. They told me 6 year-olds could be left alone at home.	52 y.o. White Male, Western WA, \$50,000 to \$75,000
Why even bother to take the time to phone DSHS for example to report a child neglect case?	38 y.o. White Female, Western WA, \$75,000 or more

<i>Efficiency - Organization</i>	
Comments	Demographics
Cut overhead. Become more efficient as though they were a private business. Citizen oversight committee or professional consulting. I think their money would be better spent directing their money through faith-based organizations instead of trying to be all things to all people. Start by initial goal 50% of their budget being disbursed to local faith and charitable organizations.	39 y.o. White Male, Western WA, \$75,000 or more
Department keeps getting larger and larger every year. Largest department in state of Washington. Rein it in a little bit. Every few years gets larger, especially under governor. Time to make it smaller. Cutting jobs mostly. See if it can be run more efficiently. I don't know.	78 y.o. White Female, Eastern WA, \$35,000 to \$50,000
DSHS is too big of a department. It needs to be broken up into smaller factions.	51 y.o. White Female, Western WA, \$35,000 to \$50,000
DSHS should be broken up. It should be a different part under its own category. Too much bureaucracy. Have major heads-people in need, children and special needs. Should be autonomous from one another but with own agenda.	47 y.o. Unknown Race Male, Western WA, \$50,000 to \$75,000
Fire half the staff -- I think it would become much more efficient.	38 y.o. White Male, Eastern WA, \$75,000 or more
Get out of the health insurance business. Overhaul the entire DSHS department. Doing a great job with WorkFirst and welfare work programs! It's just gotten way too big. Someone needs to look at how to break it down into more manageable units who are more responsive.	32 y.o. Unknown Race Male, Western WA, \$35,000 to \$50,000
Get rid of governor. Replace people in government.	50 y.o. White Male, Eastern WA, Unknown Income
Get rid of some of the management. They should do their job, not make policy or law or interpret it their own way. They also should have a special needs person that bypasses management.	49 y.o. White Male, Western WA, \$50,000 to \$75,000
Get rid of some of the upper echelons of administrative workers and send more workers into the field. They're top heavy as usual with government agencies.	50 y.o. White Female, Eastern WA, \$25,000 to \$35,000
Get rid of the director. Listen to the people paying the bills, people that work for a living -- the taxpayers. We got to stop being this warm and fuzzy organization. Less liberal, more conservative politics -- I guess.	59 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think they actually do too much. They should be divided up into more than just the one agency. Too many services under one umbrella. As our population grows it gets more difficult and complex to help too many different kinds of people.	62 y.o. White Female, Western WA, \$20,000 to \$25,000
I think they should go out of business.	50 y.o. White Male, Eastern WA, \$50,000 to \$75,000
I think they should re-organize the whole system. They could start with legislators adequately funding the need.	71 y.o. White Female, Western WA, \$35,000 to \$50,000
Increase organization and reduce bureaucracy.	20 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Inherently, the bureaucracy is so big that it's unlikely it can ever operate efficiently.	54 y.o. White Male, Eastern WA, \$50,000 to \$75,000

It should not be a government agency.	60 y.o. White Female, Western WA, \$75,000 or more
It sounds like they are doing too much and maybe they should be divided up. They can specialize for the different needs. Food stamps are really different from mentally ill.	31 y.o. White Female, Western WA, \$50,000 to \$75,000
Less bureaucracy.	27 y.o. Other Female, Western WA, \$75,000 or more
Maybe they need better management.	65 to 74 y.o. White Female, Western WA, Unknown Income
More of their services should be delivered through the private sector. The organization is much too large to function effectively. What they should do is some of the delivery of their services should be subcontracted.	59 y.o. White Male, Eastern WA, \$75,000 or more
Needs to encourage non-government programs and solutions. Government doing too much -- replacing roles of church and family. Yes, yes. I favor curtailment or reduction of many of these programs; people have grown too dependent on them.	38 y.o. Unknown Race Male, Eastern WA, \$35,000 to \$50,000
Privatize a lot of their functions and services.	36 y.o. White Male, Eastern WA, \$50,000 to \$75,000
Privatize the agency -- turn it over to companies that know how to help more efficiently. Put accountability on agency.	57 y.o. White Male, Eastern WA, \$75,000 or more
Reorganize their offices. An initial contact info seems to get "lost" awfully easily.	29 y.o. White/American Indian Male, Eastern WA, \$15,000 to \$20,000
Split up a little bit. It's such a big organization it's a bit unwieldy. Have so many programs that cover so many people. Put all kids programs or all disabled together. Having it altogether makes it bureaucratic it seems.	33 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Stay out of people's lives. Too much government intervention through wanting to help where they should not be. Sometimes people don't want their help and DSHS just does it because of someone saying something that wasn't true. They should make sure of the facts before they butt in.	41 y.o. Asian Male, Western WA, \$75,000 or more
Streamline their government operations -- they're too big.	62 y.o. Asian Male, Western WA, \$50,000 to \$75,000
There needs to be fewer egos on the part of big administrators, and that the people in the field should have more input into how things happen. They don't have enough time -- so inundated with paperwork that it's hard to do the job. Administrators don't come from a developmental approach. They've forgotten what it's like, when it comes to working with the children.	62 y.o. White Male, Eastern WA, \$75,000 or more
There's probably a lot of red tape. Any way to minimize the bureaucracy would be good.	50 y.o. White Male, Western WA, Over \$25,000
They seem too big and unwieldy as a functioning organization...I don't really know.... it isn't a highly effective organization.	62 y.o. White Female, Western WA, \$50,000 to \$75,000
Too bureaucratic. Can't meet the needs of all due to not enough tax money.	63 y.o. White Female, Western WA, \$35,000 to \$50,000
Whole system needs to be redone.	60 y.o. White Female, Eastern WA, \$25,000 to \$35,000

<i>Efficiency-Process/Paperwork</i>	
Comments	Demographics
Also, the paperwork for services seems to take forever to complete, especially for those elderly like myself. Too many restrictions on these services. This makes it very hard for me with my medical needs. Particularly the time factor is critical to older people.	56 y.o. White Male, Eastern WA, \$10,000 to \$15,000
Another thing, we had the experience ourselves, I was in school and supposed to receive supplements for childcare directly to the school. But, the payments didn't start until next January. The school billing DSHS finds the system extremely complex and difficult to operate and work with. Suggest that payments to schools and other organizations from DSHS be made in a timelier and less bureaucratic manner -- too much paperwork and too many delays. Another issue is in getting food stamps for my family. The job-hunting course work is absurd for certain individuals who are merely temporarily out of work but certainly not capable of finding work. Also the letting of landlords know and sign papers in order to receive stamps, demeaning to people is the term I want here.	38 y.o. White Male, Western WA, Unknown Income
Access is critical. Also turn around time to get services to people swiftly is also very important.	36 y.o. White Female, Western WA, Unknown Income
Act a little faster.	36 y.o. White Female, Western WA, \$50,000 to \$75,000
All I know is that the medical program was really helpful, easy to access. But I tried to get food stamps and was denied because my car was worth too much money -- just the food stamp portion was much more complicated.	33 y.o. White Female, Western WA, Less than \$10,000
And also when you do go in you get a different person and you have to start over. I understand why they do that. But it's too long, so I don't feel like -- why bother	26 y.o. White Female, Eastern WA, Less than \$10,000
And matter of fact just yesterday she had appointment at 9:30 a.m.; she was there at 9 a.m. and they said she missed her appointment even when she was early. And they also took her off the food stamps she was already was receiving. I feel they get their wire crossed and does not know what the other does.	51 y.o. White Female, Eastern WA, \$35,000 to \$50,000
As to housing, so many people elderly and low income are waiting so terribly long to get into low income housing, many of these people are barely getting by with bills, especially for those on fixed social security payments, I have personally witnessed these people in my care giving work repeatedly, more people need more help and with less bureaucracy and immediate and timely help for people in true and dire need.	29 y.o. White Female, Western WA, \$20,000 to \$25,000
Be a little closer to the cases that they are working. Too much bureaucracy and red tape. Too much messing around...	70 y.o. White Male, Eastern WA, \$50,000 to \$75,000
Better acceptance criteria. They might specialize better in areas they are working on.	38 y.o. White Male, Western WA, \$75,000 or more
Better way of evaluating those that need help	22 y.o. Hispanic Male, Western WA, \$25,000 to \$35,000
Caseworkers who know how to talk to clients so one's needs are met with first caseworker, instead of needing to go to next caseworker above them.	49 y.o. White Female, Western WA, \$35,000 to \$50,000

Cut the red tape a little more. Too time consuming from the first day you go in to the time I receive the benefits. I know that they have a program to get off welfare, but in my experience, if you want people off welfare, you have to educate the people and then try to get the people get jobs then. It is hard to support families on minimum wage.	36 y.o. White Female, Eastern WA, Less than \$10,000
Eliminate processing.	20 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Get paper work through faster. People applying for services have to wait too long.	26 y.o. White Female, Western WA, \$25,000 to \$35,000
Get rid of the red tape and bureaucracy	33 y.o. Black Female, Western WA, \$50,000 to \$75,000
Getting medical easier -- medical coverage.	53 y.o. White Female, Western WA, \$35,000 to \$50,000
I feel they should visit homes (like mine) at least every 3 months, otherwise I know only what they tell me and sometimes they fib (lie) to me. For me they've mostly been okay but they take away my food stamps sometimes cause when I'm working, I make too much and lose some or all my stamps.	53 y.o. White Female, Western WA, Less than \$10,000
I have some experience with DSHS with licensing (I'm a preschool / daycare provider). It would be good for everyone if they could spend less effort and time in the licensing process. It's all its little nooks and crannies I object to. Over 20 years I've experienced ever-increasing regulations. Jumping through all their little hoops really doesn't improve the quality of care that people like myself actually offer.	47 y.o. White Female, Western WA, \$75,000 or more
I think DSHS needs to have centers available where people can apply for all services at one location. Without having to go place to place. They need to make services more readily available and easier to access what is available. Many people who need services can't read well and don't have transportation and can too easily fall through the cracks. Once people get involved with DSHS they quickly learn what's available, but too often people who don't interact with DSHS are simply unaware of possible help. People often wait until a crisis point before seeking help and if they can earlier, they could have avoided the crises.	51 y.o. White Female, Western WA, \$75,000 or more
I think receipt of food stamps should be a separate transaction from applying for a financial grant, as it was many years ago. Communication with foster parents needs much improvement.	70 y.o. White Female, Western WA, \$15,000 to \$20,000
I think some people who have tried to get help found the paperwork so involved and the time it takes so much, their needs could not be met in a timely manner. I know they help people who come from foreign countries like refugees and these people never repaid the state even though these persons did have plenty of money. If the state could seek reimbursement from such individuals, it would be good. Then taxpayers like me would not have to bear this unnecessary burden.	55 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think that in the situation of support payments, sometimes the check is so small that it wasn't worth sending the check in the first place, what is going on here? Is there some lack of communication between various departments of DSHS and a whole lot of red tape for needy individuals?	33 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think the level of paperwork and bureaucracy needs to be simplified; a lot of families can't work their way through it.	44 y.o. White Female, Western WA, \$75,000 or more

I think the services should be more timely.	28 y.o. Black Female, Western WA, \$15,000 to \$20,000
I think there could be a better education of what is available. We only thought the CHIPS program was for very low income and we were shocked that we were eligible for it.	32 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think there's a lot of paperwork. If there is like one or two forms they could fill out -- or 3. But I've seen people with a whole folder full of stuff of materials and forms and different things. I'm a state person and overall I think they're doing what they can. I think they're doing a pretty good job. We all try, you know.	53 y.o. White Male, Eastern WA, \$75,000 or more
I'd like to see the women go back to work, and I'd like to see them have help with day care service. It makes it easier for them to get back into the workforce if they have daycare provided for their children.	40 y.o. White Female, Eastern WA, \$35,000 to \$50,000
If they came in and get their paperwork through quicker so they get their benefits quicker.	32 y.o. White Male, Eastern WA, \$15,000 to \$20,000
It would be that they need to get the information quicker, that they need to get and not lose them as far as going through red tape.	33 y.o. White Male, Western WA, \$75,000 or more
Less paper work	43 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Less red tape.	50 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Make it easier to get benefits, or at least somewhat easier.	40 y.o. White Male, Western WA, \$10,000 to \$15,000
Maybe before turning somebody down input a little more. Sometimes just because they fill out the paperwork, the paperwork doesn't answer all the questions. They do a very good job sometimes. Their paperwork isn't all the answers they should go by. Listening is sometimes more important.	59 y.o. White Female, Eastern WA, \$10,000 to \$15,000
More expediency: getting help to people faster	18 y.o. White Male, Western WA, \$75,000 or more
More open hours.	45 y.o. White Female, Eastern WA, \$50,000 to \$75,000
My experience comes from billing through a medical service -- and it takes so long to get paid. So -- the fact that they are not paying quickly enough for the services of people they are trying to help.	30 y.o. White Female, Western WA, \$35,000 to \$50,000
Not hassle you as much.	25 y.o. White Female, Eastern WA, \$10,000 to \$15,000
On sight looking for child's help. Faster services.	38 y.o. White Female, Western WA, \$35,000 to \$50,000
One thing, the paperwork is just insane. My brain wasn't working properly when I was on it and it was a struggle filling it out when you are not well. Verbal is better than the form. Too confusing. What are they after?	40 y.o. White Female, Western WA, Less than \$10,000
Paper process could be simplified from the outsider's point of view -- making services for people with special needs readily available for those who are searching for/need them.	61 y.o. White Male, Western WA, \$75,000 or more

People I've worked with have trouble getting their caseworkers, and paperwork is mind boggling to them. Need supportive service that will help them do the paperwork. Help with people who deserve it to do paperwork. Ones who know how to do paperwork usually ones who don't need it. I wouldn't know how to answer them off top of my head.	42 y.o. White Female, Eastern WA, \$75,000 or more
Probably the process of getting in and getting an appointment. It's a real hassle for me. Half the time I don't know whether I qualify before spending lots of time and energy and paperwork just to be told sometimes that I don't qualify. I personally had a very difficult, even rough time, getting help when I really needed it.	22 y.o. White Female, Eastern WA, \$25,000 to \$35,000
Speed up process of those really needing help	31 y.o. Black Male, Western WA, \$35,000 to \$50,000
The process they go by to decide is lacking. People doing interviewing don't have the background to do it. Particularly in my grandson's situation. I have heard about this from my son.	77 y.o. White Male, Western WA, \$35,000 to \$50,000
The way the laws are written and the agency has to follow the law causes a whole lot of problems. Some few evenings each week or regular Saturday openings to help people who are working.	57 y.o. White Female, Western WA, \$50,000 to \$75,000
They just need to make it easier for people to get services.	26 y.o. White Female, Western WA, \$25,000 to \$35,000
They need more clearly defined guidelines.	55 y.o. White Female, Western WA, \$35,000 to \$50,000
They need to simplify getting and receiving assistance.	53 y.o. White Female, Western WA, \$75,000 or more
They require too much paperwork, even if there are no changes; the forms need to be constantly filled out again and again.	29 y.o. Hispanic Female, Eastern WA, \$20,000 to \$25,000
They should review their procedures more often.	64 y.o. White Male, Eastern WA, \$35,000 to \$50,000
They should streamline people's ability to apply; it's pretty cumbersome.	56 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Too many layers to go through to get what one needs.	46 y.o. White Male, Eastern WA, \$35,000 to \$50,000
When they have somebody watching somebody they should send the coupons to their house instead of the other house.	32 y.o. White Male, Eastern WA, \$25,000 to \$35,000
With little contact I had with them is the paper work. There must be way to cutback on the paperwork.	26 y.o. White Female, Eastern WA, Less than \$10,000

Notes: Because this survey over-sampled residents of Eastern Washington, comments from Eastern Washington are over-represented.
Some comments have been split to fit in more than one category. However, comments which cover a number of topics are placed in the most relevant category, not every applicable category.

**APPENDIX 7:
QUESTIONNAIRE**

4:

INTRO (I)

IF NOT AVAILABLE, ARRANGE CALL-BACK

Hello, I'm ___ calling for DSHS, the Washington State Department of Social and Health Services. DSHS is interested in the opinions of Washington residents on subjects like programs for child abuse, the elderly, the disabled or welfare. They want to learn how to make DSHS work better. Is this . . . (READ PHONE NUMBER FROM BOTTOM OF SCREEN)? IF NO, SAY: Thank you very much, but I seem to have dialed the wrong number. It is possible that your number may be called at a later time. Is this a private home in Washington? IF YES, CONTINUE IF NO, SAY: Thank you very much, but we are only interviewing private residences in Washington. IF NOT IN WASHINGTON, CODE 61.

=> /INT08
si INT08>0

Continue.....	51	D	=> /LASTQ
02 Arrange Call-Back-Definite Appt.-Not Screened	02		=> /NAME
03 Not Available/Too Busy - Unscreened	03		=> /CALL1
04 No Answer	04		=> /CALL1
05 Answering Machine-Obvious Household or Unsure	05		=> /CALL1
06 Busy	06		=> /CALL2
10 Initial Refusal - Soft - Unscreened.....	10		=> /BYE1
12 Referred To Different Telephone #/Area Code.....	12		=> /MONTH
13 Initial Refusal - Hard - Unscreened	13		=> /MONTH
20 Disconnect	20		=> /MONTH
21 Business/Group Quarters or Ans. Machine for them	21		=> /MONTH
22 Fax-Modem Line-Pager	22		=> /MONTH
23 Language Barrier	23		=> /MONTH
24 Hearing, Physical Or Mental Barrier	24		=> /MONTH
25 Residents Gone For Remainder Of Survey (not screened)	25		=> /MONTH
40 Blocked Calls.....	40		=> /CALL1
41 Blocked Call Multiple Tries - Still Callable	41		=> /CALL1
50 NQ - Miscellaneous - To be determined	50		=> /MONTH
61 NQ - Not in Washington.....	61		=> /MONTH

5:

QB

PRESS F7 FOR IF NEEDED STATEMENTS

We need to scientifically select one adult who lives in your household to be interviewed. In order to make this selection, can you please tell me how many members of your household, including yourself, are 18 years of age or older? IF NEEDED: For this survey, households are first scientifically selected in the state, and then one adult is selected in each household to be interviewed. It is important to the accuracy of the study that those selected for the study participate, because this is what ensures that the results will represent the state as a whole.

\$E 1 18

=> /INT08
si SEL1>0

One.....	01
Refused	99

6:

INT05

THANK & TERMINATE

=> 1
si NOT QB=99

REFUSED NUMBER OF HOUSEHOLD MEMBERS 38 D => /MONTH

7:

INT06

PRESS F7 FOR IF NEEDED STATEMENTS

Are you the adult? IF YES: Then you are the person I need to speak with. IF NO, ASK: Is the adult a man or woman? May I speak with (him)/(her)? IF NOT AVAILABLE, ARRANGE CALL-BACK. WHEN ON LINE, SAY: Hello I'm _____ calling for DSHS, the Washington State Department of Social and Health Services. You have been chosen scientifically to be interviewed, and I'd like to ask your opinions regarding DSHS. IF REFUSED AT THIS POINT, CODE AS A SCREENED REFUSAL.

=> QC
si QB>1

Continue.....	51	D	
Arrange Call-back.....	02		=> /NAME
Respondent Not available/Too busy	19		=> /CALL1
No answer	04		=> /CALL1
Answering machine	05		=> /CALL1
Busy	06		=> /CALL2
Initial Refusal - Soft- Screened.....	15		=> /BYE1
Initial refusal - Hard - Screened.....	17		=> /ATMPT

8:

GENDR

RECORD GENDER

=> /INT08
si SEL1>0

Male	1
Female.....	2

9:

QC

How many of these adults are men and how many are women? ENTER
NUMBER OF MALES::

\$E 0 9

=> QMALL
si QB=01

None.....	0	
Refused	9	=> SET

10:

QD

How many of these adults are men and how many are women? ENTER
NUMBER OF FEMALES:

\$E 0 9

=> QFALL
si QB=01

None..... 0
Refused 9 => SET

12:

INT10

THANK & TERMINATE

=> +1
si SET<1

REFUSED TO GIVE GENDERS OF HOUSEHOLD MEMBERS..... 39 D => /MONTH

17:

QDX

TOTAL NUMBER OF HOUSEHOLD MEMBERS <qb> DOES NOT AGREE
WITH TOTAL <add1> OF MEN <qc> WOMEN <qd> PRESS 1 TO GO BACK
TO HOUSEHOLD MEMBER SCREEN AND RECONFIRM NUMBERS.

=> +1
si QB==ADD1

TO GO BACK TO HOUSEHOLD QUESTION..... 1 => QB

20:

INT08

The person I need to speak with is the ...<sel1> WHEN ON LINE, SAY: Hello
I'm _____ calling for DSHS, the Washington State Department of Social and
Health Services. DSHS is interested in the opinions of Washington residents on
subjects like programs for child abuse, the elderly, the disabled or welfare. They
want to learn how to make DSHS work better. You have been chosen
scientifically to be interviewed, and I'd like to ask your opinions regarding DSHS.
PRESS F7 FOR IF NEEDED STATEMENTS

Continue..... 51 D => /LASTQ
Arrange call-back..... 02 => /NAME
Selected respondent not available/Too busy 19 => /CALL1
No answer 04 => /CALL1
Answering machine 05 => /CALL1
Busy 06 => /CALL2
Soft refusal..... 15 => /BYE1
Hard refusal 17 => /ATMPT
Language barrier 23 => /ATMPT
Hearing, physical, or mental barrier..... 24 => /ATMPT
Gone for remainder of survey 25 => /ATMPT

21:

QH

\$B

This interview is voluntary. Any information you give will be completely confidential. If I come to any question you prefer not to answer, just let me know and I will skip over it. This interview will take about 10 minutes to complete.
Continue..... 1 D

22:

QA1

First, I'd like to ask about family services. DSHS gives needy Washington families with children food stamps, medical insurance and medical care, and up to five years of welfare grants. DSHS helps these families find and keep jobs and they also make sure that child support payments get to children who are supposed to receive them. Did you know that these family services like food stamps, welfare grants, medical care, job services and child support enforcement were part of what DSHS does?

- Yes 1
- No 2
- Some of them 3
- Don't know 7
- Refused 9

23:

QA2

Do you have any personal experience with any of these DSHS family services provided by the state?

- Yes 1
- No 2
- Don't know 7
- Refused 9

26:

QA3

MULTIPLE OK.

Did you get any of your experience with family services as part of your job, because you were helping yourself, a family member or a friend, or in some other way? NOTE: CODE 2 ENCOMPASSES CASES WHERE PERSON RECEIVED AID, WHETHER OR NOT HE SOUGHT IT OR NOT.

- Part of my job 01
- Helping myself/family member/friend..... 02
- Other (SPECIFY):..... 97 O
- Don't know 98 X
- Refused 99 X

27:

QA4

READ 1-97. MULTIPLE OK.

Which of these does your experience with family services involve...

Child support enforcement.....	01
Medical care or medical insurance (DO NOT READ: Medicaid)	02
Food stamps, cash grants or job services	03
Or something else? (SPECIFY):	97 O
-----	\$\$
Don't know.....	
Refused	99 X

28:

WORD

=> *
si IF((QA2=1),1,2))

Other than your own personal experience with family services, where..	1
Where.....	2

29:

QA5

READ

<word>have you heard about DSHS family services? Has it been from ...

Friends, relatives, acquaintances.....	01
Newspapers.....	02
Television	03
or some other place (SPECIFY):	97 O
Nowhere in particular/can't recall	00 X
Don't know.....	98 X
Refused	99 X

30:

QA6

I am now going to read several statements about DSHS family services. For each statement, I'll ask if you strongly agree, agree, or disagree, strongly disagree or feel neutral. The first statement is: It IS too difficult for families to get food stamps and welfare grants from DSHS.

Your choices are to: Agree or Strongly Agree that it IS too difficult for families to get food stamps and welfare grants. OR to Disagree or Strongly Disagree, meaning that you feel that it is NOT too difficult for families to get food stamps and welfare grants. Or you might be neutral --- somewhere in the middle.

Strongly agree	1
Agree	2
Neutral	3
Disagree	4
Strongly disagree	5
Don't know.....	7
Refused	9

31:

QA7

The next statement is: It is too difficult for families to get medical care and medical insurance from DSHS. Do you agree, disagree or feel neutral?

PROBE: Is that agree or strongly agree/ disagree/or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

32:

QA8

Next, DSHS gives food stamps and welfare grants too often to families who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

33:

QA9

Next, DSHS gives family medical care and insurance too often to families who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

34:

QA10

DSHS does a good job of serving needy families. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

35:

QB1

Next, I'd like to ask you about services for children and youth. DSHS investigates reports of child abuse and neglect, protects those children if needed, and provides foster and adoptive homes. DSHS helps at-risk mothers learn to care for their babies, and helps families deal with run-away and difficult teens. Also, DSHS operates homes, schools and parole for juveniles convicted of crimes. Did you know that these special services for children and youth involved with child abuse, crime and other risk factors are part of what DSHS does?

- Yes 1
No 2
Some of them 3
Don't know 7
Refused 9
-
-

36:

QB2

Have you had any personal experience with these DSHS services for children and youth provided by the state?

- Yes 1
No 2
Don't know 7
Refused 9
-
-

39:

QB3

MULTIPLE OK.

Did you get any of your experience with services for children and youth as part of your job, because you were helping yourself, a family member or a friend, or in some other way? NOTE: CODE 2 ENCOMPASSES CASES WHERE PERSON RECEIVED AID, WHETHER OR NOT HE SOUGHT IT OR NOT.

- Part of my job 01
Helping myself/family member/friend..... 02
Other (SPECIFY):..... 97 O
Don't know 98 X
Refused 99 X
-
-

40:

QB4

READ 1-97. MULTIPLE OK.

Which of these does your experience with children and youth services involve...

- Juvenile rehabilitation for teens who have been in trouble with the law01
Other children's services already mentioned, such as child abuse
protection or help for at-risk mothers and teens..... 02
Or something else? (SPECIFY): 97 O
----- \$\$
Don't know
Refused 99 X
-
-

41:

WORD2

=> *
si IF((QB2=1),1,2))

Other than your own personal experience, where 1
Where..... 2

42:

QB5

READ

<word2>have you heard about DSHS services for children and youth? Has it been from...

Friends, relatives, acquaintances..... 01
Newspapers..... 02
Television 03
or from some other place (SPECIFY):..... 97 O
Nowhere in particular/can't recall 00 X
Don't know..... 98 X
Refused 99 X

43:

WORD4

=> *
si IF((QA6<1),1,2))

Now, I am going to read to you a statement. I'll ask you 1
I have just one statement on this topic. Again, please tell me..... 2

44:

QB6

<word4>if you strongly agree, agree, disagree, strongly disagree or feel neutral with this statement: DSHS does a good job of serving children and youth.

AS NEEDED PROBE: Is that agree or strongly agree / disagree or strongly disagree?

Strongly agree 1
Agree 2
Neutral 3
Disagree 4
Strongly disagree 5
Don't know..... 7
Refused 9

45:

QC1

This next topic is about services for people with "special needs." DSHS serves people who need help because of physical or mental conditions or aging. For example, some people are deaf or blind, confined to bed or unable to walk. Others may have mental illness, Alzheimer's disease, developmental disabilities or mental retardation, or addiction to drugs or alcohol. Often, only low-income people can get these services. Services include medical care, mental health care, drug and alcohol treatment, welfare grants, food stamps, help finding and keeping jobs, and help caring for themselves, either in their own homes or in nursing homes or other institutions. Did you know that these services for people with special needs were part of what DSHS does?

- Yes 1
- No 2
- Some of them 3
- Don't know 7
- Refused 9

46:

QC2

Do you have any personal experience with any of these DSHS special needs services provided by the state?

- Yes 1
- No 2
- Don't know 7
- Refused 9

49:

QC3

MULTIPLE OK.

Did you get any of your experience with services for people with special needs as part of your job, because you were helping yourself, a family member or a friend, or in some other way? NOTE: CODE 2 ENCOMPASSES CASES WHERE PERSON RECEIVED AID, WHETHER OR NOT HE SOUGHT IT OR NOT.

- Part of my job 01
- Helping myself/family member/friend 02
- Other (SPECIFY): 97 O
- Don't know 98 X
- Refused 99 X

50:

QC4

READ 1-97. MULTIPLE OK.

What type of special needs was your experience with, was it...

- Needs relating to aging 01
- Developmental disabilities, including mental retardation 02
- Physical disabilities 03
- Mental health problems 04
- Drug and alcohol problems 05
- Or something else? (SPECIFY): 97 O
- \$\$
- Don't know 98
- Refused 99 X

51:

WORD3

=> *
si IF((QC2=1),1,2))

Other than your own personal experience, where 1
Where..... 2

52:

QC5

READ

<word3>have you heard about DSHS special needs services? Has it been from...

Friends, relatives, acquaintances..... 01
Newspapers..... 02
Television 03
or some other place (SPECIFY): 97 O
Nowhere in particular/can't recall 00 X
Don't know..... 98 X
Refused 99 X

53:

WORD5

=> *
si IF((QA6<1 AND QB6<1),1,2))

Now, I am going to read to you several statements about DSHS special needs services.
For each statement, I'll ask you if you strongly agree, agree, disagree,
strongly disagree or feel neutral..... 1
I have several statements, this time about DSHS special needs services.2

54:

QC6

<word5>The first statement is: It is TOO difficult for people with special needs
to get services like medical care, mental health care, drug and alcohol treatment,
help caring for themselves, and help finding and keeping jobs. Do you agree,
disagree or feel neutral?

AS NEEDED PROBE: Is that agree or strongly agree / disagree or strongly disagree?

Strongly agree 1
Agree 2
Neutral 3
Disagree 4
Strongly disagree 5
Don't know..... 7
Refused 9

55:

QC7

DSHS gives special needs services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs TOO often to people who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

56:

QC8

It is TOO difficult for people with special needs to get welfare grants for living expenses and food stamps. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

57:

QC9

DSHS TOO often uses special needs programs to give welfare grants and food stamps to people who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

58:

QC10

DSHS does a good job of serving people with special needs. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

59:

QD1

We have talked about many of the services that DSHS provides, including services to needy families, children and adolescents and persons with special needs. DSHS provides many other services, including licensing and certification for many facilities and workers who provide care to persons with special needs, and emergency help to refugees. When you think of ALL the things that DSHS does as a whole, would you agree or disagree or feel neutral that DSHS does a good job overall? PROBE: Is that agree or strongly agree/ disagree or strongly disagree?

- Strongly agree 1
- Agree 2
- Neutral 3
- Disagree 4
- Strongly disagree 5
- Don't know 7
- Refused 9

60:

QD2

PROBE AND CLARIFY.

What changes do you think DSHS should make in how they serve needy families, children, youth and persons with special needs? IF HERE OR ANY TIME EARLIER MENTIONED " NEED FOR FUNDING OR STAFF OR "DSHS WORKERS ARE OVERWORKED/HAVE TOO MANY CASES /LESS WORK FOR STAFF" PICK EITHER CODE 94 OR 95 AS APPROPRIATE.

- RECORD COMMENTS..... 01 O
- DSHS needs more funding or more staff 94 X
- DSHS workers are overworked/caseload too high/less work for staff.. 95 X
- Don't know 98 X
- Refused 99 X

61:

QE1

CLARIFY.

Finally, I have a few questions for background purposes. Have you ever worked for DSHS or an agency that contracted with or received payments from DSHS? NOTE: "RECEIVE PAYMENTS" COULD INCLUDE REST HOMES/LONG-TERM CARE.

- Yes, DSHS 1
- Yes, contracting agency 2
- Yes, both 3
- No 4
- Don't know 7
- Refused 9

62:

QE2

What is your age?

\$E 18 99

- Don't know/Not sure 07
- Refused 09

63:

QE2A

READ 1-7

In which of these age categories do you belong?

=> +1

si NOT QE2=07 09

- 18 to 24 1
- 25 to 34 2
- 35 to 44 3
- 45 to 54 4
- 55 to 64 5
- 65 to 74 6
- Or 75 or older..... 7
- \$
- Refused \$

66:

QE4

Are you Hispanic or Latino?

- Yes 1
- No 2
- Don't know/Not sure 7
- Refused 9

67:

QE5

READ 1- UP TO 6 RESPONSES

What is your race, would you say . . .

- White 1
- Black or African American 2
- Asian 3
- Native Hawaiian or Other Pacific Islander 4
- American Indian, Alaska Native 5
- Or something else (SPECIFY:) 6 O
- \$
- Don't know/not sure \$
- Refused 9 X

68:

QE6

Is your total annual household income from all sources above or below \$25,000?

IF NEEDED: Annual household income before taxes. IF DON'T KNOW/NOT

SURE, SAY: Just give me your best estimate.

- Below \$25,000 1
- \$25,000 or above..... 2 => QE6B
- Don't know..... 3 => INCOM
- Refused 4 => INCOM

69:

QE6A

READ 4-1

Would that be. . .		
\$20,000 to less than \$25,000.....	04	=> INCOM
\$15,000 to less than \$20,000.....	03	=> INCOM
\$10,000 to less than \$15,000.....	02	=> INCOM
Less than \$10,000?	01	=> INCOM
-----		\$
Don't know.....		
Refused	99	=> INCOM

70:

QE6B

READ 5-8

Would that be. . .	
\$25,000 to less than \$35,000.....	05
\$35,000 to less than \$50,000.....	06
\$50,000 to less than \$75,000.....	07
Or \$75,000 or over.....	08
-----	\$
Don't know.....	
Refused	99

72:

QE7

RECORD GENDER

Male.....	1
Female.....	2

74:

INT01

\$E

That's my last question. Everyone's answers will be combined to give DSHS information about Washington residents' opinions. Thank you very much for your time and cooperation.

Completed interview.....	01	D	=> SKPAA
--------------------------	----	---	----------

83:

F7

READ IF NEEDED: * I work for Gilmore Research Group, a research firm in Seattle. Our company has been retained by the Washington State Department of Social and Health Services to conduct this study. * If you would like to call my supervisor to verify this information, you can call (800) 573-4478 ext.176 or 206-726-5582 collect. *If you would like to speak with someone at the Washington State Department of Social and Health Services to verify that our company is doing this study, you can speak with Nancy Raiha (Ray-ha)) during business hours (8am to4:30pm) at 1-800-793-2567.

Continue.....	1	D
---------------	---	---

