

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
None.	Nothing.	None.	AEM
They help me. They are very good.	Takes a long time to get interpreter on phone. Sometimes I need help right away.	None.	AEM
They have been a big help to me. I really like them.	Gosh, I don't know what it would be, they've done what I asked.	None.	A
I like it all.	Well, I can't think of anything. They have been awfully good to me.	None.	AEM
Nothing.	I can't answer that question.	Interviewer comments: Respondent denies any contact with Medical Assistance.	AM
I like COPES the best, and I like my caretaker a lot.	Give us help to pay the electric bill. Our last bill was \$625 for two months. Our income is just over \$18,000, so we don't qualify for any other help to pay it.	None.	AM
They do a good job.	I don't know.	None.	AM
Staff helps me fill out paperwork and I only have to go in and see them once a year.	The (Medical) providers didn't explain things about billing well. They explained about medical procedures and medications, but not about the bills.	None.	AM
My wife has Alzheimer's disease and while still living at home would tell people she hates me. It wasn't long before an Adult Protective Services worker showed up to look into the supposed abuse of my wife. I didn't like that.	I wouldn't rock the boat in any direction. I'm sure there's room for improvement, but I'm not qualified to say.	Interviewer comments: Client is in a care facility. She doesn't go to the doctors, they come to her.	AM
I think they are very courteous.	I called 25 dentists here in town and none would take the medical coupons. When I finally found one who would, I had to wait a whole month before I could even make an appointment.	Food is furnished here, and we are not allowed to cook in our rooms, so I'd rather have a \$250.00 clothing certificate.	A
I believe if they recognize a need they make it a goal to help you or make you aware of where you can get help.	I think that they need to work more on the needs of the younger generation and single people.	None.	AEHM
They have a lot of people who really care about disabled people, and the office is always clean.	Improve the food stamp program. They make it hard to get food stamps, paperwork is too complicated, you sit and wait too long in the office, and you have to do it all over again in 3 months when nothing has changed. They cut us off for 2 months for missing an appointment on Saturday.	None.	AEM
Nothing...they have been terrible (both programs).	Need assistance to start my own business to be self-sufficient.	None.	AM
Likes the medical program.	They should make it easier to get prescription medications.	None.	AM
I never thought about it.	Decrease the amount of paperwork involved.	None.	AEHM

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I like everything that DSHS is doing for me.	I would like to receive information that DSHS sends to me in Russian.	I would like to receive more food stamps because \$60 food stamps for two of us is not enough.	AEM
Way back when I had children and my husband took a walk for 13 years, they were not kind and treated me like a low life. Now they treat me with respect.	I'm not sure because I'm very happy with the services I get.	I think my caseworker is a kind, caring person and I'm very happy with her.	AEM
I think their overall plan for taking care of people is fine.	I really can't think of anything.	Interviewer comments: Client acknowledges contact with MHD, but says it was 3 years ago, not within the past 2 years.	AEHM
With the help we've been getting we're doing just fine.	I don't think there's anything more they can do.	None.	AM
It has been wonderful for me.	As far as I'm concerned, they do very well for me.	None.	AM
They are very responsible and are doing a good job as far as I can tell.	I'm very satisfied.	None.	AM
The people have been very courteous and helpful.	I can't think of anything at the moment.	None.	A
We wouldn't get by without them because of their help with COPES and medical coupons.	COPES caregivers have to attend a 3 day workshop and then are put on a hiring list, but the list is not updated regularly. So when we try to hire a caregiver from this list, the information is old and out of date.	None.	AM
I have been able to get my services easily. I have problems walking and I have not had to go in person to arrange for services. My family has been able to do it on my behalf. I have received all I need with no problems at all; it has been very easy.	In my case, everything has been perfect! I am very pleased.	None.	AEM
They do good by my hospital and medical needs.	They are doing everything perfect for me, but they should have more feelings and consideration for older people.	None.	AEM
Helped me whenever I asked.	Long wait in offices.	None.	AEM
They mail my medical coupon on time and I get it on the first of every month.	At the CSO you wait too long, it's confusing and they pass you from window to window, even if you have an appointment. It's hard to reach anyone on the phone. This needs to be fixed.	None.	AM
They have helped me.	More people who speak Russian at the CSO.	None.	AEM
Everything is O K.	To me everything is OK and it doesn't need to be improved.	None.	AEM
They have helped him have a home and helped purchase prescription medications.	When I talk with them they always seem to have a lot of cases and are very busy, so I think they need to hire more caseworkers.	None.	AM
They send out my medical coupons on time.	I don't think there's anything, they're doing fine now.	None.	AHM
I think the social worker, Jerry Whitney, in the Yakima office was extremely helpful.	Nothing.	None.	AM

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Nothing.	When we need a new wheelchair because the battery pack on the old one has worn out, or other equipment needs to be replaced, we should be able to get it. The State is denying my request for new equipment.	None.	AEM
I like getting rides to the doctor.	I don't know.	None.	AEM
I can't pick out anything.	There should be brochures to explain about getting glasses.	None.	AM
I haven't had a problem with them.	I don't know.	None.	AEM
DSHS staff treated me with courtesy and respect, and acted quickly.	It would be better if we could receive more information about all DSHS's services in our language (Vietnamese).	I want to thank DSHS for all the services which my wife and I received.	AEHM
I like everything about DSHS.	Need more food stamps!	Appreciate the attention to our opinions.	AEM
It comes in handy.	I don't know.	Interviewer comments: Client states he receives medical coupons, but has not used them in the past 2 years. He states he has not gone to the doctor, nor had prescription medications, etc in the last 2 years.	AEM
They help me with my whole life and I don't have any problems with them. I can make reports to them over the phone.	I can't think of anything.	None.	AEHM
Nothing in particular jumps out at me.	Reduce paperwork.	None.	AM
That I don't have to pay for prescriptions.	We don't get any notice showing how much was paid to the doctor, so we don't know if the doctor is billing us too.	Dentists won't take the medical coupon because it takes too long to get paid. Treat a person like a person, not just a number, because no two people are just the same.	AEHM
They never question what I need.	The visiting nurse should come out to my home more often than once a year.	None.	AM
Nothing.	I don't know what to say.	I just hope they don't cut back on any more prescriptions.	AM
They help people who are otherwise unable to help themselves	Nothing	None.	AEM
Likes the medical program.	Do more follow-up.	None.	AEM
I like that they come and take me to the doctor.	I don't have any idea, they're doing just fine.	None.	AM
I don't know; I'm glad they're there.	Get some employees who want to work there and who like their jobs.	The people working in the CSO are mean to people and think they are saving the world.	AM
I can usually get hold of them on the phone.	I can't think of anything.	They have a habit of losing papers.	AM
They've always treated my grandmother (the client) real well. They take good care of her.	More in-home assistance.	None.	AEM
They allowed me to make some of my own decisions.	None.	None.	AM

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I like everything and I am very much grateful to DSHS.	No suggestions.	I would like someone around me more than 3 hours a day. I do need more help.	AM
I like the medical assistance and COPES the best.	They should have a better transportation system for disabled and handicapped people to get to the doctor.	None.	AHMS
They are very helpful.	No idea.	None.	AHM
They help old people like me who don't have anyone else to help us.	Can't think of anything negative.	None.	AEM
Nothing.	Don't know.	None.	AM
I don't know what I'd have done without them. On a fixed income you just don't have enough money to go around.	I don't really know what to do to improve them, they've been so good to me.	None.	AM
Nothing.	Observe the rules and the regulations. I asked many times for children's clothes vouchers and car repair money, and my case manager promised me I would get it... I didn't even get my early exit bonus when I got off TANF assistance early.	None.	AEHM
I don't like all the threatening letters the food stamp program sends out. It's not worth it for \$12.00.	Stop sending threatening letters to people.	None.	AEM
That when I need the help all I have to do is telephone.	I can't think of anything.	None.	AM
AASA contact is more personal than with the welfare office.	Run it like a private business.	None.	AEM
I like everything	Continue doing the same good job.	None.	AEM
I like everything that DSHS is doing for me.	I would like to receive the information that DSHS sends to me in Russian.	None.	AEM
Well, they help me with the food stamps.	I don't know.	None.	AEM
Can't think of anything.	Don't know.	Interviewer comments: The client did not receive direct services from Economic Services and so most of the statements did not apply to her.	AEM
Nothing.	Nothing.	None.	AM
I like that new director at Dad's care facility.	Be sure you hire good help who care and are understanding.	None.	AM
Some of the people have been very helpful to me and have gone beyond the call of duty. Denise Miller in the Everett CSO is the best.	They should give more food stamps or meals on wheels.	None.	AEHMV
Nothing. I really haven't had to work at getting help.	Be more considerate of the person.	Give Americans as much help as the foreigners.	AEHM
They take care of all my needs. My monthly prescriptions cost \$1500.	I don't know.	None.	AM
I think they have met my needs.	Nothing.	None.	AM
The medical help.	Can't think of anything.	None.	AEM
They were there when we needed them.	I can't think of anything.	None.	AM

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Gordon Maul and Rebecca Fine in the Port Townsend CSO are hardworking and very courteous.	I would think that if the workers were more available to people who are employed it would be good.	None.	AM
Overall I am satisfied with DSHS.	Home caretakers are not used adequately. Some people don't need caretakers as much as others. Others need caretakers more.	I appreciate the assistance I receive from DSHS.	AEM
I like her Social Worker, Carla Wood, in the Bellingham office.	I don't think so. We are very well satisfied.	None.	AM
They have helped me with my medical needs and with rent and food.	Nothing, they treat me very well.	None.	AEM
I'm just glad they are there.	Offer more reimbursement to medical providers.	None.	AM
I've had some good caseworkers and some not so good.	I'm disabled, so I'd like to be able to do telephone interviews instead of being required to come in to the office. Also, I'm tired of being bounced from one worker to another.	None.	AEM
Getting the medical care.	I can't think of anything off the top of my head.	None.	AM
I couldn't survive without DSHS.	Everything is okay--no changes needed.	None.	AEM
The service I get with them is good.	I've never had any problems with the way they're set up now.	None.	AM
I think medical assistance is a good program.	Well, I don't think there's anything except don't cut back on brand name prescriptions because sometimes the generic medication is not as good.	None.	AM
They did give me medical coupons when I was in dire need of surgery.	Listen to the people. And don't look at the color of their skin. I'm tired of being treated like shit because I'm white. The Grandview CSO is extremely prejudiced against whites.	You need to do something about the doctors that take the medical coupons but treat the patients like shit.	AEM
I like everything DSHS is doing for me.	I think that everything is good enough, no improvements are necessary.	No comments.	AEM
Well, what can I say. They're handy and good to me.	Don't discontinue it.	None.	AM
That they help her out when she needs it.	I don't think there is anything they can do to improve it.	None.	AM
Paying for medical care and prescription medicines.	Set up a group that can screen and provide qualified COPES caregivers.	The COPES program is wonderful.	AM
I like that they are so interested in seniors, much more than in Montana.	I think when there is a limit put on prescription medications there should be an explanation made to the clients.	Thank you.	AM
The helpful people who work there.	More money for food and rent...	None.	AEM
I like the medical help and medical services.	I would like them to get social workers that care more about the clients.	None.	AEM
I like the medical.	I want it to be easier to refill prescriptions.	None.	AM

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I like everything that DSHS is doing for me.	I would like to receive the information that DSHS sends to me in Russian. It's difficult to have it translated.	I wish my medications were not substituted by the cheaper ones.	AEM
Assistance is provided in timely manner.	I am very happy with DSHS services.	It would be a good idea if DSHS were open more hours to provide services for me.	AEM
I am satisfied with everything. I like everything that DSHS is doing for me.	I wish the information that DSHS sends to me were in Russian or Ukrainian.	None.	AEM
If he needs any help he gets it.	I don't know.	None.	AM
Nothing.	I wish they'd let me go home more often.	None.	AM
Their timeliness, their courtesy and respect. The medical coupons are always here on time.	Combine the federal and state offices into one building.	None.	AEM
Nothing in particular stands out.	I don't really know.	None.	AEHMV
Everything.	Nothing.	None.	AHM
I like the people in the Walla Walla AASA office. Social worker Judy Miller is very good.	Well, I don't know of anything.	None.	AEM
The case manager does terrific work.	Give the DSHS employees a pay raise.	None.	AEHM
I like everything.	I wish the information that DSHS sends to me were in Russian.	None.	AEM
Every time we get a letter from DSHS, we call and they always explain it to us and help us.	Do home visits to help the clients more and to check and see if they are OK.	None.	A
They do a really good job and have helped us a lot.	Don't change the program rules so often. We just get used to the rules, and they go and change them on us.	None.	AM
They are courteous and listen to what I say.	Some cab drivers are rude and mean. DSHS should check into our complaints about these cab drivers.	None.	AHM
Case manager Anna Straka seems to be the most helpful.	I wish DSHS could provide interpreters as quickly as needed. It's hard to get translation services.	None.	AEHM
I like that little thing that comes in the mail each month that pays for medical care.	Need to educate adult care home operators about how to care for the elderly residents and when to get medical help for them.	None.	AM
I had concerned and considerate workers in the Orchards CSO.	I don't know because they have been really good to me.	None.	AHM
They make things clear.	I wish they'd put an AASA office in Auburn. The nearest one to me is in Kent.	None.	A
DSHS has been very kind to me and I am grateful for all their assistance.	Nothing.	I understand why you are doing a survey, but it is quite lengthy.	AEM
I'm very satisfied with my service. All my calls have been returned within a short period of time.	I wish I could get more food stamps.	None.	AEM

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When it comes down to time for my eligibility review, they mail the papers to me.	I would like for them to be more courteous. When I have an appointment at the CSO I should not have to wait 2 or 3 hours in the waiting room.	None.	AM
Nice people, good services	None.	None.	A
When the person I'm calling for is not available, I'm able to get questions answered by someone else.	I don't know if it's Medicare or Medicaid, because we have both, but the program is insisting on doctors consultation and x-rays in order to justify buying a \$10.00 can of special food for my husband. It seems like a big waste of money.	None.	AM
I liked working with VA...they were really helpful. I liked my Aging counselor (Terry Haga)...she was so cooperative, so understanding, and has been like a sister.	More food stamps.	None.	AMS
At least they are there to help.	They need to listen to legitimate concerns of clients. They should not allow doctors and dentists who do not meet standards of care under DSHS to accept Medicaid patients. Of particular concern is a dentist, Dr Russell Clark in South Bend.	None.	AEM
She likes her caregiver.	Nothing.	None.	AM
I can't think of anything.	They should return phone calls a lot sooner.	None.	AM
I guess that it's there to help me.	I think caseworkers should go back to doing home visits.	None.	AEM
I think it's wonderful. They do a great job.	I think they should check out people a little bit more.	None.	AM
Nothing.	They should help pay for my Rascal scooter.	None.	AM
My caseworker, Pattie Thoth in the Shelton Aging and Adult Services office.	Don't write all of the rules in a book, instead have caseworkers go by their feelings.	I don't agree that my SSI benefit should be lower when I moved to Shelton. It was \$20.00 more when I lived in Tacoma.	AEM
They try to treat everyone fairly. They try to do something to help and will let you know if they can't.	More or less, drop in once in a while for surprise home visits.	None.	AM
They are wonderful people, they always call me back.	I think they are O K.	None.	AEM
Nothing.	None.	None.	AM
I always have my questions answered. The staff gave us a lot of good information.	I can't think of anything.	None.	AM
She and her husband are satisfied with everything, especially the medical assistance.	Client would like to receive all information from DSHS in Russian or Ukrainian	No comments.	AEM
They have helped me a whole lot.	No, not a thing.	None.	AM
They are courteous and I get what I need.	I need more money for groceries.	None.	AM
They help with my medical. They are really good.	Nothing.	None.	AM
All the programs available for elderly people.	I can't think of anything off-hand.	None.	AM

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Medical assistance.	No suggestions	In my particular case, I would like my daughter to be my social worker and receive payment for helping me, because she has children and needs the work to earn her family's living.	AEM
Nothing.	None.	None.	AEM
I can't think of anything.	DSHS does not pay enough attention to disabled people. These clients need to have an advocate stationed in the CSO's to help fill out paperwork.	None.	AEM
Nothing. It's a great service and I appreciate it.	I can't think of anything.	Interviewer comment: After struggling with the first 4 questions of AASA, client denied any contact with that program.	AM
I like the AASA program. It has been great for me.	I don't know. Maybe they could advertise how young adults could use Work First to get jobs.	None.	AEM
I like your timeliness. It has been wonderful.	I don't know. You've done just grand in respect to our situation.	None.	AM
I think they have filled our needs. I always get a phone call back, and they only misplaced our paperwork once.	I haven't had a problem at all.	None.	AM
I like that they have the medical coupons for the old people. I think they are just great.	The only pharmacy in Goldendale has mailed out letters saying that if Gov Locke cuts payments any more they won't be able to take medical coupons anymore. The next nearest pharmacies are 30 miles away in The Dalles OR and 70 miles away in Yakima WA.	I think DSHS is doing a good job, but it's the politicians that are the problem.	AM
They helped me.	No comments.	None.	AEM
I like the way they help people.	Actually you have a really good program already.	None.	AHM
I like the services.	I'm not sure.	None.	A
I can't think of a thing.	Nothing.	None.	AEM
My caseworker is very kind and she cares about my needs.	Sometimes they don't call me back right away.		AEM
I think they are a fine organization and they are the best.	Good Lord, I can't think of a thing.	None.	AEM
Since we got away from the Ballard CSO things have gotten much better.	Dental is terrible. Most dentists won't take the medical coupons. We finally found one that did, but his office hygiene and sterilization was non-existent. I wouldn't take my dog to him.	None.	AM
They give me the things I need that I'd have to go without if it weren't for DSHS.	I would like for them to follow-up after they send out a girl to someone's home to see if the girl is doing a good job or just sitting around and not working.	None.	AM
Well, I don't know.	I don't know.	None.	AM

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Nothing.	None.	I am White or Caucasian. My children are Hispanic.	AEHM
I can't think of anything I like about DSHS.	Nothing.	None.	AM
I need assistance to pay for my medical care and they help me, but they also need to help my wife.	More nice people like you (Maria Santiago, DSHS bilingual staff who translated). God bless you!	None.	AEM
I like your new Work First program.	Nothing.	None.	CMS
I like your Work First program and that you were strict with me. If it wasn't for Work First I'd still have low self-esteem and not be accomplishing anything. They made me get up off my ass and get a job.	I don't like the new system with the call centers. I want to be able to talk with my case worker.	None.	CEMS
I haven't given any thought to that.	I don't know.	None.	CEM
When young children need something, CPS will help them. But I don't know if they do it to help the child or to help CPS put the child up for adoption.	When CPS removes a child from the home, after about 6 months they should return the child to it's parents to see if the parents have adjusted to providing proper care.	None.	C
That they are there to help.	Can't think of anything.	None.	CMS
I liked it when the judge said, "Case dismissed".	Instead of claiming charges against the innocent, go after the guilty.	None.	C
I like that we have to do more for ourselves now with Work First.	You need receptionists that are more friendly and pleasant to clients.	None.	CEMS
I like the alcohol and drug treatment the best.	Nothing.	None.	CEMS
I like the workers better now than 20 years ago. They are more polite, courteous and explain things better.	Return phone calls more promptly.	None.	C
In order to apply for food stamps you have to be there before the doors open in the morning and they only take the first 20 people. No more food stamp applications are accepted that day at the Kelso office. You should not allow this to keep going on.	You should have morning and afternoon Work First meetings for clients, not just a morning meeting.	None.	CEHM
I don't have any problems, but I thought ADATSA was very prompt in helping me.	They are pretty good already.	None.	CEMS
Nothing.	Don't know.	None.	CEMS

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I can't think of anything.	When teenagers approach their 18th birthday they should be given information on how to stay on the medical assistance program. If they need to apply on their own, they should be told so that they know this. When our foster daughter turned 18 the CSO cut off all of her benefits.	None.	CM
I don't know.	They need to return phone calls within 24 hours and they need to work with you a little more.	None.	CEM
I like the program that helps pregnant women get to the doctor.	We need more food stamps.	None.	CDEMS
That's where you get your food stamps, and other help if you need it.	To be human is to err, and if there were less errors it would be better.	None.	C
I like the Child and Family Services part the best. I like my CPS Social Worker, Meggin Lasano in the Yakima office.	I think that people who go down and get on Public Assistance should be tested for drugs and offered treatment if they test positive for drugs.	None.	CMS
I like that they help me out with medical for my children.	They should pay more attention to people. At the front counter they are really rude to people.	None.	CDEM
They are very busy but have helped my daughter very much.	Too long to wait at the CSO		CDM
We know the workers there and they are friendly and willing to help. We especially like Cindy Hardcastle in the Vancouver office.	They are talking about cutting back on respite care for foster parents. Please don't cut it back, we don't want to lose it.	None.	CDEHM
There are a lot of workers that I like, especially Loretta Urling in the Kelso office.	They should improve on helping people who have a learning disability. I live in Woodland and don't have a car and can't get to Kelso everyday for Work First meetings. There should be some considerations made for me instead of putting me in sanctions.	None.	CEHMS
I like my financial worker, Sonja Dearmore, in the Spokane SE CSO.	Don't keep changing workers on us so often.	None.	CS
It's great that they provide medical care for the children.	It would be nice if they did not have so much paperwork. And, you need to hire more staff. The workers are way too overworked. You need to have a resource list for families that take in children. It was years before we knew anything about respite care, or knew about summer camp for the children. We should have been told about these at the beginning.	None.	CEHM

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I like our social worker, Francie Stoll in the Spokane SW CSO and also Camile Gustaffe in the ES office in the same building. Francie has been very helpful.	I think they are doing exceptionally well already.	None.	CEHM
That I was able to get help at the time we needed it.	Stop lying to the people, stop lying to parents. If there is something going on just tell us the truth. Stop the lying. [Name Redacted] in the Vancouver CPS office is one of them that has lied.	None.	CEM
They have been very helpful. The Community Jobs Road To Work program is wonderful. This is the best program you've ever had.	You should be more caring with your clients. Take more interest in your client's needs.	None.	CEM
I really like my social worker, Linda Hainley, from the Orchards CSO.	They should go back to two separate offices in Vancouver. The waiting room in the new combined office is just a nightmare. And, they have changed phone numbers, but have not given us the new number yet.	None.	CEHMS
That they try to help families better their lives	Nothing.	None.	CEMS
I like that CPS family services are helping us get our family back together. I also like the mental health and alcohol / drug treatment services. If not for them we'd be dead.	Be a little more open minded about helping disabled people while they are waiting to get SSI / SSD.	None.	CEHMS
I had a couple of workers that were really great. Natalie Wellick in the Spokane South CSO and Doreen Ellenson in the Spokane North CSO.	They could be more considerate of other people's time by not having us wait so long in the CSO waiting room.	The Spokane Valley CSO is the worst DSHS office I have ever been to.	CEMS
I have called the office and since I couldn't get through to them I'd call the 800 number instead. But they always say to call your worker, which is what I tried to do in the first place. So the communications need to be much better.	There should be some way to keep people from spending their welfare money on drugs, alcohol or gambling.	None.	CEMS
I think they have a good understanding of my nephew because we have had the same social worker for the past several years.	I think they should let caregivers have a much bigger picture of everything available to help clients, instead of just giving us a little bit of information at a time.	None.	CDEHM
I'm sure glad we have it.	No.	None.	CMS
I like the WASHCAP program for food stamps and I like the medical program.	They should help people understand the rules. They should explain the rules better so I can understand them.	None.	ACEHMS
I like that they returned my call right away.	None.	None.	C

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I'm a long time foster mother. I like that the workers know me, and are friendly and helpful.	They need to take better care of the new foster parents. Since they are new, they don't know all of what's going on and they need extra help.	None.	CHM
Some social workers really listen to us and care about the children.	Answer all phone calls from foster parents within 24 hours. This is an ABSOLUTE MUST. Foster parents need to be part of the team.	None.	CDEM
I like my workers, Olivia Garcia and Jill Hooker in the Yakima office.	Put your information in plain English.	None.	CEHM
Nothing.	Don't know.	None.	CEM
I don't know.	The dental program needs to be put back on the medical coupons. We can't find any dentists here in the Grays Harbor area that take them, and I don't have a car to drive to Tacoma or Seattle.	None.	CEM
That it's there for people who need it.	They should make it easier for people age 18 and over who don't have children to get medical coupons.	None.	CEM
Their services are there when needed.	More inter-departmental communication.	None.	CEMS
Nothing.	They should take more time with the client at the appointment to try and understand their needs.	None.	CMS
That they help with medical and food stamps.	CPS should not treat everyone like children. It makes me very mad.	None.	CM
I like the independent living program for older teenagers. They give me their attention and they are quick in getting things started.	Make it so the medical coupons are accepted by more places. Reducing all the paperwork for the doctors would help.	None.	CM
I like that they are helping me go through school.	Hire more staff.	None.	CEMS
I like the Work First/Work Study programs.	Nothing.	None.	CS
	Dental care needs to be covered.	None.	CEMS
They were actually pretty fast and pretty nice in helping me.	They take too long to process change forms. I turned in a change of circumstance form two months ago and my medical coupons are still getting lost in the mail because they haven't changed my address yet.	None.	CDEHMS
Nothing.	We only have 5 years to get welfare, so why are you sanctioning (punishing) me because I want to stay at home with my 4 year old child until he starts school next year. I can go look for work after he gets into school.	None.	CEMS

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
You do provide a needed service.	Services need to be provided more quickly. And, the different agencies should talk more with each other. Their communications with each other should be better.	None.	CEMS
I like that they are willing to help people.	They need to advertise about what services they offer.	None.	CH
Nothing.	CPS needs to listen to people and not be so judgmental. Not everything is about child abuse. In my case, I went to CPS because my 12 year old was abusing me and I couldn't get any help until I got an attorney and got a court order.	None.	C
I like their willingness to work with my school and work schedules.	I think more dental services should be covered by DSHS. All preventive dental care should be covered.	None.	CEMS
I like that they go after deadbeat fathers.	Every 3 months is too often for eligibility reviews. Make it every 6 months. And let us do them by telephone.	None.	CEM
I like the Work First program. It offers tons of services.	I'm stumped on this one.	None.	CES
I like the medical program the best.	I can't think of anything.	None.	CEMS
They have been very helpful when it comes to answering questions and counseling.	No suggestions.	None.	C
I guess the health care thing is pretty key.	It's hard to keep good help, maybe they don't get paid enough.	None.	CM
They help you understand (information).	Everything is okay.	None.	C
The medical program and the Work First Program.	Need to work on more personalized care in the Mental Health program. The CSO needs to have evening appointment hours available for Work First participants. The program emphasized the need to work but expected participants to take time off from work for appointments. The caseworkers need more flexibility under program rules to deal with unusual client circumstances. The Mental Health program needs more vendors who accept the medical coupon.	None.	CEHM
They did give us some good referrals to other agencies.	Need improvement in communicating what they are thinking.	None.	CHM
DSHS helps me when I need it.	Nothing.	None.	CS
They have good programs.	You should have chiropractic care be covered by the medical coupons.	None.	CEMS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
It was embarrassing for me to apply for welfare, but they made it easy for me.	They should lighten up the caseload. They work very hard.	None.	CEM
What I like the best is that I'm done with DSHS. When we finally got free from DSHS we went out and celebrated.	If they would only listen to us foster grandparents instead of just going by the rulebook. I also like the guardian ad litem program. It is very helpful.	None.	CM
I like it that they are there to help.	I don't know.	None.	ACEHM
That they are there when you need them.	I do NOT like all of the questions about brothers, sisters and other extended family members who do not live in my home.	None.	C
They try to help us, but you know...they are kind of rude sometimes, yell at you...	They should be more helpful...get employment...more money to buy groceries.	None.	CEM
Nothing.	They should allow people to go to college to get an education and job training. There is too much emphasis put on getting a minimum wage job.	None.	CEHMSV
I just like all the help.	Social workers should treat clients better instead of being angry toward them.	None.	CEMS
The child care program. I wouldn't make it without this program. Matthew Mintzer in the Olympia CSO has been wonderful.	I feel they could make it easier to get on the medical, food stamp and TANF programs. They are always demanding more information and paperwork. They are always threatening to impose sanctions.	None.	CEM
That they are there as a safety net and the Work First Program.	Child Services Administration needs to monitor their social workers for rudeness. They need to treat clients with respect, not as suspects.	No further comments.	CEM
Nothing.	Call people back within 24 hrs. like they say they will.	None.	CEMS
I like that there is a government agency to help people get back on their feet and be productive.	Nothing.	None.	CEM
I like the medical program.	You should give more food stamps to people.	None.	CEM
I like the 800 telephone hotline to report changes in circumstances.	We need more access to community resources. We need more than just a list of telephone numbers. We need an actual person to be a resource person to help us through the maze of requirements that CPS puts on us.	None.	CEM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I like that they have these programs to help people.	CPS should tell people the truth and be honest with us parents. CPS has lied to us and betrayed us. ADATSA should be easier to get into. You should hire more ADATSA workers. Support Enforcement should give people a chance to pay, and they should set reasonable amounts for support.	None.	CEHMS
That when you do need help, you can get it fairly quickly.	You need more staff for all the work.	None.	CS
Nothing.	Stop giving preferential treatment to Russians and Mexicans. They get better treatment than us Whites or the Blacks.	None.	C
I think accessibility to services is good. Also, Lisa McKee in the Wenatchee DCFS office is very good.	Once the State terminates parental rights, the foster parents should NOT have to fight DSHS to get needed medical care for the foster child.	None.	CM
I believe in socialized medical care.	That's a hard one. They need to be more flexible about helping families that have income.	None.	C
I like the non-needy relative grant program. It is very helpful.	They need more staff and more funding. Then they would be able to afford to make long term goals with people instead of just short term, bottom line goals. People need long term goals, and not just short term, bottom line business kinds of goals.	None.	CEM
We like the medical program. And, they are there for the people.	Make it easier to get food stamps. Why do they have to count my husband's income? Since he has a felony on his record, he can't get food stamps. So why count his income against the rest of us?	None.	CHMS
Nothing.	They should be a little more friendly instead of being a bunch of crabby assholes.	None.	CEMS
The people work very hard.	Sometimes they keep information secret. They don't want you to know about all the benefits you can get.	None.	CM
I like the 800 phone number to report changes.	You should advertise more about drug and alcohol treatment services.	None.	CEMS
I like that they are there for the people in need.	Grandparents should have rights to visit grandchildren that are in CPS custody. Don't punish us grandparents for the problems of our adult children. Also, you should give the Stevenson welfare office a good housecleaning.	None.	CHMS

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
That they are there to help people and I really like the Road To Work program.	My worker needs training in how to work with people who are trying to help themselves.	None.	CEMS
That they helped us out when we needed it.	I don't know.	None.	CS
The Children's and Family services have been really helpful to me.	They need to return phone calls much sooner. Sometimes they don't return calls at all.	None.	C
They have been very willing to work with me through the adoption process. This young child was a foster care child at first, and now we are in the process of adopting him.	Just move the process along faster. It seems like the squeaky wheel is the one that gets the grease.	None.	CEM
I am pleased that they give medical coupons to kids.	When your workers say they will do something they need to do it. They say they'll "let you know" but they never do. And, I know 3 women who are getting \$75,000 per month from an inheritance and they still get medical coupons. I've reported their names and addresses to the Burien office, but they've never bothered to check on it.	None.	CM
Nothing. I feel they are unfair to people who are trying to help themselves.	They should be more willing to help people who are trying to help themselves.	I'm dissatisfied with medical assistance because I can no longer get it. I'm low income, am basically healthy but have no children in the home because CPS took them.	CEHM
That it was there when I needed it. The mental health counseling was very helpful.	I always hated waiting in line for appointments. For a 1:00 PM appointment I'd usually have to wait until about 2:15.	None.	CEHM
I like that the medical assistance is there when we need it.	Confidentiality needs to be kept for foster parents. We are foster parents whose confidential information was released by DSHS to the birth mother of one of our foster children. Also, foster parents should be able to adopt a foster child if/when rights of birth parents are terminated.	None.	CEM
Nothing.	They need to do background checks on foster parents because I know that some of them neglect the kids and some abuse the kids.	None.	CEHM
I like the people, the social workers and others. They are nice and good to deal with.	You should re-start the clothing allowance for foster care children. We have 6 foster children and have no way to buy clothing for them.	None.	CM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
We like their courtesy.	You need to raise the income standards for people to get on medical. We have 6 people in our family, but we couldn't get medical until my husband lost his job and our income went down. We had been only \$4.00 per month over the income standard.	None.	CMS
I have enjoyed the receptionists and social workers in the office.	I think that each one of us has our own different situation and so not all of us should be lumped in together. We should be considered in our own individual situations.	None.	CEMS
I like that I can get medical help.	I don't know.	Interviewer comments: Client got part way through the DASA questions, then denied any program contact. She also denied any CA program contact.	CEHMS
Nothing.	They need to look at the family's whole situation instead of including all together into income groups or family groups.	None.	CEMS
They help you when you need it.	They could have smaller case loads. They could expand the dental coverage and need more dental providers.	None.	CEMS
We like very much how you can help us get jobs through the Career Paths program. Both my husband and I now have work.	Your workers should have more patience with people. Don't be so cranky.	None.	CEHMS
They help put food in the house and pay for medical.	I think CPS is over reactive. They need to be honest with the parents and the legal system.	None.	CEHM
I like the availability of getting help when you need it.	You need to spend more one on one time to treat us as individuals instead of like a number.	None.	C
Nothing.	We are very unhappy with the Work First program. You need to improve this program. We were not allowed any consideration for being very ill. And it is very hard to participate when you have to travel by bus because of not having any other transportation.	None.	CEMS

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I like the family reconciliation services, but I wish they had more authority.	I'm trying to get my 17 year old daughter back from North Carolina. I had custody of her here, but my x-wife got her a ticket to go back there without my knowledge. Your department needs to have more authority to help me, because North Carolina won't cooperate. Now my daughter is pregnant by one of my x-wife's friends. Would someone in DSHS please call me: 509-966-7407.	None.	C
I like the staff and the flexibility they give us.	You need to contract with more dentists so foster children can get dental care.	None.	CHM
Nothing.	You need to improve the Work First program. It's very hard to participate in Work First when you have to travel by bus because you have no other transportation. And you give us no consideration for being very ill.	None.	CEHM
The Quest card was useful.	CPS needs to take a deeper look at case situations. It's not always the way it seems on the surface.	None.	CEM
I like that you make children the highest priority.	You should have some way for women who don't have a natural mothering instinct to get training or help to improve their skills in providing for the child.	None.	CM
Nothing.	I don't know.	None.	C
I like their professional style of work, and they were courteous.	When they do eligibility reviews for food stamps, they should consider other bills besides just rent and electric. These other expenses also have to be paid, just like rent and electric.	None.	CEMS
I like them helping with family unity.	I don't have any problems with them except for CPS.	None.	CEMS
The drug and alcohol treatment programs are very good. I'm very impressed with these programs and they have helped me a great deal.	The Work First program should treat people as individuals rather than putting them into categories. For some people there should be alternatives to Work First, such as going to school.	None.	CEMS
They were very courteous and kind.	Nothing.	None.	CM
I really liked Larry Barrett, CPS Social Worker now retired from the Kelso office. He was very helpful.	I think it is really too bad that teenage children have to commit a crime before they can get CPS help. There should be some other way.	None.	C

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
We really like our social worker, Bobbie Alexander in the downtown Tacoma DCFS office. She has been very helpful in meeting our needs, and when we have questions she tells us where to go.	I know the social workers are very busy and can't always return phone calls right away. If they would have a current voice mail message to let us know that they are on vacation, or out of the office, then we would know not to expect them to call right away and if it was urgent we would know to call another worker.	None.	C
Just recently my social worker, Anna Flatt in the Spokane North CSO helped me out a lot. She is an excellent worker.	I can't think of anything right now.	None.	CEMS
Nothing.	I just want them to go away and leave us alone.	None.	C
Nothing.	Make sure case workers return phone calls within 24 hours. Also, they need to put emphasis on going to school instead of going out to get minimum wage jobs.	None.	CEMS
Nothing.	The CSO workers should be more understanding. Not all of them are nice. Some of them put us down.	None.	CEMS
We appreciate that they were there when we needed them.	There are not a lot of dentists who will take the medical coupons. This needs to be fixed.	None.	CEMS
Nothing.	Have less paperwork.	None.	CEMS
I can't think of anything.	I think they should have CPS social workers that will listen to what we say. I had a lot of problems with them until they changed social workers and then everything worked out.	None.	CEM
I like that they provided her with a place to live when she had to leave her family and had nowhere to go.	I think that some of your social workers are too overworked, because they act like they don't care about the children. For us they just cut us off as soon as she turned age 18. There was no referrals or anything to help make the transition.	None.	CHM
Nothing. I'd rather not have to deal with them.	They expected our whole family to be dysfunctional, but we weren't. Only our teenage daughter was dysfunctional. They wouldn't help us until they figured out that we were telling them the truth, and that we only needed help with our daughter.	None.	CS
The only good thing about it is the medical.	They need to change the resource limits so that a person could build up a savings account to help them buy a car or a house.	None.	CHS

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
All the services that DSHS refers you to. Their quick response and their kindness.	I think they could be more forth coming with the rules and regulations and with general information for services that are available. Nothing. It is fine the way it is.	None. None.	CEMS C
Nothing.	They need to return phone calls in the same day they get the message.	None.	CM
Their medical program is good.	They need to treat people according to their individual situations. My fiancé has a reading problem and wasn't able to fill out his own application. Your receptionist said that since he didn't fill out the paperwork he didn't need any benefits from them.	None.	CEM
That they are there to help you when you need it.	We should be able to move through the Fair Hearing appeals process faster. Also, my medical coupons are for emergencies only. This means I have to go to a hospital emergency room for medical care that ends up costing the State thousands of dollars, instead of being able to go for a routine doctors office visit that costs \$30.00 to \$40.00.	None.	CEMS
The DVR program. They are willing to go the extra mile and help people.	Fix the medical programs so it helps people. I had a medical emergency and called 911. The paramedics came but they could not take me to the hospital because the medical coupons did not cover it.	None.	CEHMV
The Work First program is good. It gets people up off their butts to get a job.	Don't discriminate against us Whites. Here in Wenatchee they give preferential treatment to Mexicans so that they won't complain. But then they discriminate against Whites. Lots of people here feel this way.	None.	CEMS
I like that they are there to help. They have helped me financially, emotionally and physically.	Get rid of CPS. They will not let my child have play therapy even though she is showing signs of having been molested in the foster home since CPS took her.	None.	CEHMS
I like the respect that I get when my child has a need and DSHS is able to help us.	I want the social workers to be able to come into any foster home at any time, day or night, without any prior notice.	None.	CM
I don't know, well, they helped me get into treatment and helped me with CPS.	I don't know, they are doing fine right now.	None.	CEM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I like the child and family services programs. The social workers in our child and family services office are very good.	Just keep on funding the programs. Please don't cut them.	None.	CH
Nothing.	I don't know.	None.	CEMS
They have been responsive to our needs and have tried to help us.	Provide a comprehensive summary of resources that are available to help families.	None.	CMS
I'm glad they're there for families that need them. They helped me.	You need to withhold income taxes and social security taxes from child care providers payments.	None.	CM
I like the help you offer, nothing in particular but just in general.	None.	None.	CEHM
They helped me get my life back together.	They should list services that are available through them.	None.	C
I like that they are there to help.	I want them to flippen listen once in a while. My medical coupon is for family planning only. It won't cover my smashed foot or the pre-cancerous cells on my cervix. Also, stop shifting the responsibility from one worker to another.	None.	CEHMS
The ease with which you can just go into the office and be seen by a worker.	No idea.	None.	CEM
That they give out those telephone lists of all the resource agencies.	Don't know.	None.	CEHMS
They help me to care for my family.	Apply the same standard of eligibility to everyone. It shouldn't be easier or less restrictive for resident aliens.	None.	CEHMS
I can deal with them by telephone.	Pay more attention to people who are scamming the system.	I think there should be more help for disabled individuals.	DM
I like Jean Perry and Dr. John Holttum best at Behavioral Heath	Be more flexible in allowing out-of-home care; instead of insisting on in-home care.	None.	DEHM
They come to me each year to do the ISP plan which is about goal planning which I like.	Try to find me more money or programs that help pay some of my living expenses.	None.	DEHM
That you deal with the therapist and not a bureaucracy.	I don't know.	None.	D
No complaints--they do good work!	I'm satisfied with the services provided by DSHS.	Interviewers comments: Services were provided a while ago, client has died recently; wife answered because she dealt with DSHS on behalf of husband.	D
They do help in some ways.	I think they need to provide training to all the case workers on how to actively listen; instead of, saying no to every request for intensive tenant support.	There is a need for additional funding for Intensive Tenant Support.	DEMVA
They are nice people.	I don't know	None.	DEMVA

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Adoption Support	I think DSHS takes entirely too long for concluding a child's case. I think caseworkers are so over burdened that they cannot sufficiently take care of the children's individual needs.	None.	CDEM
Their explanation of denial was clear as they showed the test score.	I think they should know what peoples' needs are, especially children's needs.	None.	D
They are there to be a help and extra service for her physical needs.	Cut through the bureaucratic red tape and end unnecessary medical justifications. Case workers need to get to know their clients' circumstances so that they are not requesting duplicate information that doesn't change.	None.	DM
Their helpfulness.	More choices in training	None.	D
They are very helpful and explain things well.	Nothing we can think of.	We are very pleased with service from DSHS.	DEM
The people at DSHS were excellent in their treatment of me. This was after hearing all the horror stories about how they treat a person.	CPS could have their caseworkers be more open-minded and not jump to conclusions. They should actively listen.	None.	CDM
I had an excellent DDD case worker.	I think they need smaller case loads per case worker. The medical coverage was too limited and providers did not want to accept the medical coupon.	None.	DM
They are there for us.	I wish it was easier to find a dental provider who accepts the medical coupon.	None.	DM
They really care; they actively listen; they respond quickly; and they really care.	Clone themselves.	None.	DM
I like getting immediate service from Cathleen Carlson of DDD.	Services for counseling, grief therapy, and behavioral issues need to be delivered timely without regard to budget restraints. There is a need of more technical assistance in providing these type of services in group homes.	None.	DHM
It is easy to talk to them.	Do the processing a little faster.	None.	DM
They treat me with respect and not like a scumbag. Sometimes families just need some help, and it's not like we all have 5,000 kids we want the government to support.	Mothers should be able to get insurance. In our situation, my husband has insurance through his job, but our family can't afford the \$400/month premium, so my kids are covered through DSHS and my husband is covered, and I just pray I don't get sick or hurt.	None.	DM
Nothing	More consistent contact from DDD with customers that are on a waiting list to let them know the status and not let the customer wait years on end before contact.	None.	D

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The out station to the CSO.	Nothing I can think of.	None.	DM
The professional way they treat Jeanine	Return phone calls within 24 hours.	None.	DEM
Our case manager.	Check to see that people actually understand what is available and how to effectively help.	We are concerned that programs for the disabled will be cut before any other programs in the budget crunch.	DM
Getting an increase in my food stamps.	I really don't know	None.	DEHM
I love getting more money.	Getting my medical coupons back would be nice	None.	DEMV
I don't like dealing with DSHS, except for DDD.	Improve the system for waiting on people; so you don't have to sit there all day. They could have more knowledgeable people working the reception desk.	None.	DMV
Pointing me in the right direction for information on resources.	When they make changes in coverage and services let the customer know.	None.	DM
I think they are very helpful.	I like it the way it is.	None.	DM
I like the fact that assistance is available.	I think they could provide a summary in a simple form of all the services and resources that are available through DSHS	None.	DM
They are truly concerned about trying to find the most help for the child.	Work on how to make Medicaid available through more providers. I would also like to see a brief summary on coverage like you see with medical insurance companies.	The Department needs to concentrate on keeping the client informed as to who is handling their case when there has been a change in worker.	DM
It gives him independence so that he doesn't become a financial burden.	Nothing comes to mind.	None.	DM
They are there for me when I need them.	Don't know.	None.	D
The information they provided me on available resources that I would not otherwise know about.	Extend office hours to meet the needs of individuals who work non-standard work week.	None.	DEHM
The 1-800 numbers for getting answers and information.	Wait time for the interviews once you arrive at their office can take up to four hours. This wait time needs to be reduced considerably.	None.	DEM
I do like the idea of a case manager that DSHS uses today. Twenty years ago it wasn't like that.	I think that any time a handicapped child is born, DSHS should attempt to contact the parent with information on what resources are available in the community.	None.	DEHMOV
I don't like dealing with them.	Communicate with the foster parents.	None.	CDM
Help with navigation of the system and regulations.	More information needs to get out to the public through a news letter or fliers as to services available.	None.	DEM
They helped me at the time we needed help.	I really don't know.	None.	DM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I appreciate the help and workers do try to help. The help they give us.	Put the entire family on one medical coupon like they used to do. There needs to be more dental practitioners available and accepting medical coupons	None.	DM
	I have no idea.	None.	DEHM
I am glad that the Department has a program for a needy relative; so that they don't have to go to foster care.	They need to increase the number of doctors and dentist that accept the medical coupon. It is getting where you have to drive from Olympia to Seattle to get medical attention in some cases. This creates a transportation issue in many cases.	None.	DEM
Medical program.	I really don't know.	None.	DEM
Talking with them.	Nothing	None.	D
When I have a good case worker and they are willing to work with me.	I think they should call their clients back within the established 24 hours. I also think they should have lighter case loads.	None.	DEM
That they are there.	Train the staff better (use common sense), my experience is they do not. The Department needs a comprehensive list of resources for adoptive parents. They also need to do something about the adoptive case worker's subjective judgment.	Adoptions should not be drug out over several years when the biological parent or parents are not cognitively capable of caring for the child.	CDM
They understand [Name Redacted] and return phone calls within 24 hours.	Not sure	We are very pleased with the service from DSHS.	DEM
It is convenient; It is easy to get a hold of them, and they help me decide what is best for my daughter.	I don't know.	None.	DM
They helped us understand what our daughter is going through.	Basically they need to try to help those families with services who do not meet the income guidelines.	None.	D
They are very helpful.	For mental health, they need to work with their clients circumstances better. In our case, they expected me to pull Michael out of school once a week for counseling. That just wasn't working.	None.	DEHM
Knowing that services will continue with all the budget cuts.	I think providing sensitivity training to all State employees.	None.	DEM
DSHS has helped my son very much. Thank you!	More activities for disabled kids.	None.	DM
I like the fact that DDD has become more pro-choice for the individual client.	Provide more money for staff hours.	None.	DEM
The representative was a gem.	There is a need for more local authority in the Medicaid program to do approvals of special needs; instead of having to send to Olympia for an approval.	There is an appearance that if you are a recent immigrant that services are handed to them on a silver platter while the citizen goes without.	ADEM
I like their services and programs.	I don't know	None.	DEM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The people are awesome.	Nothing really.	None.	CDHM
I like that they provide an interpreter when you go to the CSO or any DSHS office. I also like that you can discuss your problem with them.	I think that the appointment system improves services and should be used in all DSHS offices.	None.	DEM
They try to do a good job, but are understaffed and are having problems with finances.	DSHS is a huge agency and is unmanageable. It needs to be broken up and made smaller.	None.	D
		My child has never received services from DDD, so I can't answer.	D
I like the people the most.	I would change what is covered for dental with the medical coupon. Braces and root canals need to be included in coverage.	None.	DEM
You got no choice.	I don't know.	None.	DEM
Our social worker, Debbie McNally.	I wish DSHS would help me determine the services Nicholas needs and then help make sure he receives these services.	None.	DHM
I like there is a local office that I can go to that doesn't require a lot of travel.	I think first that people who work at the community service office should really care. They also should have background checks. Workers need more compassion. The appointment system at the Colfax Community Service Office needs to be sure there is adequate staff before scheduling a client to come into the office for a review.	None.	DEM
The call backs for appointments are flexible.	Get more involved in the Metro Access program for transportation of the developmentally disabled.	None.	DM
It is easy to get a hold of the caseworker by phone.	I don't know	None.	DEM
My provider through DSHS.	Provide better paying jobs, better hours, and better locations for people who have disabilities.	None.	DEM
If I don't get through to the worker by phone, she calls me right back.	I don't know.	None.	DEM
They really try to meet your needs.	I think they are doing a fine job now.	None.	CDEHM
I think it is good that they are there to help.	Nothing	None.	DEM
We received a lot of attention at the hospital when the client was born.	All these programs within DSHS use abbreviations for different departments. This becomes very confusing as to who is who.	None.	D
Being able to be present while client was receiving services through the birth to three program.	Let the client know about other services available through DSHS and the community.	None.	D
I like the resource case manager; she does great work.	Have more psychiatrists who accept medical coupons.	None.	DEHM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They are better than the school system; they at least try to do good; however, because they are severely under staffed, they are very limited in helping people.	First of all, I do not want DSHS to go to a cash payment basis. The problem of getting services from DDD is when you have a qualified provider (for a lack of a better word) working with your child but for personal reasons they don't want to be certified with DDD because of length of their certification process, DDD needs to be more flexible.	I sit on the work group for Real Choices grant. If DSHS could use some of these suggestions and ideas, it would improve the system. As an example, when DSHS is unable to help, they could provide some suggestions of community resources that may be able to help; instead of just denying the application or terminating.	DM
All of it.	Nothing	None.	DM
They meet our needs. We receive as much respite care as we need.	Communication between Medicaid and DDD needs to be improved.	The only complaint I have is the amount of time it takes to get Medicaid approval; for example, Mallory needed a wheel chair and it took four months to get the approval.	DM
They are very nice to me.	Don't know.	None.	DM
Feel supported by DSHS.	Make it easier for the under-served to receive services. Also, contract hours need to better reflect actual client needs (for example, someone younger may need less service than they would need when they are older).	None.	DHM
They do supply the finance to care for Julie and baby.	Get rid of the ATM card for benefits or at least allow a person to choose to have a check.	Monitor for misuse of the grant by the clients.	DEM
Medical coupons.	They could answer my questions.	None.	DEHM
Not dealing with DSHS.	I would like to see more informational services provided to clients like the informational flyer that comes out with the medical coupon and also a comprehensive annual directory of services available through DSHS.	None.	DHM
The staff are very friendly.	More staff or smaller caseloads and a magic wand.	None.	DHM
That DSHS provides a service that we have not been able to find any where else.	Provide more options for programs in the community for kids.	None.	D
I like DDD service the most out of all the programs.	Have a better attitude.	None.	DEM
The programs they offer	Return phone calls promptly; in my case, I had applied for child care, I called after a couple months after not hearing any thing on the application, I never received a call back. Six months later I got a denial letter. This has been one of my most frustrating experiences of my life.	None.	DM
Dealing with the case manager.	Provide more funding to DDD.	None.	D
There is a lot more programs available now.	I don't know	None.	DM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I like the fact I never have to go into the office; they come to me.	I can't think of anything off hand.	None.	DEM
I like the case manager as she is very supportive and returns phone calls quickly.	I think in the Medicaid program that DSHS should require doctors to accept a certain number of patients and more dental practitioners need to be accepting the medical coupon. On the food stamp program, I think the amount of paper work that is required is ridiculous. From DVR it would be nice to see a finished product.	None.	DEM, V
They came to us, instead of us having to go to them.	I don't know	None.	D
The people are friendly and have been friendly.	Shorten the office visit waiting time.	None.	DHM
Staff are nice, but they don't have a lot to work with.	More funding	None.	DEM
The caseworkers are just fantastic.	They could do a better job coordinating with school district special need services.	None.	D
The fact that DSHS determines eligibility on the basis of 6 months to 12 months.	DSHS medical eligibility should be based on an across-the-board standard and not be based on SSI eligibility status.	None.	DEM
I think probably the prompt responses and personal commitment to help.	The Department needs to have closer screening of the qualifications of care givers.	None.	ADEM
They are on top of everything and do a really good job in explaining things when you have a question.	Nothing	None.	DM
I like there is some support through DSHS. It beats not having anything.	Related Health care worker should be paid consistent to what group homes get for caring for a developmentally disabled person.	I would say that when a developmentally disabled person is able to be productive, they should have the opportunity to contribute to society through shelter work shops without regard to budget restraints.	DEM
That they listen to the parents of children with developmental handicaps.	The could have kept the special education program at Liberty Lake Elementary.	None.	D
The staff are helpful and friendly	A need for more information about resources available for clients under each program of DSHS.	None.	DEM
They were very helpful in addressing her needs.	Better information on available resources.	Interviewer comments: Client receives the medical coupons but does not use the coupon because of employer medical insurance covers her needs. No comment by client.	DEM
Except for food stamp office, the staff seem to be kind and considerate of client's needs.	I don't know.	None.	DEM, V
DVR program because it allows client to have independence.	More funding for the programs and more training for staff.	None.	DEM, V
Can't think of anything.	I don't know how to make DSHS better.	Everything is fine.	DM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
As for DDD services, they are very understanding and willing to go the extra mile.	Mental Health Services has too much turn over and they are not willing to be a part of a team effort. Mental Health needs to ask for family advice and be family friendly. They need to allow participation of family members. They need to find counselors who are committed and then quit shuffling them around as the patient suffers from this.	None.	DHM
I like the 800 hot lines and the case manager.	I think I don't know.	I think that all the information requested is relevant except for the age and ethnicity.	DEM
They are fast and courteous.	Open up more interviewing booths during the day.	None.	DV
When you really need them, they are there--they are fast, too	Not sure	None.	DEM
That they are there for families.	Make it easier for doctor and dentist to accept the medical coupon and improve the wait time for getting into see a specialist. When coverage is a managed care program, the coverage should be the same as Medicaid. For example, Group Health covers diapers up to three years of age, no exceptions. The Medicaid program covers diapers over three if there is a doctor prescription and the child is developmentally disabled.	None.	DM
The customer service phone number that we now have that we can call to report changes and get information.	More case workers	None.	DM
They took the initiative to get client set up for pre-school.	I would have to say that the two different doctors in Seattle need to be following up on client. She has not yet been diagnosed.	None.	D
Everything.	Nothing really.	None.	DM
I don't know	I don't know	None.	DM
Going through the Work First program.	They could improve by explaining better on certain aspects to the client.	None.	DEM
I like the people at DSHS. They are thorough.	Gee, I just don't know.	None.	DEM
The yearly evaluations have gone very smoothly.	Better inform clients about what services are available through DSHS.	None.	DEM
I'm happy with the food and medical coupons. DDD hasn't been able to help.	More money for services.	None.	DEM
They were very courteous and helpful.	I would not change a thing.	None.	DV
I like them helping me out.	I don't know.	None.	DHM
I don't have to deal too much with DSHS.	They need more providers who accept the medical coupons, especially dentists.	None.	DM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I hardly go to the DSHS office, but when I do, the worker is very helpful and understanding and is always there when needed.	Services are okay, some workers need to be more friendly to families.	None.	DEM
I like that they were able to help me when I needed it.	I can't think of anything.	None.	EM
DSHS has been very good to me. I like medical the most.	Already doing a good job!	None.	EM
Can't think of anything.	Thinks most things are good as they are now, but wants to have a choice of the time of day for in-office appointments.	Nothing.	EM
They are willing to listen and they are very considerate and helpful if you ask for their help.	It is fine the way it is now.	None.	EM
That I knew where the office was and they were there when I needed the help.	The child care office used to be in Grandview, then it moved to Yakima. I live in Grandview, and I think it should be brought back here.	None.	E
I like having medical insurance for my daughter, and getting food stamps really helps. Because of DSHS I am able to stay at home with my young daughter, which I really appreciate.	Improve the dental program. I had a tooth break off and was in great pain. It took all day on the phone just to find a dentist that would take the medical coupons, and then had to wait a week to get in.	They have really made a big improvement in how we live and I really appreciate it.	EM
They helped me out in time of need.	Keep your benefits up with the cost of food and cost of living.	Stop cutting programs and services.	EM
I like being able to get medical coupons and child care. Now I don't have to worry about paying when I take my kids to the doctor like back when I lived in Oregon.	Make your programs better known to the public.	None.	EM
DSHS was there for me when I needed them the most. I am not working and they helped me.	CSO workers should learn not to be rude to clients.	None.	EM
They've helped me and my kids out	Nothing.	None.	EM
We always get the answers to our questions when we call the CSO on the phone.	No opinion, but appreciates getting SSI checks on time.	None.	EM
When we needed help they were there.	Can't think of anything.	None.	EM
That they offer a lot of different kinds of help; financial, food, child care, etc.	Mail out the appointment notices sooner. I didn't used to get my appointment notices until after the appointment was over.	None.	EM
Caseworkers...they are very courteous and helpful.	I'm very satisfied with everything and can't think of anything.	None.	AEHM
I don't know.	Don't be so rude.	None.	EM
I think the world of them because they are there to help me and other people.	Hire more staff, to help speed things up.	I just appreciate what they have done for us.	EM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Working with the staff.	To help people with developmental disabilities who do not have care providers or family to help them access services.	Very satisfied.	DEHM
She likes that the assistance is available when needed.	CSO workers should be more prompt in returning phone calls. Does not like having to ask for a supervisor simply because the worker refuses to return a call.	None.	EM
That the CSO workers listen to us, and try to understand, and try to find a solution to help us.	Do more client surveys, to find out how clients are doing.	Please improve medical services. It is very hard to find doctors that accept medical coupons. We have to pay the doctor out of our own pocket because they don't accept the coupons.	EM
I like the child care program. It has helped me tremendously.	It is hard to get hold of my case manager. They should return phone calls sooner.	None.	EM
That we can depend on DSHS. We know when the benefits and medical coupons should arrive, and they are always there.	Eliminate some of the paper work. Every month we get the same forms to fill out for our grandchildren, even though nothing in their situation has changed.	None.	EM
I like the help they gave me; food stamps and medical.	I don't know.	None.	EM
They were able to help me and my family when I couldn't do it myself.	Clients need someone to help walk them through the DSHS process. The workers are overworked and can't do it, and clients don't understand and often take a sanction because they don't know how to comply with the rules.	None.	EHM
They are very polite and have been treating us with courtesy and respect.	None.	Thanks to DSHS staff for the services provided to my family.	EM
I like them trying to help me get on SSI.	Make it easier to get services. They want too much work out of us.	None.	EM
I like the CSO caseworkers. I have had very good ones.	I don't like the CSO receptionists. I have been treated rudely by them and even told not to talk to them.	None.	EM
They are nice.	Can't think of anything		EM
I got what I needed, like medical coupons.	I'm not sure.	None.	EM
They have helped me a lot with my chemical dependency and with medical assistance for my back.	Make it easier to get mental health services. I tried to get help but couldn't. I have mental health problems and I can't get my anti-depressant prescriptions until I complete outpatient treatment.	Need to work on your mental health services. Way too much red tape.	EHMS
Being able to get the assistance needed.	To pay mileage reimbursement and expenses for sign language interpreters.	None.	DEMVA
I like that someone else will help me in the CSO if my worker is out sick or not available.	Have the office open for evening appointments.	None.	EM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Most of the social workers have always helped me.	Nothing	Everything is fine.	E
First she said nothing, then said she liked that DSHS was there to help when needed.	Be more timely in returning phone calls and getting paper work done.	None.	EM
That I get any help at all, and that they listen to me and I'm satisfied with them.	I'm a grandparent, raising 6 grandchildren, and its hard for me to go into the office every 3 months for reviews. I should be able to do the reviews by telephone.	I have noticed that parents get better help and services than grandparents. I feel discriminated against because of being a grandparent.	EM
That DSHS gives help to the people, and they do what they are supposed to do.	That all the staff cooperate together.	Me and my wife counsel people on how they should live. She speaks Spanish, but I'm not Hispanic.	EM
I would like to be a person who does not have to deal with DSHS.	I would like more help with the cost of rent.	I believe I have legitimate reasons for being on assistance.	EM
It's really nice that they help older people.	Can't think of anything.	None.	AEM
I like our Child and Family Services Office here in Friday Harbor. They really care for the people who come in for help.	I really don't know.	None.	CEHMSV
It was a lifesaver, and was our family support through hard times.	None.	None.	EM
That the services provided are accessible to the whole community.	Regarding the medical program, once families are employed and earning wages, they should be able to stay on the state medical program for one year no matter how much they earn. Many jobs have a waiting period before company medical insurance begins and this would cover them	The CSO gave me a 800 phone number to call about medical. When I called, nobody answered. I'm not sure if it's the same 800 number that's on the back of the medical coupon or not.	EM
I was happy they were able to help me right away with food stamps.	I'm pretty satisfied. You did a good job with the food stamps.	I am really disappointed that I could not find a doctor that accepts the state medical coupons as payment.	E
We can do our business by mail or telephone. We don't have to go into the office very much.	Nothing.	None.	EM
I'm very glad that child care help is available, but I don't understand the sliding co-pay scale.	DSHS seems to help people who don't help themselves, so why don't they give more help to the people who are trying to help themselves?	None.	EM
Overall, DSHS has given us what we needed.	I think they need to change how workers deal with people. They need to sit down and listen to what people have to say. They could help people with more food stamps and better medical coverage.	None.	EM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I'm a single mother going to school and their help lets me go to school and makes it possible for me to move on.	You need to get better case managers. On the financial side, they are rude. My case manager tried to make me bring in a doctors statement to prove that I had a doctors appointment.	None.	EM
I have never had to wait more than 10 minutes for a scheduled appointment at the Spokane North office.	It's already running smoothly. I like the EBT card for food stamps.	I really appreciated the help DSHS provided during the time I needed it.	EM
The medical and food stamps.	Don't know	None.	EM
DSHS has a good (ESA) program.	Don't think there's anything they can improve.	None.	E
Nothing. She has to fight with the CSO staff constantly. Has had to take her case to CSO administration. Financial Worker put client into Work First sanction, even though she is five months into a high risk pregnancy. Client was under doctor's orders to stay in bed, but the Financial Worker wouldn't listen.	CSO staff should be required to listen to what clien's have to say and listen to their concerns.	Nothing she can think of right now.	EM
I don't have an answer. There is nothing I like best.	They are understaffed.	At first the system was horrendous. Everyone passed the buck to someone else. Eventually I found DDD and they have been very helpful. They seem to be well staffed and have the money to help us.	CDEM
I like being able to contact them by telephone. I don't like going into the CSO. The receptionists act like they have PMS.	Provide more help for people in transition, for people getting off welfare and getting into working.	Be more willing to help people who only need a little help, and hire more investigators to find the fraud. I know people who are lying through their teeth to DSHS and they get all the help they want.	EM
They are nice and explain stuff well.	I don't know.	None.	EM
When we first came here they helped us with food stamps and money and medical.	Have more doctors take the medical coupons. It is especially hard to find a dentist that takes the coupons.	None.	EM
Cannot say.	None.	No additional comments.	EM
I feel they were supposed to be there for me when I needed them, but they weren't.	Staff need to be trained in people skills. If they are stressed out or frustrated, they are working in the wrong field. Workers should know the programs better.	Staff may be overworked, but they should still listen to the clients. CSO staff didn't keep me informed on program benefits and wouldn't return phone calls. I had to go to the supervisor to get information. Then the social worker would call me and threaten me.	EM
I like the program that paid for my child to go to daycare.	I don't know, everything was good.	None.	EM
They gave us medical coupons for our children when we needed them.	Raise the income limits for food stamps. This would help a lot of people whose incomes now are just over the limit.	None.	DEM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I really like the program that gets car insurance and pays for car repairs for people.	Don't know. Are doing a good job.	I think it's really dumb that people under age 22 cannot get their own food stamps.	EM
The staff people love me to pieces.	Be more employee friendly and offer them more benefits.	None.	AEHM
Nothing.	Would be good if the CSO would phone clients instead of requiring them to come into the office.	None.	EM
The amount of food stamps I get is fair, and they go up and down as my income changes.	Don't put us on hold for so long when we call in.	None.	EM
If you show a little initiative and gratitude, they treat you like you are important.	Nothing.	I say thank you to all DSHS workers, and especially to Shelly Anderson and Cynthia Shinn in the Shelton office. My life has taken a wonderful turn. I was on TANF, but now have work through the New Chance program at Olympic College in Shelton.	EM
The people in the CSO have been absolutely wonderful to work with.	Have CSO staff return our telephone calls sooner.	Please provide more help in finding a dentist that will accept your medical coupons. It was very hard for me to find one.	EM
Can't think of anything.	To be more available, to not have to wait so long for an appointment.	None.	EH
I like the programs that get people back into jobs, like the Work First program.	I don't know. It worked well for me and I liked the way things were handled.	None.	EM
They are friendlier than they used to be, and they answer my questions.	They could return phone calls sooner. Also, make it so we can call and ask someone questions when the case manager isn't available.	I have no complaints or problems and they are doing better than they used to.	EM
The only thing I like is they helped me apply for Social Security Disability.	Do a lot of explaining about how going to work will effect our benefits.	None.	EM
I like being able to do the eligibility reviews by telephone.	Grocery store clerks should be told not to make comments about using the EBT card to pay for food.	It has given me the ability to deal with my emotional issues without too much difficulty.	EM
I like that I qualify for medical and child care assistance.	Really enforce the current rules; make unannounced home visits to ensure that people are following the rules.	I don't like having to change caseworkers every few months. I have to re-explain my situation with each new caseworker. Also, you should have a 1-800 number that is staffed with a live person at all hours, for people who work odd hours.	EM
I liked getting financial help with child care.	Can't think of anything.	None.	E
I like the medical and food stamp programs. They help a lot with doctors and eating.	We need Work First to provide better jobs. Most of their jobs are just temporary.	None.	EM
I appreciate having food stamps.	Have quicker service.	I like it. It's OK.	E

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What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
That they don't bother me. I have little contact with them.	No idea.	I'm sure they do the best they can within their parameters.	DEM
Office staff are really nice and they help us out.	Already doing a good job. Can't think of anything.	None.	EM
I like having the direct office phone number for my caseworker. I like the 1-800 phone number, and I like getting the award letter for SSI so I don't have to notify the CSO when my benefit goes up. I like being able to take a number when I go to the CSO because the waits are shorter.	They need to hire more caseworkers because they are overworked and they burn out really fast.	I like the system here better than in Oregon. In Oregon you have to wait longer to see your caseworker and they don't give you any cost of living raises.	EHMV
It's nice to know you can get help if you need it.	They should somehow let people know what their programs are and what the rules are and what they offer. They should do some advertising for their services.	None.	E
They give good service.	I can't think of anything.	None.	EM
Our DSHS Social Worker is very caring and we like her a lot.	I don't know	None.	AEM
I really appreciate the staff at my CSO. And I am very thankful for the medical coupons.	DSHS needs to be more thorough in screening who they give money to. I have seen the benefits abused.	I can't think of anything other than stopping the abuse. Also, I am pleased to see DSHS make people get jobs.	EM
We have had very good caseworkers.	We wish they could give us more help. We are raising a granddaughter, and they told us our family income is \$5.00 over the income limit to qualify for food stamps.	My husband needs dental work very much, but we can't find a dentist that will take the medical coupons.	EM
They really help you and you have choices.	Don't know.	None.	EM
Nothing.	Receptionists, caseworkers and CSO staff should treat clients better, as people, instead of just a number.	None.	EM
My caseworker.	Long lines at the CSO. It takes hours to get someone to help you.	None.	EM
I used to like the service, but now they stopped letting me go to school. I'd have to work, and go to school, and I have 3 children to care for. After all this, they'd still have to approve the training I'd want.	Weed out the people who are taking advantage of the system.	None.	EM
The receptionist is friendly.	I couldn't tell you.	I'm 93 years old and transportation is a problem for me.	EM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They are very courteous and they have been good to me.	It would be a lot easier if food stamps came on the 1st of the month. My SSI comes on the 1st, but food stamps don't come until the 8th. I often have to spend SSI bill money on food, and then I get behind on the bills.	They have always been very, very good to me, especially Peggy Clough in the Spokane North office.	EM
Client likes being able to use the CSO computers while in the Work First program.	Client says CSO workers should listen to each persons individual situation instead of treating everyone the same way.	None.	EM
The best is working with Madeleine Fong at the Bellevue DVR office.	Have better coordination between the different programs.	None.	EHMV
I can have interviews done on the telephone instead of going to the office. Since I'm in a wheelchair, this really helps me.	Make it easier for my son, who has schizophrenia, to get medical coupons.	None.	AEM
Their cooperation and willingness to listen to people's needs.	Return phone calls in a timely manner.	Overall we are happy with the help and services.	EM
They have been very good for me.	Nothing. Doing a good job.	None.	EM
The people in the Port Angeles DVR office, especially Ginger and Sue.	Restore the budget cuts that have destroyed the DVR programs.	I feel betrayed by the budget cuts in the DVR programs. DVR had a plan, I was in the middle of college and having my teeth fixed, and then the budget cuts destroyed it all.	EMV
My daughter's caseworker, Sandy Eklo, is excellent and goes above and beyond the call of duty to help us.	Have someone in the office who knows about the programs and what services they have, kind of like at the hub of a wheel, who can give information out to all the other staff.	The medical coupons have no dental coverage worth using. We have \$3000 in dental bills that they don't cover. Our dentist says it's a hassle to file for payment with the State and only pays a pittance.	DEMVA
I just like that there is help available to help get us back on our feet, and health insurance and child care.	Hire more caseworkers so they have time to work with us. It's too rushed the way it is now.	You need training for the case managers to be more prompt and more courteous. Also, check on the representative payees for people in Work First sanction. Some payees are not professional.	EM
I like getting their help.	Mail papers out to us when they are supposed to. They cut us off assistance when we didn't respond, but they never sent the papers to us in the first place.	I wish they'd return our phone calls.	EM
That they don't discriminate based on age, race, gender, language or background.	Get control of the waiting room. The CSO waiting room is very stressful because of all the kids running around and yelling out of control. And then the parents get upset and get out of control too.	Even though the CPS office is right there, parents and kids are yelling and being out of control in the waiting room. It makes a long wait seem like forever.	EM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
That they help us and try to do everything they can with their limited resources. I love my CSO receptionist.	My DSHS case manager does not try to listen and won't return phone calls. You need people with better attitudes.	DSHS does try to help and are trying to improve services, even with their limited resources.	EM
The caseworker is very kind.	An interpreter should call back quicker, or there should be someone at the office who speaks Russian language.	None.	EM
They help us when we need them.	We need more food stamps. We have a big family, 6 children, and Dad has passed away. Mom works but income isn't enough to pay bills and buy the food we need.	None.	EM
DSHS makes my life simpler and easier. I don't drive, and I only need a ride to one office.	Find a way to have less paperwork.	Thank you.	AEM
Is overall satisfied with DSHS.	Need more home caretakers or ones who can do more for me.	None.	EM
Every time I've gone in they have always treated me with respect and not looked down on me.	Improve the dental program, and make it so more dentists will accept the coupons.	None.	DEM
They are keeping me afloat financially. Without their help I'd be screwed.	Give people more food stamps and give them on the first of the month. I'm out of food for the last 2 weeks of the month.	They are doing really good.	CEMS
The CSO staff have always been courteous, and I have made nice friends with some of them.	I think the State should make it easier to get an education and job training.	Make it easier to find dental providers who accept your medical coupons. It is very hard to find one that accepts new patients.	EM
The people are great	I know someone who needs medical badly, but they put him off and have stalled. He won't get services until he gets an MRI and is living in the streets, but that could take several months. I was in the same situation and got my services before my MRI was done--they treated him unfairly.	None.	EM
I like their convenient hours. They are now open from 7:30 to 5:30.	We should be told about all the support services available to us. The CSO workers do not always tell us these things.	None.	EM
I'm really not sure.	Hire Work First case managers in the Pierce West office that know what they're doing. The ones there now don't know what they're doing and don't return phone calls.	None.	EM
That they are there to help.	Don't know.	Interviewer comments: Client stated when she called the 1-800 on back of the medical ID card she got an automated system, not a live person.	EM
They try real hard to help us with medical.	They should do surprise home visits on clients.	None.	EM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They treat people quickly and very well.	Nothing	I like everything from DSHS.	EM
Are good about explaining things to me. They explained the program about going back to work to me. Office staff have been polite to me.	I don't think there is much they can do any better. Things are good the way they are now.	She does not think people should complain about DSHS services.	EM
I don't like being on welfare/TANF, but the child care help has been very helpful.	Have kinder and more understanding people working behind the reception counter.	None.	EM
Just knowing there are services available to needy people. That they have always been there to help my family.	The Department needs to evaluate their staff that deal with the public on a regular basis to see if they are stressing out. It is often obvious to a client that the worker doesn't want to be there. They become short and impolite. This is not good for the Department's image. Take a look at rotating the staff every 3 to 4 months into positions not dealing with the public.	None.	EM
That they have always been there to help my family.	I really can't think of anything.	None.	EHM
They have been good to me. I like the food stamps. Need more.	Don't know.	None.	EM
Everything	Can't think of anything.	None.	EM
Nothing - it is a hassle of my time.	Return phone calls within 24 hours by the Puyallup office.	They are helpful in the Puyallup office, just slow in meeting the needs.	EM
I totally like the medical and dental programs. I have not had any problems finding a dentist because I called 1-800-dentist.	I don't know. I haven't had a problem.	None.	EM
Medical benefits.	If a person moves out of state in search of a job, one should get assistance until he/she gets a job, including medical assistance.	None.	EM
The Jobs program.	Quit bunching everyone into the same category; look at each individual situation.	Overall staff at DSHS is very good.	EM
They have helped my family through a time of need.	Treat families with respect. For example, [Name Redacted] of the Pierce South office is extremely rude. She needs lessons in interpersonal relationships. Also, when the Dept. schedules an appointment with a client they should be held accountable in keeping the appointment on time. If I am not there on time, I am held accountable. The other pet peeve I have is the Department sending out an appointment notice giving only 24 hour notice of the appointment. I need more time to re-arrange my schedule.	None.	EM
The fact that they are there to help needy families.	I Cannot think of anything.	None.	EM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The people at the office.	I don't know	None.	EM
They were very supportive to me and my family.	I would like to see more vendors who accept the medical coupon. I would also like to see the Office of Support Enforcement more vigorously pursue absent parents who work for family members under the table, or are self employed.	None.	EM
I like the financial help; money grant and clothing vouchers. I also like the Work First program which has really helped me.	I think they should take the ages and gender of household members into consideration instead of just counting up the total. Some age groups are more expensive than others. My kids are missing out on school sports because the cost is just too much.	None.	E
		We didn't get any services during that time period, so I can't answer.	E
They don't make you feel like you're begging. They were very helpful, and I like the telephone eligibility reviews.	Nothing.	None.	E
I don't know.	Make sure they do contact the representative who is responsible for receiving the medical and SSI benefits to inform them of the eligibility for medical benefits.	None.	E
I like that they are there to help when you can't afford things.	They should inform us when they make decisions. I had them switch medical insurance on me and I didn't find out until we went to the doctor.	None.	E
DSHS has been very good to me. I like the people who work there the best.	Nothing!	None.	E
That they have helped me out.	Nothing.	None.	E
Nothing that I can think of.	You need to return phone calls much quicker, within 24 hours.	None.	E
Their courtesy.	Need to be prompt in keeping the scheduled appointments, since they require us to be there timely.	None.	E
The person I worked with there at DSHS explained everything very clearly.	No idea.	None.	E
They provided the help I needed.	Get more staff and return peoples phone calls in a timely manner.	None.	E
They do good work.	Nothing I know of.	None.	EHM
DSHS is good about covering medical expenses when we have forgotten to provide the medical doctor the medical coupon.	They could be quicker in providing cab service. She has had a lung operation and cannot climb the hill to the apartment.	None.	EHM
The Food Stamp Program.	Don't know	None.	AEHM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The staff.	Shorter scheduling periods for recertifications.	None.	AHM
I like that all my services work well together.	Hire more caseworkers and reduce the case loads.	None.	AHM
Having communication with my case worker.	None	None.	EHM
Nothing at all.	Be a little more understanding and return phone calls in a timely manner. Be there for the client when we need them.	None.	EHM
The decision process was quick.	Staff need more training in empathy for the clients.	None.	HM
I liked the medical coverage if you could find a doctor who accepted the coupon.	A better list of medical providers who accept the coupon.	None.	EHM
Once you are plugged into the adult portion of psycho services at Spokane Mental Health, the physicians and their staff are responsive and great.	Streamline the intake process for accepting new patients at Spokane mental health. The process is very long and frustrating. When we went to get services for my wife it took four months to get the services even though I made them aware that this was an emergency. My wife was previously diagnosed as Schizo-affective disorder. The situation was bad.	None.	H
How they work out the participation in cost of mental health care.	I would like to see the State of Washington get some dental programs for the working poor and cheaper prescription medicines.	None.	H
They have some pretty good programs; especially the Work First program	Nothing	Nothing	HM
		None.	EHMV
I like the medical program best.	Maybe they could input changes quicker.	None.	EHM
I am happy with the services.	More money for food and housing.	None.	EHM
I like the fact that DSHS deals with me through the mail; instead of me having to go into the office.	They could return phone calls sooner than they do. Also when they make a mistake and issue too many food stamps, they should not penalize the client.	They could be more friendly.	EHM
The children I receive in foster care.	Hire case workers who are adequate in their job and have follow-up training.	None.	CEHM
Not at all.	I think they should be in my shoes for a while; they need an attitude adjustment. When you cannot get into the office, they should do a phone interview and get the assistance going.	None.	DEHM
Nothing, I wish I did not have to. It has nothing to do with them.	Nothing	None.	EHM
I like the CPC and the DVR experience.	Medical case managers could communicate better with their clients; and, quit rotating the managers so we have the same one each time. Need better information on community resources that are available.	None.	HMV

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
It doesn't take long to get food stamps with them.	When I try to work part time, they need to not push me for more hours than I can handle with my mental illness.	None.	EHMV
I like all the services they have for children.	DSHS needs more casework staff and lower case loads per caseworker. There needs to be more funding for family and children services.	None.	CHM
They do their job so that I don't have to deal with them so much.	More staff.	None.	AEHM
I like the safe and secure environment they provided to me.	I don't know	None.	HM
Nothing	I have no answer for this question	None.	EHM
Not really	When you go to a dentist; they can't see you unless it's an emergency--the wait for a painful tooth was three months. Need more dentists	None.	HM
None	I don't know.	None.	H
The convenience.	Open a DSHS office in Quincy.	None.	HM
They have nice ladies there.	Help children between age 16 to 18 get more jobs.	None.	EHM
I like the way mental health pays my spend down.	Nothing	None.	HM
Their consistency and confidentiality.	Get more staff and more funding.	None.	DEHM
Nothing	Fire every one in the Federal CSO and hire new staff; or, at least, give them training on how to be more positive.	None.	HM
They have treated my son very well and very quick service.	Everything is good.	None.	HM
Wish I did not have to deal with DSHS. I resent being on trial for everything I need and that is how it feels.	One stop shopping for services. They need to improve communications between the different agencies under DSHS. I would also like to see an independent outside agency which has nothing to do with government or the drug administration monitor DSHS. They need to reduce the paper work for the clients. I would like to see DSHS incorporate chiropractic services and alternative medicine into the Medicaid program.	None.	EHM
When I finally get to talk with someone there.	Make it a lot easier through technology to communicate with the case worker. Also hire some case workers who would just see walk ins during the day.	None.	HM
The security of knowing they are there.	The residential assisted living should be cataloged as to who they will accept.	None.	AHM

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What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Nothing.	I don't know.	None.	HS
Everything was coordinated with medical.	Treatment at mental health should last as long as needed to enable a individual to become well.	None.	HM
They are there when I need them.	No idea.	None.	EHM
We like the services because they help us with food and medical needs.	We are satisfied with DSHS services.	None.	AEHM
I like DSHS because they provided assistance in a time of need.	Nothing I can think of.	None.	EHM
Everything.	Nothing I can think of at this time.	None.	DEHM
I find client's caseworker has been really effective in working toward meeting client's needs.	Streamline the system some way so that one caseworker can follow the case longer.	None.	CEHM
They are courteous to me and are non-judgmental.	A person who could talk to the client that is not a reception person; but, is a go between the worker and the client like a nurse is for a doctor.	None.	HM
No one had told me I was eligible for Medicare premium; your staff researched it for me and got me hooked up with it.	More information on services available...staff should be more proactive about getting information out to clients.	None.	H
They treat you with respect.	Nothing.	None.	EHM
The people are nice and competent.	They could pay more to the providers.	None.	DHM
There is always someone there to help.	They need to work more with parents to return the kids to the home.	None.	CEHM
I can ask them questions and they give me answers, and they helped me get SSI.	Nothing.	None.	EHM
Helps families in need when they need financial or medical help.	Access to the case manager as needed, instead of an appointment system.	None.	CEHMS
The people who work for mental health are wonderful people.	They need to expand mental health hours beyond 8 to 5pm and be open on weekends.	The mental health system should not be set up in such a way that you have to fail, fail, fail before you get help.	H
I like the people.	I don't know.	None.	CDEHM
My case manager.	I don't know.	None.	EHM
I like the medical coverage.	Take the HMO's out of the medical program.	None.	HM
I like the service at the Ballard CSO better than Lake City CSO because the service at Lake City just did not return phone calls.	I think the tone of the letters that automatically come from Olympia are very insulting and de-humanizing. The letters are always threatening. The changes they recently made to these letters did not improve the tone much.	I like to see the food stamp program include deductions for alternative medicine.	HM
Friendly staff.	No suggestions.	None.	EHM

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What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Being able to talk to a person face to face.	DSHS needs one case person managing all the services to a client that are administered through DSHS. DSHS should be privatized.	My experience with DSHS is they are not meeting the mandate to return phone calls to the client within the next business day.	EHMS
Helpful staff.	Can't think of anything.	None.	HM
They are nice people.	I have good doctors.	None.	H
If we have any problems, they take care of them right then and there.	Nothing I can think of.	None.	HM
The staff people.	Income standards for assistance is unrealistic to live off. There is not enough funding for the mental health program. As far as medical is concerned, it is virtually impossible to get a good physician with the medical coupon. Just because a person is homeless should not make the person ineligible for food stamps.	None.	EHM
I like the organization in the local CSO.	Nothing.	None.	EHMS
DSHS attention and concern for me.	No, everything is fine.	None.	EHM
They were there for me monetarily, food stamps, and dental care.	Nothing.	I am very happy with DSHS.	EHM
Nothing.	Have a worker that did not treat me like I was nothing.	None.	EHM
They help us out financially.	Reduce the paper work for the client.	None.	HM
I like it because it is reasonable and they are aiding me.	Explain medications at mental health a little better.	None.	HM
They listen to me, and they refer me to other programs to help me.	When a person is disabled they should ease up on the Work First requirements. Case managers should be able to do temporary overrides on the requirements for individual cases.	Hire more staff. Don't lay off any more caseworkers.	EHM
Just getting the money.	I don't know.	None.	AEHM
They help me out the best they can.	Nothing.	None.	EHMS
I don't know.	Hire more people to lower the case loads so that there would be more personal help and better coordination of services. I feel that at times we are treated badly and looked down on for asking for help.	Rules for medical are too restrictive.	CEHMS
I like the promptness of DSHS in returning phone calls and that they always have an answer for me.	Have more case workers to lower the caseload and avoid changing case workers so often.	None.	HM

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What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The opportunity to explain the situation to a real person.	The case worker needs to really listen to the customer to find out if they have a long term or short term need and then have the flexibility to provide services to the customer to meet those needs. Currently, if a person or family doesn't meet a particular criteria, their needs go unmet.	None.	HM
I really like my worker at North Everett CSO.	The receptionist at the Everett CSO needs additional training in working with the public. She is very rude.	None.	EHM
It actually helped me.	Nothing.	None.	H
They like the services they receive from DSHS and love this country; if they were in Korea they would be dead. They don't care for the old in Korea.	Nothing.	None.	AEHM
I like their efficiency in determining eligibility and their fairness.	The food stamp allotment could be higher for low income individuals.	None.	EHM
I don't like dealing with them; my case manager helps me deal with them.	The redundancy of providing proof and not accepting my word that I already provided the requested verification.	None.	HM
When I am in need all I have to do is call them and they have me come right in.	Include payment of vitamins in the medical assistance program.	None.	EHM
They are always reliable.	I like it the way it is.	None.	HM
I like the fact that they keep me informed of changes in program regulations.	I believe they need to coordinate information between the different departments of DSHS.	I think DSHS is doing a good job.	EHM
They have been real helpful.	Make absent parent fathers pay child support.	None.	DEHM
When I called the customer service number the person who helped me was very caring which meant a whole lot to me.	Not have such a long wait when you call in to customer service before you get to talk to a person. Once you do get in they are great.	None.	HM
They provide money to live on and for food.	I think they could have better communication.	I understand that there will probably be cuts in DSHS programs; I think this would be a terrible idea especially for the mentally ill.	EHMS
Staff have been so helpful.	I would like to see the same caseworker more than once.	Washington Basic Health needs to do a better job in identifying what is considered income in their income verification request letter. Bonuses are not identified in this letter nor are quarterly types of income. It also does not tell you to average the quarterly income to report it.	HM
I really did not enjoy it at all; but, it was something I had to do.	DSHS could have made the services of medical and mental health work better together.	None.	EH

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What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They are very courteous.	DSHS needs to shorten the waiting time for appointment interviews so that you're not waiting up to three hours.	None.	DEHM
Nothing really.	Return client telephone calls the same day. I would also like to see coverage for my case manager when they are away from the office so that I could get answers if I happen to call.	None.	HM
I wish I did not have to deal with anyone.	I can't think of anything.	None.	HM
I'm thankful they are there to help me and my children.	A lot of times when I go to a doctor with a medical coupon, I feel the doctor has me come back for another appointment just because I'm using the medical coupon. I feel they are using these return visits just to get paid more money.	I think you need to do these surveys in order to make the right improvements.	H
Their caring nature with David and their honesty with us.	More employees with smaller case loads.	None.	CHM
They have helped with some of my medical needs, but not all.	Help pay for my hospitalization at ESH.	None.	HM
Medical program.	Nothing.	Nothing.	EHM
The location of the office.	They could see to it that financial officers, particularly [Name Redacted], be taught to make sure that correct information is being given to the clients.	None.	EHMS
The fact that they are there for me; without them, I would really be in bad shape.	Shorten the wait time to 3 to 4 minutes for telephone calls to the DSHS offices.	None.	EHMS
I'm very happy with mental health and medical assistance, but I don't have access to my TANF case manager in the Ballard CSO. She doesn't return calls and I have to wait 2-3 hours in the waiting room before seeing her and sometimes can't see her at all.	I think you should have access to your worker. They should call you back.	None.	EHM
They are there when I need them to answer a question and they do a very good job in answering my questions.	I feel they are doing a real good job right now.	None.	HM
They have pretty good staff.	I would have personnel available 24/7 at mental health to help with crises. I would like to see DSHS quit treating mental health like a profit business.	None.	H
When I call with a question, they have been very responsive.	DSHS needs to send some type of flyer out to medical providers giving guidelines as to what the medical coupon covers.	Personally, my dealings with DSHS have been a very positive experience.	HM
They worked hard to make me employable.	I think it would be much better if they made it easier to get help with learning disabilities. My worker told me that they referred me for help with my learning disability; but, I never got a call.	None.	EHM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Nothing.	They need to have people with experience in living at the bottom of life, and they need advocates for the clients.	None.	EHM
They are considerate, they listen and they help pay for things that I am unable afford without their help.	Continue to hire people who are skilled in listening.	I think they are doing a good job.	HM
I don't have to deal with them.	More prompt in returning phone calls when there is a problem and when the worker is out of the office there needs to be backup for them.	None.	EHM
They are usually on top of every thing.	Better customer service at the CSO by seeing the client immediately.	None.	EHM
DSHS has very good programs. Thank you for your help!	Nothing.	None.	EHM
I don't know.	Need more flexibility in the programs.	None.	EHM
The excellent services from Mental Health.	DVR needs more funding. I did not get much help from them because they lost their funding while trying to help me find a job. The DVR worker was not very good about calling me back when I would call.	None.	HMV
Just knowing they are there when I really needed help.	Simpler terminology.	None.	H
I don't deal much with them, so, I really don't know.	Nothing.	None.	EHM
The security they offer as in the medical coupon.	Be kind and considerate on a personal level to the customer.	I am grateful for their help.	EHM
I appreciate that DSHS keeps us informed of all actions.	I would like to receive all the information that DSHS sends to us in Russian.	None.	AEHM
They pay our medical.	I don't know.	None.	CHM
It is real organized.	Well, they have done real well by me every time; so, I like to see it stay the way it is.	None.	EHM
Well, they really have always come through for me and the people that work there are really kind.	Do away with the call center and replace it with personal service.	None.	DEHM
I don't know.	Return phone calls within 24 hours like they say they will do.	None.	DHM
Nothing	Make sure paper work doesn't get lost or mis-filed at the CSO and take timely action on reported information.	Caseworkers at DSHS need to return customer phone calls more promptly; it shouldn't take two weeks to hear back.	CHM

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
That I am able to get my needs met.	If DSHS requires me to come into their office for some reason, provide transportation to the office for me. This could be as easy as allowing me to book a ride to the office with a voucher system.	None.	AHM
Well, a great benefit of the government.	No idea.	Am I going to win the drawing?	HM
Everything!	Nothing.	None.	EHM
I hate dealing with DSHS because I feel like I am going through a major interrogation.	I think there is a lot of people working for DSHS who are not client oriented. I also believe DSHS programs need more flexibility to them.	None.	HM
Since we got welfare, all our medical is covered. It's been very helpful to our family. My daughter sometimes wants to go see her doctor just to see him.	I don't know of anything DSHS could change. I think they are very good.	None.	DEHM
I have some financial and emotional security because of DSHS's help.	Cut down the number of conflicting notices on the amount of food stamp allotment I am going to receive. The notices often cite a coupon amount that I have never received. For example, your food stamps is changing from \$96 to \$82. I never received \$96 in a month.	None.	EHM
I personally have an excellent relationship with DSHS because of Greg Baenen at Pierce North CSO. His treatment gives a good image to DSHS.	I don't think they need to do anything different.	None.	HM
I like my case manager.	It would be nice if my food stamp allotment was higher. Also, DSHS needs to provide assistance in finding mental health providers who accept the medical coupon and assist in the scheduling the initial appointment. Need some type of advocate.	None.	HM
The ease of talking to them and the access to them.	Have transportation when you live out in the country. There is no bus service or mass transit out where I live. I have no drivers license; so, I have to break the law by driving.	None.	EHM
They were more concerned with client's well being than in payment.	A better system to help with payment of prescriptions for medication; or, better yet, provide the medication as part of the mental health service.	None.	H
The people who work for DSHS are caring, sincere people who really try to help.	The medical coupon should cover more services; like, I cannot get moles removed from my eye lids because the service is not covered.	None.	EHMS
Nothing.	I don't know.	None.	HM
Nothing.	Nothing.	None.	EM

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What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I liked the treatment I received from the staff at the 1-800 number.	I believe the workers in the community public assistance office need to answer their phone more often in person, instead of the recording and I believe they need to return calls as soon as possible to clients that have emergent needs. In other words, prioritize returning calls based on the clients message.	I think workers need to work with the client without interjecting their own values.	M
Made it possible for me to take client to get medical services when I would not otherwise been able to afford it.	Look at raising the qualifying income for medical or review income on a sliding scale to qualify.	I think the services offered are wonderful; however, eligibility should based on a sliding scale instead of a flat standard.	M
I like the broad scope of services offered under the program.	Nothing.	None.	M
They provided good medical coverage for client.	Broader range of medical providers that accept the medical coupon.	None.	HM
They are there for me; they are able to help; the workers are easy to talk to.	Timely notify me when they are going to terminate me from the program.	None.	EMS
They have always treated me well.	Nothing--I would say everything is okay right now.	Interviewer comments: Had a question about notifying DSHS about the birth of her daughter and when she might receive medical coupons for her.	M
I really don't like the process, but appreciate the services.	Workers need more training in how to help people with different problems. I feel that appointment interviews need to be longer to do the interview. I also feel workers should not keep people waiting when there is a set time for the appointment. What I mean is you arrive on time for the appointment and you are still sitting there 15 to 20 minutes waiting for the worker. This is not good for the image of DSHS.	None.	EM
They always take care of our calls and have helped us.	Less discrimination.	None.	M
They are very nice to me and my daughter.	Nothing.	None.	M
It is now a quick process.	I think every thing works well now; don't make any changes.	None.	M
That they listen to me and that they usually answer my questions.	They could be better at returning phone calls within 24 hours. I think the worker could be less aggressive in their demeanor.	None.	EM
None.	Clean up the rude attitude of some of the workers in the Sunnyside CSO.	None.	EM
I have been treated fairly by DSHS.	Nothing I can think of.	None.	M
They are very informative and pretty helpful.	Need more staff.	None.	M

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All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They give you what they think you need. They are fair and just.	Nothing. They are doing well. I have no complaints.	The \$250 groceries is a good incentive. I like that you've asked me how I feel.	EM
I like that they come to my home. They explain things clearly to me and try to help me.	No suggestions. Staff are courteous and efficient.	None.	M
I like best dealing with the Spokane Southwest CSO because the workers there keep things on a professional level and relate better to the client.	Take workers who are burned out with dealing with the public and assign them tasks that are not directly dealing with the clients. Require sensitivity training for the workers at the Spokane valley CSO.	None.	EM
I don't have to have as much contact with DSHS through the office as before because they have stream lined the process.	When I leave a message by phone with the local office worker, the worker normally does not call me back within the 24 hour time their message said they will call back. I usually have to call back myself. This area could be improved.	None.	M
Case workers are congenial.	I would like to see the use of the EBT card be simplified like a smart card.	When is the drawing for the \$250	DEHVM
I like that they are willing to help people with low income and that they actually are concerned about me and my kid's welfare.	Happy with the services the way they are.	None.	M
I appreciate that the program provides medical coverage that is needed for my children to be healthy.	Needs more after hour facilities that accept the medical coupon.	None.	M
Dependable service with no problems and no complaints from providers. I feel that if I hear complaints from the providers it is time to start worrying.	Add adults to the medical and dental program that children receive from the state.	None.	M
The food stamp program.	None.	None.	EM
I like the community referral service that the Kennewick CSO offers to their clientele.	Workers need to consistently respond to client phone inquiries within 24 hours, which is not happening.	Caseworkers need to actively listen to their clients and when necessary take that extra couple minutes to provide the client with the community resources that are applicable to the situation.	HM
The choices they offer.	None.	None.	M
Getting the hell out of there after waiting two hours.	Have more people on hand who know what they are talking about.	None.	EM
The different people I deal with at the CSO communicate with each other which has helped me build a support system.	Work more with my schedule when scheduling appointments with the CSO.	None.	EM
Very helpful to my family.	None.	None.	M

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The help when needed.	They need to provide a comprehensive list of doctors who accept the medical coupons.	None.	CM
The people who helped me were very friendly and helpful.	I prefer DSHS return to the in-office interviews, instead of phone interviews.	None.	M
None.	None.	None.	AM
Case worker is excellent in explaining things and how it works.	None.	None.	HM
The helpful attitude of my caseworker.	I like to see more people on staff be available to the public.	None.	M
Their help at this time.	Communication training for the workers.	None.	M
The fact it is available when you need medical care and cannot afford it on your own.	Nothing that I personally can think of. I am very happy with the program.	I think it is wonderful that you are doing a survey of client opinions and that you offer a potential of a gift for participating in the survey.	M
Everything.	Nothing.	None.	EM
The medical help.	Hire more staff.	Very grateful for the help.	M
They provide me with a service that I could not otherwise afford.	DSHS could encourage more dentists to accept medical coupons. They also could add orthodontic services to medical coverage.	None.	M
They are prompt.	Get more information out on who covers what under the medical program and what providers accept medical coupons.	Everything has been good--they do a good job.	DEM
Their attitudes have really improved over the years and the appointment system has decreased the waiting time which is good.	None.	None.	EM
Not much problems with them.	They should offer a more comprehensive medical program for adults.	None.	M
Lupe Munoz at the Sunnyside office works hard to help my family. She is always courteous and cares about our well-being.	Hire more staff like Lupe Munoz!	None.	EM
They are helpful people.	Nothing.	None.	M
They are courteous and respect what I had to say.	I think the services are great the way they are.	None.	EM
It helps families in need.	They could return phone calls faster than what they do. It usually takes 3 to 4 days before they return my calls.	None.	M
They are pretty consistent and people friendly.	They need more dental providers who accept the coupon.	None.	DM
The workers are very helpful and they explain things well and are very open to us.	Nothing I can think of.	None.	DEM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Likes her case manager who gives her information and keeps her well informed.	Ok as is.	None.	M
No comments.	No suggestion.	None.	M
Sometimes the caseworkers really do want to help; this is what I like best.	Sensitivity training for the case managers.	None.	EM
Work First Program.	Return phone calls more promptly.	None.	EM
The money.	Be more understanding.	None.	EHM
They always seem pretty nice.	I would like them to consistently return calls to me within 24 hours or less.	None.	M
Very helpful program.	Educate medical vendors in proper procedures in billing.	None.	M
They help ones in need.	None.	None.	M
They help families in need.	There is a need for the department to allow adults with children to go for a four year degree and provide support services in form of child care while in classes and in travel time.	None.	EM
They are fast in responding.	Nothing.	They need more dentists for adults who accept the medical coupon.	M
Some of the financial workers that I have had I liked which made the experience more palpable.	Decrease the case load for each individual financial case manager. Also need one or two people filing papers for the financial case managers. In my case there were two separate case files open in the CSO, in which, part of my papers were filed in one case file and the rest in the other case file. This would have been caught by a file clerk before it created a problem. Phone service needs to be improved by adding additional case managers or a call center to answer the phones.	Community resource list should be provided to each applicant without them having to ask if one exists.	M
The medical coupons help me.	The people who need medical coupons should really be sick. I think some have it that don't need it.		M
They are very considerate.	As far as I am concerned, they are doing alright.	I do feel that refugees are getting a better break with DSHS than the people who are born here.	M
The staff people are very nice.	I believe DSHS needs an appointment phone line for people who work; so that, they can call in to schedule an appointment; thus, limiting the visit to the CSO to one visit. I would also like to see the medical program include coverage for naturopathic treatments.	None.	EM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The fact that the people I have worked with in the CSO have been very good about trying to get the necessary services for my daughter.	Return phone calls a lot quicker. Last year while my daughter was in the hospital I got an eviction notice. I called the CSO and talked to the supervisor who told me that my worker was in a meeting but would call me when she returned. It was a week before I heard from the worker.	None.	DEM
I like that the medical help is available to us.	I would like more information sent out to show what medical services are available to us and what kinds of choices we have for medical care.	None.	M
They provided the medical help I needed when my child was sick.	Provide a medical program for adults.	None.	M
Workers are always friendly at the Toppenish CSO.	Extend medical to include dental and glasses.	None.	EM
They are pretty helpful.	They could have more patience with the client.	None.	CEM
The Work First Program.	Have the same standard of treatment for everyone.	None.	EHM
It saved my life and has really made a difference with the food stamp program.	Get more workers who speak without an accent. I have had workers whose accent was so strong that I couldn't understand them. Also DSHS is now requiring appointments to conduct business with the understanding that if we are late to the appointment we lose our benefits; under such circumstances they should also have to meet the same standard of being timely for the appointment.	None.	EMS
They are friendly.	Nothing.	None.	EM
State needs to expand the types and the number of providers that accept the coupons as well as specialists who will accept the coupon and expand prescription coverage.	I feel physicians, once you can find one, will create the situation where you have to return for two or three times for the medical problem you are seeking treatment for when it could have been treated in the initial visit.	None.	MS
The best thing I liked was we got the help we needed and were approved within 24 hours.	The medical coupons should cover more medical procedures and have more doctors enrolled who take them.	DSHS needs to pay the doctors more. It is hard to find doctors that take the coupons.	M
There is not as much paper work to do to maintain medical coverage.	I like to see universal coverage by the medical coupon regardless of where you are at in the state.	None.	M
They are very helpful	More clarification of what the options are as to coverage.	None.	M
They helped me at a time I was in need.	Need more staff.	I want to win that \$250 gift certificate.	EM
I am never happy about dealing with any agency; however, I am happy with what she gets from the state.	Employ more people who are compassionate.	None.	EM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
There is no race or gender discrimination.	They need to put on more caseworkers. Your caseworkers are overloaded and hard to reach when you have questions.	You guys are doing a good job once you are in the system, but it takes forever to get into the system.	M
The medical coupon help me reduce expenses.	Can't think of any areas that really need improvement.	None.	M
They take family needs into consideration.	Should look more at individual situations to determine the level of payment.	None.	EM
Reviews are easy to do.	None.	None.	M
People are treated courteously and with respect.	No comments.	The service to residents is fine but not the kids that aren't residents and they suffer the consequences (is talking of citizenship).	EM
Communication with the DDD case manager.	DSHS could pay for all the hours that client is at the East Side Adult Day Service or other day care.	DSHS could do more supervision of adult family homes in terms of abuse and neglect of residents.	ADEM
They can answer my questions.	Return phone calls quicker.	None.	M
I like it when they installed the red phones in the CSO so you could report changes at the office without having to wait around to talk to some one.	Not switching the case managers around so much; so that they get to know your circumstances	None.	EM
I like the medical and SSI programs the best.	Nothing that I can think of at this time.	None.	EHM
None.	None.	None.	M
Their involvement in our problems.	More detailed information about their actions (maybe provide better letters so I can get more information in translations).	When rules change, clients need to know about them. More information about changes would be good for clients.	M
They are there to help.	More translators.	None.	M
I don't have to go to the CSO to complete reviews.	Offer more children doctors for children's' medical programs.	The survey is a good idea.	M
I got good service.	Everything is fine, nothing to change.	None.	AEM
They help me with medical and prescriptions.	I don't know. Everything has been great for us.	None.	M
DSHS performs much-needed work.	Less paperwork. It's hard for me because I have to find someone who can translate letters and forms.	None.	CM
Free medical for my children.	Nothing.	None.	M
I like that you can have a social worker to do an assessment with me.	Not have so many people working on my case.	None.	EHM
The workers are friendly and professional.	Don't send so many conflicting eligibility notices.	None.	M
They are very attentive and help me quickly.	They work very hard for me. I'm not sure what else to say.	None.	M
They helped me right away; they are more helpful today than they were 20 years ago.	Nothing.	None.	HM
Very good to me.	None.	None.	M

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I like that they have decreased the number of times I have to go into the office to fill out paper work.	Stop changing the social worker so much so that they get to know us.	None.	EHM
I like that they let you call in changes in circumstances.	Cut down on the paper work and request for verifications that have already been provided and don't change.	None.	HM
They get me an interpreter when I need one.	Hire more staff who are bilingual at the CSO.	None.	M
I don't have to put in medical insurance claims.	Nothing.	None.	M
Friendly staff.	More staff.	None.	M
Timely in sending out the coupons.	None.	None.	HM
It has allowed me to be able to afford medical insurance for myself with my employer.	Looking into why some of the medical providers are apprehensive about accepting the medical coupon.	None.	M
They are fair and cooperative.	Nothing.	I am very happy with their services.	M
None.	Re-evaluate the living standards periodically.	None.	EM
Everything is good.	Don't know.	None.	EM
That I can get information off the Internet.	You are supposed to help people, not try to keep them off assistance. Try to not find ways to disqualify people from assistance.	None.	M
They were very helpful.	Nothing.	None.	EM
My workers have been pleasant, helpful, and knowledgeable.	Expedite all food stamp applications.	None.	EM
Nothing. But I do like having the help to pay for child care.	I'm losing my child care benefit the first of April because the State is changing some percentage in how my income is figured. Then I don't know how I'll be able to work and go to school.	Need to get more dentists to take the medical coupons.	M
Nothing.	Speedier application process for assistance.	None.	M
Likes some of the reception counter staff, especially the male receptionists who are more polite than the female ones.	The office should let people know where they stand about benefit amounts sooner then they do, and get their letters out in the mail sooner, and definitely have shorter waiting times in the CSO waiting room.	I'm just glad I can get out of bed in the morning.	EM
I have no problems with them.	I think they are doing a good job.	None.	EM
That the medical coupons and economic help is available.	They should answer the phone. I always get recordings. And they should return phone calls sooner, at least within 24 hours.	When I called the 800 number on back of the medical coupon, I was left on hold for 30 to 40 minutes when I finally just hung up.	EM
I don't know.	Return phone calls!	None.	EM
Nothing.	It would help if they could cut the red tape and streamline the process. It seems so impersonal.	None.	M
Likes that the benefit is automatically deposited into his account at the bank and is always on time.	Workers should listen to the people more.	They say we were overpaid, and now they want the money back, but now there is not enough money to live on.	EM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Can't think of anything.	Be nicer and kinder and have more respect for older people.	None.	AM
I like the interpreters as they treat me with respect and are patient with me.	Either lower spend down or come up with a medical program that is affordable to the retired elderly.	None.	M
Nothing.	Get more dentists to accept the medical coupons.	None.	M
It helps me afford to take my kids to the doctor right away without having to wait and see if they get better on their own.	Get more dentists that take the medical coupon.	None.	M
They get things done quickly, and they call you back right away, and they are there to help.	Be more understanding of where we are coming from. Some of them are rude and talk down to us.	None.	EM
That the grants are there as a resource when you get into a situation.	More opportunities for newcomers and provide more training.	None.	EM
I don't like dealing with DSHS.	Better training for the workers in sensitivity.	None.	EM
My children can have their needs met.	Put a phone number on the back of the medical coupons that I can call to report changes in my circumstances. When I have a change to report, I can never find the right phone number to call.	None.	M
I like that when the kids are sick I can take them to the doctor and I don't have to take a lot of money with me to pay for it.	I don't understand why I'm only covered for dental when I'm pregnant and right after delivery.	None.	M
I'm happy with DSHS.	We need someone who speaks Spanish in South Bend, WA.	None.	M
I really don't like dealing with them.	I think the case loads are too large and need to be reduced.	None.	EM
I don't know.	DSHS should include single individuals between ages 18 and 25 in the medical program.	None.	M
I like the fact that if you have questions, they take the time to explain things.	Nothing.	None.	M
Nothing really.	Do more checking on everyone for accuracy of eligibility; so that those who are eligible are the ones receiving benefits.	None.	M
I like it because I just take the card which makes it fast and easy.	I don't know, so far, I have had no problems.	None.	M
I like everything.	I would like to receive all information in Russian.	We would also like to have a Russian interpreter at all our medical appointments. Sometimes an interpreter is not provided.	EM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The safety net aspect of the program.	I believe they need to have less paper work in the food stamp program. There is a need to fast track those families that haven't been a problem in the past in reporting changes and their circumstances are not likely to change in the near future.	None.	M
Nothing	Have staff with better communication skills.	None.	M
We like what it is now.	They are always good before and now.	None.	M
I like everything.	No suggestions.	I would like to receive more food stamps for my son and six other children.	EM
Nothing I can think of.	Nothing.	None.	M
It's easy to talk to the staff now that they have interpreters to work with!	Don't know.	None.	M
The fact that it's not much different than regular medical insurance--good for me.	Not that I can think of.	None.	EM
They give us good services and I can understand what they are talking about.	They are doing a good job, no changes need to be done.	None.	M
I like the way personnel at DSHS listen and ask me if I understand what is being said, assuring me and not making me nervous to ask questions.	I know that there is always room for improvements. Doing this survey is one way for people to give their input.	Thank you for doing this survey. This tells me you care about what we have to say to better the services at DSHS and to do a better job for the community.	M
I like that they help people.	When we are trying to better ourselves by working and going to school at the same time, they should allocate more childcare hours to help us.	None.	EM
Workers are very nice to me even though I don't speak English. There is usually an interpreter at interviews.	I can't think of anything.	I'm so thankful and fortunate to receive services from DSHS. As you can see, I'm on SSI. If such services are not offered, I don't know who I'd turn to.	EM
I really don't like dealing with the people at the front desk in the Everett CSO; but, once you get past them to your worker it is a better experience.	I think they could work a lot more with the customer. I feel there is some discrimination in the Everett CSO. I had a much better experience at the Smokey Point office and the Lynwood office.	None.	M
I like the fact I know the medical coupon will be there on the first of the month.	Work on communication skills.	None.	M
They take the time to listen to your reason for applying for help.	I think, right now, that they are doing a good job. The one thing they could do a better job at is returning phone calls promptly acknowledging the client's phone contact.	They are doing better at client service than they were doing in 1995.	EM
I don't know!	Improve the wait time at the CSO.	None.	EM

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
It is convenient.	I don't know because I have no complaints.	None.	M
Not having to deal with DSHS directly. Our medical is through Basic Health program.	Nothing.	None.	M
They provide much help and treat us the same as everyone else which we appreciate.	We are pretty happy with the way it is now.	None.	M
I am very thankful for medical and the people who help me.	I think that they should answer the phone right away or at least return the call as soon as possible.	None.	M
It would be nice to have a TTY machine in the waiting area in the CSO. Services to everyone is excellent.	There is a need to have available a certified ASL interpreter in each state office through out the state.	None.	M
Only once a year I have to fill out a review form for the medical and I do not have to go into the office and sit 5 hours before I am seen.	I do not know.	None.	M
I think that in the last couple of years they have improved on getting the paper work completed on time and have reduced the number of office visits.	There is an extreme need for the number of providers who accept medical coupons to be increased. There are more instances of being turned away because the coverage is DSHS.	None.	M
The idea that there is a safety net there when you need it.	I don't know. Things are pretty good the way they are.	None.	M

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Absolutely nothing.	Treat people with respect.	Client called to do the survey even though she had not used the medical coupon for her daughter. She felt the Secretary of DSHS should know why she hadn't used the medical coupon. Client said that she never before had contact with DSHS, having no knowledge of how the system worked. She was without a job as the company she worked for down sized. A friend convinced her to go to DSHS. The lady she dealt with at the DSHS office told her in no uncertain terms she was not eligible for anything. She left the office believing she was receiving no help. Two weeks later a medical ID for daughter came in the mail with no letter or explanation from DSHS. She said the lady she saw was so rude, she did not want to contact her again. Then, within another 4 weeks she was working again and had full medical coverage. She didn't need help with the new job. Within a couple more weeks another medical ID came for daughter. She called the office asking for this lady, she wasn't there that day. She told the person there, that she did not need medical any longer. No further medical ID's came after that.	M
The ease of going to our own family doctor who accepts the medical coupon.	Insufficient number of dentists who accept the medical coupon.	None.	M
The shortness of the medical forms.	Make the process more personal.	None.	M
The help they offer helps me in many ways, but I have trouble in finding a dentist who accepts the medical coupon.	They could make the medical coupons more acceptable for more medical purposes.	None.	M
My son was very sick and they helped with doctors.	Can't think of anything. They are doing a good job.	None.	M
I like best that I can go to the doctor and take my kids to the doctor.	Reduce the number of telephone numbers you have to call to resolve a problem. I suggest a resolution department for problems.	None.	M
The health care for my children.	I don't know how to answer that question as I have had no problems.	None.	M
The people who work there are kind to me.	Nothing.	None.	M
I like that I get the medical coupon and food vouchers.	Return calls when I ask them to return a phone call to me.	None.	M

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I like that I don't have to deal with them that much.	I would like to see a work program for the food stamp program that would offer support for transportation, like bus passes.	None.	M
I am very happy with DSHS.	More language interpreters...especially for medical appointments.	None.	M
They do provide for what I need medically.	I think they need to expand the medical program to include single adults over 18 years of age.	None.	M
Best of all, I like the friendliness of the doctors who worked with us. Thank you DSHS for choosing such good doctors.	I'd like to receive the information that DSHS sends to me in Russian. I have problems in reading English.	I wish to express my gratitude to the interpreters who help us communicate with DSHS.	M
I like the fact they do listen at the CSO.	For Support Enforcement to listen to the parent's wishes over the obligation of the absent parent with regard to mandatory insurance coverage. In my case my children receive medical care at the tribal clinic which DSHS was paying up until Support Enforcement enforced my husband's obligation to provide insurance for the kids.	None.	M
The good (MAA) services that are given to my family.	Everything is okay.	None.	M
They have helped me a lot--I don't need to worry about money when my children get sick.	Don't need to do anything different.	I am so happy about getting medical and very pleased with the help.	M
I like Healthy Options because it keeps use from having to pay \$300 a month medical premiums.	When I called the call center for the local office, I was put on hold for a long time before someone answered, then I was transferred to another party and again put on hold. This process could be eliminated.	None.	M
The fact that I get medical assistance for the family.	I think the people who work the counter at the CSO need to improve their communication skills and they need to provide consistent information.	None.	M
The fact that I do not have to deal with DSHS; except, once a year at review time. This is very nice.	I don't really know.	None.	M
I don't know.	They could expand the list of dentists that accept the medical coupon.	None.	M
That the office is close to my apartment.	I don't know.	None.	M
Spanish-speaking staff helps me understand everything.	Nothing...everything is good.	None.	M
That they helped my son.	Can't think of anything.	None.	M
That they have helped my son (the client).	More dentists to take coupons. Also, some medical services aren't covered.	None.	M
That they have never hesitated to meet my needs.	I can't find dentists in Vancouver area who will take the coupon. I have to travel north.	None.	M
That they are helping me.	Less paper work.	None.	M

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
She is happy with everything; they are very good to us.	Everything is good, nothing needs changed.	None.	M
Nothing because they let me down when I needed help.	Help people when they need it regardless of their rules on value of vehicles. When people get turned away when they need help, it then causes more problems and can snow ball into a situation like mine where I am losing my home. When a mother is single and raising a child and has an older child who lives with the father, they need to be more understanding about the mother paying child support to the father of the older child.	None.	M
I like the benefits they have given to me.	I really hate working with ESA. They never call you back. When you call them, it's like you're imposing on them.	None.	CEMS
I can't think of anything.	I would like to get help when I need it. I'm still waiting for my name to come up on the list.	None.	S
They are very good at what they do.	Nothing.	None.	MS
I am so happy with everything DSHS has done for me.	I can't think of anything that DSHS could do to improve.	None.	AEHMS
It's been easier to work with DSHS by mail (instead of the telephone).	Nothing--I've been tickled pink with my services.	None.	HMS
I think DSHS is too bureaucratic and don't treat people like human beings.	Make staff go through a course that teaches how to relate to people who have problems.	None.	S
Everything. DSHS has made a big difference in my life.	Nothing.	None.	EMS
I think that they do a really good job.	Nothing.	None.	EHMS
They've always helped me. They are good at answering questions.	Maybe more help (staff).	None.	S
The people who work there are really there to help you. Without my caseworker, I'd be on the streets.	I wish there was more funding to help in other areas besides drug and alcohol treatment. Sometimes there are other issues that need work, but it's hard to get that extra help. I can't complain. They've helped me.	None.	S
I think the Work First program is a good idea.	More services for people who need them.	None.	EMS
Nothing. I think DSHS does a really good job. I just couldn't get help as fast as I needed.	Spend more time getting to know clients before making them jump through hoops. In my case, I went to all kinds of appointments, filled out lots of paperwork, only to find out that I couldn't get help right away.	When you have a substance abuse problem, or mental illness, and you get to a point where you seek out help, the last thing you need to hear is that you have to wait or you don't qualify. It's absurd.	S
I like a lot of the staff down there...they've been very helpful.	Not really--I've had very good experiences with DSHS overall.	None.	EMS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
There are so many available benefits to meet my needs.	Don't really think so--things are going good, improvement over the last few years	None.	EMS
They were very understanding and very quick in getting me into treatment.	The state should allow individuals who go to work to keep more of their benefits as an incentive. They should also remove the resource limit or at least raise it to an amount that is realistic.	None.	EMSV
I like that they've hired people who are like me...Work First participants who have trained for a career, not just a job. It's a good thing, shows commitment.	The amount of TANF and GAU is so minimal-- Who can afford to live on \$440 a month? I've always had to live in the ghetto and feel unsafe and unclean. There should be an increase because of inflation, higher housing costs and electricity.	None.	CEHMS
Everything! The people are great, the programs I've used have been good, and I've had an excellent experience with DSHS.	I can't say anything bad about you guys.	None.	MS
DSHS is helping people achieve their goals.	Nothing--you are doing very well.	None.	S
That they have helped me.	The wait time to get help can be quite long sometimes.	None.	MS
Nothing really...the drug services in Everett are okay, although my worker, who has been through drug treatment, seems to be using addicted clients like me as a treatment for her own problems. For example, my problems or needs are set aside while she talks about her wants and needs and hopes...it's strange.	Case management is a good idea, but unfortunately the staff don't have the time or the qualifications on dealing with people to do it effectively. They are always giving wrong info, never return calls, and seem disorganized.	The wait lists are horrible--they are too long and there are too many of them...helping people find jobs doesn't seem to be a focus any more...for example, getting work through the community jobs program is a joke.	EMS
The medical bills that DSHS took care of took a load off my mind. I hate to think of where I would be now if DSHS didn't help me.	I can't think of anything.	None.	EMS
The programs are really good if you are lucky enough to get them.	More money to help clients.	None.	EMS
My life is back on track now with help from lots of people at DSHS. The counseling and treatment I got literally saved my life.	I guess more information and help when you first come to DSHS...it can be confusing. Once you have the information you need, things go smooth.	None.	EHMS
Everything. DSHS has treated me very well.	The wait time should be shorter.	None.	S
Nothing!	More funding to help people who really need it.	None.	S
I had a really good experience with the people I worked with. They returned calls and gave me the answers I needed. I think they care about me and if I succeed.	Not much!	None.	S

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The treatment I got for alcohol problems was really good. Thank you!	Nothing, things are fine (DASA). For ESA, I think all the hoops you have to jump through are stupid.	None.	ES
I'm thankful for all of the help DSHS has given me. I am glad there's someone to turn to for help.	Nothing!	None.	EMS
I'm really happy with everything about DSHS. People have gone out of their way to help us and have been kind and treat us like human beings.	Nothing! You are doing a great job!	None.	EHMS
I had major problems about a year ago and DSHS helped me turn my life around. I got a job and I'm back with my family. Life is good!	Nothing! I want to say thank you to the folks in DASA--the work you do saves lives.	None.	MS
They treat me like a human being	Higher income levels to qualify for DSHS programs. As it is now, you have to be destitute to get help.	None.	HS
I'm really pleased with my caseworker. He really seemed to care about whether I succeeded or not.	Nothing	None.	S
Counseling I got really made a difference for me and my family.	The (negative) answers I gave you about Medical are because of dentists and vision care--they are almost nonexistent.	None.	EMS
They are there to help people with problems like me.	Nothing.	None.	S
Nothing.	Don't know.	Interviewer comments: We got almost half way through the survey when client terminated the interview. He denies any connection to DSHS, but did admit to having prescription services through the VA. A few days later he called in and did complete the survey.	S
The lady who got me some help was nice.	Don't know.	None.	S
They helped me when I needed it.	Nothing...I think DSHS does a good job.	None.	S
All of the people I've worked with at DSHS have been phenomenal. They go out of their way to help.	We could have more choices available...I had to go to a treatment center almost 100 miles away because it was the only option available at the time.	None.	S
Only have to come in tri-monthly...I used to have to come in more often.	Medical services--the Kent Multi-Care Center is moving, so my son now sees my doctor, who isn't a pediatrician. I'm having a hard time finding a doctor for him that takes new patients with medical coupons.	None.	EMS
The DSHS workers care about my well being.	Can't think of anything.	None.	HMS
They seem to be concerned with my needs.	Not having to wait in office for so long.	None.	CEHMS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I have a head injury and I've been having difficulty. The last person I spoke to in Yelm seemed to really hear what I had to say and what I needed. It was the first time I've felt that from DSHS staff...I have just moved here from Eastern Washington	I hate that every time I go to the CSO, I see someone different. Staff turnover sucks.	None.	EMS
In the last year, Mental Health and DASA have been SOOOO good! I don't know what happened, but now you can pick up the phone, call them, and they answer the phone, they answer your questions and they give you information you need.	DASA caseworker Elvia Garcia has been awesome--she really has done so much for my son.	None.	S
I had a really good experience with DSHS overall.	Nothing. They already do good.	None.	S
The people I worked with really went out of their way to help me recover from my addiction.	Have more drug treatment options available.	None.	S
I can't really say much. I only worked with a case manager maybe twice. She was nice, and seemed to hear me.	Well, being able to give help to those who really need it would be a start. I went to talk to DSHS and did some paperwork, and then have been on a waiting list ever since. They haven't really helped me.	None.	S
The people who I have been in contact with there at DSHS have been helpful and go out of their way to assist clients.	Not everyone has the Internet, so I think they should think of ways to let people like me do more of their business by mail or over the phone. I think doing more business over the Internet is good, but it penalizes those of us who don't use it.	None.	EMS
They help out people who need it.	Sometimes the workers are a little unfriendly. I know they have a lot to do though.	None.	HMS
There is less paperwork to fill out and sometimes I can call in information. This helps a lot.	I have been waiting for dental care for a while. There aren't many dentists who take the coupon.	None.	MS
Can't think of anything that stands out. They weren't great but they weren't bad either.	Let us know what other benefits we could get.	None.	S
That I got the help I needed (eventually--had to wait, but things are good now).	The people in the office need to adjust their attitude.	None.	EMS
The people there are great. I am thankful for DSHS and all that they do to help citizens get back on their feet.	Keep up the good work!	Doing surveys like this is a really good idea.	MS
Everyone I've worked with at DSHS has been so helpful and caring. I really appreciate all they've done for me.	Nothing--they are already great!	None.	MS
The Kent CSO has improved their service--it's faster now (but still has a long way to go)	More help at the front counters so there isn't such long lines.	None.	CHMS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I don't mind having to deal with DSHS. Help in the offices, more people or more efficient, I don't know, but they are doing a better job of getting people in to see case managers quicker.	Well, in my case I had to wait a while for services (years ago) but now everything works pretty good. Maybe getting help for people quicker.	None.	S
Familiarity with my (DASA) case worker. She's been very helpful and understanding.	(re: DASA) When I was released from Cedar Hill, my case worker found an outpatient facility for me, but I got bumped by someone more needy. I was then placed at St. Regis, which was in my known drug area. If the case worker spent more time finding a facility outside this area, I wouldn't have had such difficulty. I understand that she probably had limits, but it was a difficult situation for me.	Medical coverage on GAU is limited. I know someone who had hideous moles and growths, but dermatology wasn't covered. Also, I've heard that there's a difference between GAU and GAX (that GAX is better), but no-one at DSHS is willing or able to explain the difference between the two to me.	MS
Don't know.	One of my kids needs glasses and it's really difficult to get those things from medical. Kids (needs) should come first.	None.	CMS
I've had one caseworker in the past who was really good--he answered questions, he found information for me because of my special situation. Others haven't been so great because I'm HIV positive. I think they're prejudiced or scared of me.	Tumwater CSO has improved greatly over the past two years.	None.	MS
Everything--they do great work.	Nothing--everything was good; the people are nice, they got back to me right away and they answered all my questions. I hate to think of where I'd be without their help.	None.	S
They've actually gotten much better about how they treat people. The caseworker I have now really helps me out.	More people to help with the lines.	None.	HMS
Being able to call and conduct business over phone rather than go down to the CSO and wait in line if you have a question. The new building in Port Angeles is really nice. Services are much more organized in that space.	Having better information about what services are available. Once you know what you are qualified for, everything is good--you just have to find out the information.	None.	EMS
Nothing yet. When I actually get services I might have something good to say!	For starters, make more services available to clients who really need them.	I didn't really get any help from DSHS. I spoke to someone and have been waiting for services since.	S
DSHS has helped me get my life back. I'm grateful!	Nothing.	None.	MS
They made changes about a year ago, and since then I noticed services are faster, there are less people in line waiting for help.	More competent staff. When I went to apply for medical and economic assistance, one staff told me I didn't qualify, a different staff person told me I did.	Interviewer comments: He applied for ESA help and didn't get it (so, I marked "denies ESA")	EMS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They helped me find a job.	I was in a bad situation, and if I could have gotten more help I think I would be better off.	None.	EMS
Mental health staff are very good.	More doctors and dentists in my area (Eastern WA).	None.	HMS
They don't hassle you.	Can't think of anything.	None.	S
I had a really bad experience with my case manager so I can't really say I like anything best.	Sensitivity training...how to communicate with people who have serious drug or alcohol problems.	None.	S
They used to be close to my house but now they moved their offices to Ballard. I don't know why, but it's a hassle to get there (I don't even know how to get there yet, but once I do it'll be okay).	Nothing.	None.	EHMS
New way of doing things by mail and not having to go in as often.	More people to help clients and more money to give clients!	None.	HS
Community jobs program changed my life--I had so much support; the staff member was so helpful and caring.	Keep the programs and funding.	None.	EHMS
Not much. I guess that you can get help if you need it.	It seems like DSHS makes people do things they don't want to do so they get benefits. I had to get alcohol treatment and some counseling and I don't think they should have made me do it.	None.	CHS
Nothing--I am still waiting for my turn to get treatment.	Well, if you spend time to go and get help and you really need it then you should get it.	None.	S
They've gotten much better. I used to get the run around, a human never answered the phone...now they're better.	Increase the programs you can get.	None.	EMS
My counselor is a really good person.	More people to help clients.	None.	S
Don't know what I would do without DSHS--glad they are there to provide something very necessary	Length of time and paperwork is exhaustive. If you have no money, no food and no place to go, the wait seems like it takes a horribly long time. You need to speed up the benefits process.	There's quite a bit of variance of the kinds of things clients can get from (DASA) office to office. For example, I couldn't get a prescription paid for by the Northeast office, but got it through the Valley Clinic.	AMS
I appreciate my mental health services...MICA was good too.	More courtesy toward clients at the CSOs.	None.	EHMS
Nothing, really.	Can't think of anything.	None.	S
DSHS has really helped our family. We wouldn't have survived our problems without their help.	Nothing! You guys are great!	None.	EMS
The person at DASA that I worked with was really knowledgeable and really helped me out.	Longer drug/alcohol treatment programs.	None.	MS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Having medical insurance provided by DSHS has been a lifesaver. I am really grateful for their help.	Having more medical and especially dental providers.	None.	MS
I think that DSHS does the best they can with what they have.	More money for things like food and rent.	None.	EMS
All the people who help me have been really good.	Nothing.	None.	CEHMS
Can't think of anything.	Don't know.	None.	MS
Not sure how to answer that...they were there for me.	Returning calls promptly and being able call and to talk to a human being (not a machine).	None.	EHMS
Just the fact that community support is available for those that need it.	I guess the only thing that would improve it is more treatment centers and more publicity.	I found it to be a great service and extremely helpful in my recovery. I have a great support system.	S
The staff are good/nice people. They care about others.	I'd like them to be open longer hours. Sometimes it's hard to get there before 5pm.	None.	S
My worker has been really good with me and my needs.	Don't know what they could do better. They seem to be doing a good job.	None.	S
They always seem willing to help. I went in for one thing, and was referred to other offices to get other services too.	One person who can take care of all your needs. I work with two different staff, but they keep in good contact with each other, so it's okay.	Interviewer comments: Client says that he didn't get CA services--his ex-wife and step kids did. I marked as "denied CA contact."	CHMS
Nothing, really.	It's too bureaucratic...lots of red tape just to get a little help. Sometimes it not worth all the trouble.	None.	S
Treatment really helped me out and made a big difference in my life.	Can people there let each other know what's happening with us? Sometimes I have to tell each worker what they should already know in their computer or my file.	None.	EMS
They help you as quick as they can...I understand that they have so many people to help.	Expand mental health services; state funding is terrible for medical services.	None.	HMS
They have always helped me whenever I asked.	Services that are culturally relevant...counseling that facilitates different communication styles.	None.	MS
People who work there are nice.	Nothing.	None.	S
I couldn't live without their help.	More money each month.	Never really got DASA services--went to talk to someone, but that's it.	EMS
The people are great.	Nothing.	None.	S
They do their best to help people who need it.	You people need to call clients back...I've called down there many times and never got a return phone call.	None.	EMS
They are caring.	Not really; I'd like for them to get more housing for low income families.	None.	EMS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Nothing--I HAD to work with DSHS.	Less paperwork...they're always making me fill out papers.	Also, I just got a new counselor, and now I hear I'm getting a new, new counselor. I've only met my new counselor once and now I have to start all over.	MS
They have really good staff at the Sunnyside office.	Can't think of anything. I think they're doing a good job.	None.	EHMS
Not much.	Provide more outpatient services.	None.	S
Once I got into the system, things worked well--my caseworker understood me, and treated me like a human being (I've encountered staff who were rude and acted like the money comes out of their pocket, but not MY caseworker). She went way beyond minimum requirements.	Had a difficult time getting services; was trying to get Medical, but they couldn't help me because I was able to work, not pregnant or extremely poor--I needed addiction services but because I could work I couldn't get help.	None.	MS
They seem to care about clients and really want to help them.	I'm always filling out redundant forms.	None.	EHMS
The people.	More information.	None.	HMS
I like that they were able to find the specialized services I needed. They really went out of their way to help me.	Nothing.	None.	EMS
Really nice to be able to get full medical coverage for our kids. My husband gets medical insurance through his job, but it is too expensive for all our family. Our son needs lots of medical care and prescriptions, so DSHS has really helped us out.	Higher income levels, even just a bit. Sometimes we barely squeak by and need TANF help, but now that my husband is working we don't qualify (except for medical) any more.	Wants to ensure that DSHS knows that MAA is excellent--the doctors are great, but it is very difficult to find dentists who will take the coupon.	EMS
I like that they respond quickly. My case manager gets back to me right away whenever I have a question. It didn't always be that way, so they've really improved in this area.	Medical coverage is really limited, especially if you have intensive needs. For instance, my son was referred to an oral surgeon to get his impacted wisdom teeth removed. Medical doesn't cover sedation, so I haven't been able to get the surgery for him because I'm a single mom and can't come up with the \$250 out of pocket expense. I can see there could be limits placed on adults, but when kids need extensive medical or dental work, it should be covered.	My doctor and dentist are really good; it's just the oral surgeon they referred me to that I have a problem with. Also, I recently moved up to better medical services--I now have an "open" card which is so much better because you have more choices and more availability of services. If I didn't have medical, I'd really be stuck. Thank you!	EHMS
The staff have a lot of experience dealing with people who have addictions--they can tell you what you need before you even realize you need it.	More counselors, and better coordination with other departments.	None.	S
The people seem nice, but they really didn't help me.	Giving services to people who need them!	None.	S

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The guy who helped me was knowledgeable. He knew about all the different programs and how each was good or bad for my situation. I depended on his opinion and he didn't fail me.	More availability of services. Some take a long time to get.	None.	S
Everything...I suppose the people who work there are the best thing about DSHS.	I have nothing bad to say about DSHS. You've always helped me out when I needed it.	Keep doing a good job--You guys are great!	MS
The doctor in Kent for my son is so good. Also, the treatment services helped me and my family and I am back on my feet thanks to DSHS.	I wish there were more (outpatient) treatment services because inpatient treatment really disrupted my family.	None.	EMS
Reception has been good, and my psychiatrist has been really good to work with.	Having more informed staff--people don't know what's going on; their referral lists are incorrect, they don't know what their letters say. It's really confusing and very frustrating when you ride the bus to go to a required appointment (because if you don't go, they cut off your benefits), and after waiting in line they don't know what the hell you are doing there--and then they treat you like you're an idiot. This has happened several times.	None.	EHMS
That they help people who are in need.	Being able to earn more money and still be qualified for DSHS services. Right now it keeps you down.	None.	MSV
The doctors that work for (or with?) DSHS are good at what they do.	Can't think of anything. Maybe not having to wait for needed services.	None.	S
I like Mental Health treatment because they are respectful, they listen, and they have helped me find other resources.	I think the Drug and Alcohol program needs to evaluate whether or not these programs work.	None.	EHMS
The Work First office people are so cool--I get along with them really well.	Can't think of anything...I actually have a good relationship with my caseworker and DSHS has done an excellent job.	None.	EMS
The treatment facility I went to was really good.	Nothing I would change.. Doing good work.	None.	S
The folks at DASA really understand clients needs and really care about us.	(Staff in) other parts of DSHS needs to be more aware of the obstacles addicts face.	None.	MS
Nothing. They haven't really helped me.	I think that if you go through all the rules they make you do, then you should get services you asked for.	None.	S
DSHS helped me get control of my life back. I am grateful for all their help.	Less paperwork.	None.	EHMS
I like their quick, speedy response.	Nothing.	None.	EHMS

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
DSHS has done a LOT to help me out over the past few years.	I hate getting a letter in the mail telling me to go to the DSHS office for a required appointment at a certain time, and then having to wait 4-5 hours. What a waste of time. I always feel like they've forgotten about me.	None.	EMS
I appreciate the help DSHS has given me.	The requirements for getting help are too stringent.	None.	EHMS
The staff, I suppose.	Well I'm not really all that impressed with DSHS. I haven't been helped, just lots of talk.	None.	S
It's been getting better about calling people back when they call.	More help (staff) for clients. Sometimes it can take hours just to see someone at the CSO.	None.	S
I got help right away	Nothing...I have no complaints.	None.	S
Nothing--they didn't really help me. I went in for an assessment but am on a wait list.	Having the resources to help people would be an improvement!	None.	S
They understand my medical needs--haven't pushed me into Work First because of my health condition.	Coverage for medications keeps changing; it's a hassle to get medications to get approved--even in emergency situations. I had to wait three weeks for meds that were vital to my mental health. Also, some meds might be approved in one month, then the next month they aren't covered. Needs consistency. Causes stress on my doctor, pharmacist and everyone who works in this field.	The training when Work First first happened was awesome; the training in resumes, speaking, job hunting. But now, that has dwindled down to very few services, and you can't even go back to school anymore--It's awful.	EHMS
They've been good to me--nice people.	Nothing really...been satisfied.	None.	S
I like being able to do some of my paperwork less often and by mail. I don't have to go to the CSO so often.	More money.	None.	ES
DSHS really has it all together. The people who work there are great, they helped me and they care about me. I'm satisfied with how DSHS does its business.	I can't think of anything negative. I've been treated well.	None.	HMS
Nothing.	Stop butting into people's lives.	None.	S
That they are there if you need them. They've helped me when I needed it the most.	I think they give you just enough to survive but it feels like you are always fighting for more because it's not enough.	None.	EMS
Very good people work there.	Can't mention anything.	None.	EMS
Some staff are pleasant to work with-Aging and Medical; but DVR staff never return calls quickly, it's hard to get information, and you wait forever for services.	Return calls. I know caseloads are huge, but I can never reach anyone by phone.	None.	AMV

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I get my questions answered. I don't like waiting for services, though. I realize there's lots of work for staff, but the folks at the Kent CSO don't seem to be efficient. At times there's a long line of clients and only one or two staff processing people. It's maddening.	Give appointments out with the forms we have to fill out. Right now, they send the forms and then send out appointment notices at the last minute. Why can't all of this be done once--at one time so we don't have to keep coming back to the office?	DVR staff have been working really hard for me. I really appreciate DSHS. In MAA, I know I am the low man on the totem pole, but at least I get to go to the doctor and dentist. Without DSHS I wouldn't be able to get any health or dental care.	EMV
I appreciate the medical help I've received.	DSHS could communicate with each other better. My financial worker didn't connect me to a social worker or to an incapacity specialist, and I didn't know the difference...now it's too late.	When I applied for DVR services, Nicole Barry at the Burien office was fantastic. She helped me out so much--she really set me up for success. Now that I've moved to Olympia, my worker never calls me, and when I call, she never calls me back. She even cut off my January benefits...the communication is poor. The difference between the Burien office and the Olympia office is tremendous.	HMV
My worker has really helped me out a lot. He helped me overcome my addiction and get a job. I have a new life now.	More programs to help MHD clients to transition into better lives.	None.	HV
Can't think of anything.	Nothing. I have no complaints.	None.	EHMV
My counselor is very knowledgeable about my disability and has been very motivating in helping me to get things accomplished. I am very comfortable around my counselor and she has a great personality and positive attitude. My counselor also makes every effort to assist me.	At this time I am very pleased with the service provided.	I am a hearing impaired person and would not have the adequate resources to maintain a professional work status in the community without the assistance of DVR. They have provided me with necessary accommodations and guidance that would have been beyond my financial means. Further, I honestly could not have been as successful without the help of DVR and an excellent counselor to support me. I am very grateful that these services are available to citizens like myself.	V
They helped me find a job that I like.	Can't think of anything.	None.	DV
They helped me get into school and got me hearing aids.	I wish they had more money to work with.	I am really happy to get their help.	EHMV
They are wonderful.	Help me with understanding what is available. I am new to the area and new to DSHS.	I think they are doing a good job!	DV
That they have many different programs to help people in a variety of ways	Talk to clients, not just test or give a questionnaire. More interviews would help staff to better understand their clients. In my case, I needed speech therapy, but they gave me several mental tests which asked very embarrassing questions.	None.	V

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Not much...they helped me in some aspects, but not others.	A lot. DVR definitely needs more staff.	None.	V
I am impressed by my DVR counselor. The people at DVR are great, but they are overworked.	The length of time it takes to get services.	None.	V
The people who work there are nice. I like that you are doing a survey.	More dentists who accept coupons.	None.	MV
The first caseworker I saw (DVR) was really nice. The one I've been working with lately doesn't seem to have answers I need--I think she must be new.	The left hand doesn't know what the right hand is doing.	None.	HMOV
Getting straight answers from DSHS.	Help those that really need it; don't hassle those that do need it.	When a person needs help, don't turn them away. Sit down and talk with them. I've sent friends there for welfare help and they were turned away. Staff didn't find out more about their situations.	EHMV
That they are there to help me.	I would like to see quicker service. I waited a while for mine.	None.	V
Services were helpful--food stamps are good, job training helped him find a job, and the family counseling helped them stay together.	More program resources--housing is limited and client needs a wheelchair but hasn't gotten one yet.	None.	V
It's good to know that they were there when I was trying to recover from my addiction.	It's really hard to get a referral to get the help you need. I spent 8 months trying to figure out how to get help for my addiction. It should be easier to do.	None.	HMSV
Staff who have helped me in the past really cared about me.	Not much, I think they're doing a good job.	None.	MV
I liked my counselor. She was very helpful and receptive--we had good interaction.	Getting help sooner. I had to wait too long for services. I talked to DVR in September (it's now nearly February) and I'm still waiting for help.	None.	V
Nothing.	Funding. During the middle of my college education, DVR dropped my funding (and for several other people I know). I struggled greatly. Work source helped out after that.	Staff turnover in DVR is bad. My first counselor got a different job, my second counselor left for an extended training, and now I don't even know who my worker is.	V
The staff are friendly. Even though they couldn't help me right away, they were honest about it.	More funding to help people.	None.	V
The consistency of competent assistance we have received.	Need a better system for safeguarding documents that client submit to DSHS so that they get to the caseworker.	I feel grateful to DSHS for all the services we have received.	AHMV
Helping me complete school.	None.	None.	V

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The services are available for me when I need them.	Get more efficient about required paperwork. Every couple months I have to fill out the same forms for not only myself, but for my daughter and also my son. All the paperwork is ridiculous.	I always forget how the spend down actually works--the concept is murky. It would be really helpful if DSHS put together a pamphlet to explain it.	HMOV
They put me on the right track and got me the help I needed.	Hire me.	None.	EHMV
I don't bother with the local level office--the CSO should be burned down. Arrogant. Headquarters and Olympia okay.	CSO could use customer service training.	None.	V
I don't like to deal with DSHS. Have had a bad experience with DVR.	Funding is limited, so more services would be an improvement.	Staff courtesy in DVR needs to improve. Their sensitivity is pathetic. Once I was told that I should give up (and institutionalize) my disabled son so that he doesn't drag down my daughter and I...I left their office in tears and I can't believe they'd tell me to throw away my child.	MV
My caseworker is very nice and helpful. I feel like she's working for me.	Work on the budget. Every time DSHS wants to save a director's job, they end up beating up the people who can't fight back.	I waited over two years for DVR services; I feel frustrated that there never seems to be money for clients, yet DVR can move to a brand new office building.	V
Some people complain about DSHS, but the fact is that they help you and everyone should be grateful for that help. I'm amazed at how people complain about services that they are getting for free.	More dental coverage and resources would be nice.	I appreciate all your (DSHS) help!	HMSV
They treated me well.	No--they're fine.	None.	MV
The fact there is a resource available for schooling for displaced workers such as me.	More funding.	None.	V
I'm really satisfied with all of the help I've received. The treatment program I just completed was really good.	Sometimes it's hard to get a straight answer about services...it feels like each program doesn't know what the other does, or what kind of other benefits you can get.	None.	MSV
Help with my medical bills.	Having just one person to work with instead of having to call a bunch of different offices.	None.	MV
I like that if our caseworker couldn't help us, she referred us to other DSHS offices or private organizations to help. She was so resourceful.	A list of DVR services available, with a short description would be good.	Without DSHS it would have been impossible to raise my son.	V

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
My DVR counselor. She promised she would never give up on me and when she said that it brought tears to my eyes. My DVR counselor is Joan Lopez in the Rainier office.	DSHS should give more help to people with problems like mine, a reading disability. DVR got me this job, but I was let go because of this problem.	None.	V
I like how they are helpful.	Provide more transportation help in the WorkFirst program.	None.	EMSV
They helped me get clothes I needed when I was looking for work.	More classes, maybe even college, that helps people find better jobs.	None.	V
I liked their encouragement--I felt very encouraged to pursue my goals. They made me feel like I could do it. Their financial support was good.	Getting help sooner. I waited a year and I know others who have to wait about that long to get the help they need. I was treated good, though.	None.	V
The medical. Having medical coupons is the best thing.	Can't think of anything.	None.	EHMV
I like the new Quest card.	Change the WorkFirst program to meet the needs of individuals going to college for two or four programs by requiring only 20 hour work search. Need to include coverage of child care while attending classes. They need to get the different programs coordinated better in Pierce county. Also need to do a better job of informing clients of available resources.	None.	EHMV
They are real nice people.	Maybe let you do your paperwork over the Internet.	None.	EV
DSHS does a good job	I see some people on welfare who are really struggling. I wish there was more help for them.	None.	MSV
They help the needy.	I think having more choices about what you can do would be a good idea. For me, my case manager basically said, this is what we have for you, take it or leave it.	None.	V
That they have more offices now, and you can do all your paperwork on the computer.	Return calls. Mailed appointment times don't give enough notice. Sometimes they are not real clear on what they need (info). Also, I think that with all the new technology where humans are able to produce electricity and hydroelectricity could be used--if a disabled person can't get a job, why not make them produce electricity? And, you can put one of those strips that collect energy from footsteps in the CSO so that those collecting welfare can offset costs.	I needed info mailed to me because I didn't have a phone. DVR called an old number and left a message about an appointment that I never got. I got my services cancelled because I missed the appointment. Also, DVR makes you go to Goodwill to get work experience, but it doesn't use your potential--you just mark clothing, and have to know what discounts to give on which days. I've had 42 different careers and can be better used.	MV

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
Staff at DSHS were kind and courteous, and not too slow with services.	Bus transportation is terrible. I have to walk a mile to Highway 99 to catch a bus...with transfers, a one-way trip is over 2 1/2 hours. It's hard to get to appointments or find a job when I have to spend so much time finding transportation.	None.	MSV
They force you into helping you to help yourself. At first I didn't like that, but I know it was for my own good.	Funding. I spent a lot of time talking with staff, making a contract, and getting ready to make changes in my life. Then, the funding was cut and now they can't help me.	None.	HMOV
Basic Support		None.	DEMVA
The fact there is one caseworker handling Vicki and the other clients of Creative Living Services.	More staff and more money for services.	None.	DMVA
They help me.	Get rid of the staff at the CSO.	None.	CEHMVA
Easy access to supervisors.	I like to see DVR and DDD coordinate together to help the client become independent.	None.	DEMVA
DVR is my favorite program. (Client's) worker is absolutely fantastic. He came over to our house on his own time to give mobility training...he showed (client) how to get to the bus stop, get on the bus, use her pass, and get off at the right stops. (client) was deathly afraid of venturing out on her own until he did that training for her.	DDD staffing. Initial contact was good, but since then, we haven't seen a single caseworker, even though we've gotten letters over the years that the case worker has changed (several times). (Client) has been on a waiting list for a long time.	One area (DDD) stresses client independence, but when (client) went to apply for food stamps and other benefits so she could begin living on her own, they took my salary into account and literally kicked us out the door--it took them less than 15 minutes to deny (client), and without their help, she'll never be independent. Also, the low-income housing situation is miserable--the wait list is six years.	DEMVA
Workers seem to care about me.	Stop changing my benefits.	None.	V
Having medical bills paid by DSHS.	Help finding a job and being self-sufficient.	None.	MVA
They help people who need it.	Have more choices in who over at DSHS you can work with. I don't like my worker, would rather be able to see someone else.	None.	HMVA
My caseworker is nice.	Some people at CSO are rude.	None.	CEMVA
That they are not intrusive into my personal life.	Provide casework services that would link all community resources and provide one stop shopping.	Chelan/Douglas Behavioral Health are the worst mental health organization that I have ever worked with. They don't return calls, they lose my file. I have been in for three separate intake interviews, then they say they will schedule me but don't follow through. When I call them to find out about the appointment they were going to schedule, they don't know who I am.	EHMVA

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They have really helped me at a time I needed them--especially with medication and counseling.	I wish the funding doesn't run out. I don't know how I'll pay for my medication and counseling in March when my funding runs out.	None.	HMV
Bill Weeks (MAA) and Mike Arnold (DVR) have been enormously helpful in assisting me with my problems--they work SO hard and go out of their way.	Nobody in MHD helps! I ask very specific questions and they confuse me all the time, are disrespectful and not sensitive to people with mental illness. They need to treat people better.	How can a person live on \$339/month? Also, benefits are distributed unfairly; some people get a LOT of help, and others are left hanging out to dry.	EHMV
Some staff are really helpful and care about their clients. Others treat us like dirt. DSHS needs to weed out the people who don't seem to care. Why should they even be working there if they don't want to help people? Maybe DSHS could train some of the people on Work First to work there.	More providers to take coupons. It's also really hard to find a dentist.	None.	EMV
If you need help they are there for you.	Shorten the time it takes to get DVR services. I've been waiting a long time, maybe a year or more. If DVR can't help because of money, then why do they have you come in to talk to a counselor, make a plan, only to sit and wait for a year?	None.	V
DVR is a good and much-needed program; it's too bad that they are financially unable to help more people.	Look at more educational opportunities for DVR clients, especially retraining for older workers--we're not prepared for today's necessary skills.	My son used DASA services, and I know he feels grateful for the drug and alcohol treatment he received; but there wasn't much support for him once he was sober (i.e., education, job training, parenting skills).	V
DSHS has helped me the best they could.	We need more money to live on. We get just enough to barely get by.	None.	EMV
I would have to say it's the location of the DVR office.	I can't think of anything. If you are willing to meet them half way they will help you.	Resources are available if a client can take advantage of them. But some clients are unable to use these resources and they need an advocate. DVR needs to be more understanding of their clients. I phoned and left a message last Thurs. and as of today, Tues. I'm still waiting for a return call.	V
DVR has been AWESOME! I know they are limited, but my worker has been kind and caring and answers all my questions. I always feel like she really cares about me.	More money to help people.	None.	EMV
The DVR staff are dedicated. I like that they are there if you need them.	Getting help faster.	I'm glad you're doing a survey...I know other countries don't do something like this.	V

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
I'm very grateful they are there.	I wish CSO staff were more compassionate.	None.	V
Since about two years ago, service has gotten really good...I can do things by mail now, staff are nicer, and I've kept the same caseworker for three years.	Everything is good...can't think of anything to improve.	None.	EMV
Nothing.	When you change case workers/case managers on us, please let us know.	Does NOT want to be in the drawing for the grocery certificate.	EHMV
DSHS helps those that need it.	Not much in MAA, more funding in DVR.	None.	MV
They helped me a lot. I needed medical and dental care in order to get a job. They helped me feel good about myself.	Can't think of anything.	I want to thank DVR for really doing a good job--I appreciate them. They were there for me and they made a big difference in my life.	V
The workers in Ellensburg are great.	I'd like to see more communication between DSHS departments	None.	EMV
Don't know	Counselors should be better trained to deal with people with mental illness...they need more sensitivity training on this issue.	My first DVR counselor, Perry Anderson, was amazing. I could call him anytime and he would go out of his way to help me. He understood what I was going through. Then he was promoted and my second case manager doesn't have a clue. I didn't exist to her except for once a year when she called to check in on me.	V
They are there if you need them	All the different units could coordinate better; they don't seem to know what each other is doing.	None.	EHMSV
Can't think of anything...they helped.	Do better on staff...too many different people...turnover.	None.	EMV
Having communication with my caseworker.	Give me food stamps.	None.	AEMV
I don't know what I would do with out DSHS. They've helped me a lot over the years.	Transportation is important to me, I can't get to the places (appointments) I have to be sometimes.	None.	ADEHMV
Some staff at DSHS really do seem to care and that makes all the difference in the world.	Put employees at the CSO front counters who are halfway intelligent and who don't have an attitude.	None.	EHMV
I like the lady I work with...very nice.	Nothing.	None.	EHMSV
They help me.	None.	None.	DEHMV
That I had a chance to make plans about how I could improve myself.	Maybe some training for (DVR) staff about medical issues and how they affect one's ability to work and look for work.	None.	MV
Not much...they've helped me out, I guess.	Too much paperwork. I hate all the forms and the mandatory appointments.	None.	EHMV
My caseworker is really nice. She answers all my questions and I call her all the time.	Nothing.	None.	DMV

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
They seem to care and they are courteous. They also come up with unique ideas that I haven't thought of. They also are a very positive influence.	List services in more detail.	None.	V
Nothing.	Make case workers be more friendly.	None.	EMV
They help me with all of my problems.	Can't think of just one thing.	None.	EHMV
They have been there to help me even though sometimes I didn't want their help (at the time).	More dentists.	None.	DEMVA
They helped us in bad times and were good about telling us what we qualified for.	The workers could show more empathy.	None.	EMV
The people are nice, even though they can't really help you. I understand that they (DVR) can't help people like me...they have to help the very needy.	More money to help average citizens.	None.	V
Not much.	Stop hassling people.	When are you giving away the groceries?	V
My caseworker is really good. I like her a lot.	Can't think of anything.	None.	DMV
They have helped me when I needed them.	Better interpretation services for deaf and non-English speaking clients.	None.	V
I can't think of anything.	DVR could promote what services are available better.	None.	V
Mark Dixon, my DVR counselor.	Their follow through is excellent, but DVR should help us longer after we get work.	None.	V
I like DVR the best.	Have a program for women whose husbands leave them, and who don't have jobs, and don't have young children. We still have bills to pay, but no income. There's no program for us.	Thank you.	V
They seem to really care. Even though they couldn't help me, they are nice people to work with.	I wish there was more money to help people who really can work; not just those who are the worst off.	None.	V
They help care for families. It's hard to get off DSHS assistance because there is little support once you leave it. I feel stuck.	I think they are already improving (at efficiency at CSO). Before you had to wait for 3-4 hours before your name was called; everyone was angry and hostile after that kind of wait. They are now making set appointment times, which really helps a LOT.	None.	EMV
The people who understand my panic disorder and have compassion for me.	Don't give people food stamps that don't need them.	Because of Gov. Locke I lost everything, my home, my car and my plans with DVR.	EHMV
I like my caseworker. He really helped me out when I was looking for work. He helped me to make a resume, sent me to training, and now I have a job I like.	I don't think there's anything to improve--everything is good.	None.	DV
They found the services I needed for help.	Nothing. They do fine already.	None.	V
The help they have given me.	Nothing. You are doing fine.	None.	V

Open-ended Comments - Client Survey 2002

All Divisions

What do you like best about dealing with DSHS?	What is one thing DSHS can do to improve service?	Any additional comments?	Programs used*
The people in the different agencies have been caring and considerate.	I really can't think of anything.	I'm glad they are there. My life is improving because of their services.	MSV
I think the DVR office staff are very nice and helpful. Virginia Leffers in the Port Angeles DVR office is an incredible person and has been extremely helpful, and needs to get credit for all her hard work. She is responsible for helping me make a smooth transition through the DVR office changes.	Coordinate all the different services together.	None.	EMV
Nothing.	They should have at least two windows open at the counter in the CSO waiting room instead of only one with a line that goes clear to the door.	When I called the 800 number on the back of the medical coupon I got a recording that said everyone was in a meeting. I gave up after calling for three hours.	EMV
They like to help people.	Make it so drug users don't get welfare.	More help with rent and general assistance would be nice...we are currently 3 months behind on our rent and my mom just lost her job. I don't know how we're going to make it.	EMV

*** Code DSHS Program Used**

- A - Aging and Adult Services Administration**
- C - Childrens Administration**
- E - Economic Services Administration**
- D - Division of Developmental Disabilities**
- H - Mental Health Administration**
- M - Medical Assistance Administration**
- S - Division of Alcohol and Substance Abuse**
- V - Division of Vocational Rehabilitation**