

DDD 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Good values around people who are served.	DSHS does the best they can with the available resources.	Agency providing more than one type of service; 1 employee.
DSHS is good at providing support services for participants.	DSHS could improve their communication, decrease red tape, increase response time, and be more open to the public.	Agency providing Individual Supported Employment; 6 employees.
Communicates well and helpful.	Improve the database. Provide training on understanding DDD, especially funding flow and service regulations.	Agency providing more than one type of service; 61 employees.
Anytime we need help on just about anything, they are there to help us.	I could not ask for more than what they already do. They have been great.	Agency providing Community Access; unspecified number of employees.
	Get back to us in a more timely manner when we have questions (i.e. unreturned phone calls and e-mails).	Agency providing more than one type of service; 10 employees.
DDD people do the best that they can with nothing. Am sympathetic to their plight.	Sometimes break rules! Obviously smaller caseloads, less crises. They really cannot be expected to do any better than they already are under the circumstances.	Agency providing more than one type of service; 18 employees.
	Sometimes they don't seem very open minded. Unable (unwilling) to do what makes sense in regards to serving families.	Agency providing child development services; 35 employees.
Work as part of a team.		Agency providing more than one type of service; 11 employees.
I don't really require help.	Nothing.	Agency providing more than one type of service; 2 employees.
Open door policy on all questions.	N/A.	Agency providing more than one type of service; 9 employees.
I have only worked with DDD - case managers are overworked and have large caseloads and the positions seem to turn over quickly - so it is usually a new case manager each time I work with them.		Agency providing Community Access; 8 employees.
	Better turnaround for eligibility for DDD. Experiences vary according to individual - some are great, some not as much so! DDD often will not let us back-bill, but takes months to complete eligibility.	Agency providing child development services; 32 employees.
Staff is usually flexible and available. Communication is open and effective.	Reduce staff caseloads.	Agency providing more than one type of service; 5 employees.
When they team on individual students.	More respite support (offering more).	Agency providing child development services; 5 employees.

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In this day and age, I feel that everyone feels challenged by the present system's of lack of resources to support people with disabilities.	DVR [Division of Vocational Rehabilitation] needs to reconsider its methodology for purchasing services. It also needs to value people with disabilities and those who provide services. We are concerned that individuals who test and meet DDD criteria are in turn not being found eligible for services.	Agency providing Individual Supported Employment; 9 employees.
I have no unmet needs at this time. Training sessions would be beneficial.	Seminars and training sessions.	Agency providing Community Access; 7 employees.
Works well and supports residential provider.	Support and fund employment programs at the same level as residential. Stop making unnecessary changes in short time frames. Stop increasing workloads and expectations of providers with no additional funding.	Agency providing more than one type of service; 28 employees.
	Lower caseloads and stop changing case managers around.	Agency providing Individual Supported Employment; 2 employees.
	Reduce caseload sizes, so that case managers may better respond to individual needs.	Agency providing Individual Supported Employment; 3 employees.
I can depend on our local DDD office to listen to our requests for help when situations warrant. In the past year, we have had two employees that needed additional help and support in their lives (both at home and at work). Our local case managers were responsive and a great resource.	Although we are not very far into the transition at [specific agency name], the move toward the SSP [State Supplemental Payment] payment system has been handled by DSHS as though their actions would affect others minimally to not at all. I feel it is not the case in [specific county name]. We are changing a system that is decades old - individuals, families, counties, and service programs are all affected. As I see it, DSHS has jumped in, made the shift and then is watching to see how the sticks fall.	Agency providing Pre-Vocational/Specialized Industries; 5 employees.
Helpful, supportive, respectful, and interested.	It seems as if many of the case managers are not up-to-date on clients' activities and needs. I think they have too high a caseload. Sometimes it is hard to contact them or they don't get back to you promptly.	Agency providing Community Access; 8 employees.
Advocate for individuals.	Understand vocational services better.	Agency providing Individual Supported Employment; 4 employees.
Letting me know what is happening and when new changes occur. Always nice to me.	No comment.	Agency providing more than one type of service; 3 employees.
Great team approach with participant.	The caseloads are still high and it is sometimes difficult to reach them or schedule a meeting - they are very busy!	Agency providing more than one type of service; 6 employees.

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Great team approach with participant.	The caseloads are high and it is sometimes difficult to reach them or schedule a meeting - they are very busy!	Agency providing more than one type of service; 2 employees.
In the family support program the caseworkers are very courteous.	Provide information and expectations of contracts prior to initiating contracts.	Agency providing more than one type of service; 6 employees.
We find that local DDD staff are very eager to partner with us and draw from our employment expertise.	Stabilize funding to support our commitment to developing, maintaining, well trained, and competent staff.	Agency providing more than one type of service; 4 employees.
The local staff is very knowledgeable, caring, and helpful in solving problems and getting information for clients. The staff at the State doing background checks are helpful and efficient.	Keep paperwork to a minimum, it eats up provider time and resources for program services.	Agency providing child development services; 8 employees.
Follow through consistently good on specific cases.	DVR [Division of Vocational Rehabilitation] and DDD currently going through service changes. Maintain open and frequent communications, especially with SSP [State Supplemental Payment] recipients and processes.	Agency providing Individual Supported Employment; 4 employees.
Lynda Hobbs responds promptly and cordially. Transitions to agency and continues as case manager, then transitions to 3-21 services.		Agency providing child development services; 4 employees.
Referring participants to our program.	Keeping us better informed of participants' residential changes.	Agency providing more than one type of service; 15 employees.
The King County Coordinator is very helpful, provides information, crisis support, and advocacy.	Contact with DDD case managers is limited if at all. Most case managers have not met their clients that we serve. Would encourage communication between case managers and their clients, which will add to the support that the agency provides.	Agency providing Individual Supported Employment; 2 employees.
Very responsive to qualifying requests. Willing to attend transition (3 year) meetings, and available for training and support issues.	Less bureaucracy (paperwork), more flexibility.	Agency providing child development services; 9 employees.
I believe that DSHS, specifically DDD staff, are doing the best they can.	More accessible, more timely response.	Agency providing more than one type of service; 44 employees.
Pretty organized and follow through.	Not wait to call until crucial moments.	Agency providing Individual Supported Employment; 1 employee.
Provides funding.		Agency providing more than one type of service; 21 employees.

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Service authorizations and changes, client transition into new services.	Better communications - should provide adequate lead time to prepare for PCP [Prenatal Care Program], IEP [Individual Education Plan], and ISP [Individual Service Plan] meetings. Also, notify us when meetings are cancelled or changed.	Agency providing more than one type of service; 16 employees.
Provides CSA's [County Services Administrations].		Agency providing more than one type of service; 10 employees.
They give guidance of other's services that are available.	Customer service, better attitudes.	Agency providing more than one type of service; 25 employees.
	Show up for scheduled meetings, support our service. None of them have actually taken a tour of our facility, seen what we do, how we do it, etc. (though they have been invited). Before dismissing us because of some mandated term like "prevocational", should actually set foot in our facilities and see what we do.	Agency providing Pre-Vocational/Specialized Industries; 20 employees.
Coordination referral - CPS [Child Protective Services], DDD - headache - not helpful. ITEIP [Infant Toddler Early Intervention Program] - confusing from area to area. Medicaid - responsive to questions.	More involvement by case managers (DDD, ITEIP - Infant Toddler Early Intervention Program), more uniform, consistent policies throughout State.	Agency providing child development services; 30 employees.
Consults on specific client issues.		Agency providing more than one type of service; 6 employees.
DDD staff have been great to work with, but caseloads are so large they are unable to respond to your phone calls as quickly as we would like.	Do more advocating - making more visible to the community - the importance, contribution, and gifts DD workers make to the job force.	Agency providing Individual Supported Employment; 1 employee.
DSHS calls me when they have something for me.		Agency providing Community Access; 1 employee.
DSHS is in good contact with local focus when new participants are referred to the program. They are also willing to talk and get together if problems occur with participants. The case managers are willing to work out issues surrounding the new SSP [State Supplemental Payment] system.	When case managers have meetings with different adult family homes, invite the vendors involved with participants lives, thus we also have more information and knowledge of the participants.	Agency providing Community Access; 4 employees.
Some workers promptly return calls and take active roles in problems.	Improve disability awareness, engage client's support staff to assist with paperwork, and problem solving.	Agency providing more than one type of service; 3 employees.
Lend advise and assistance on short notice (when requested).		Agency providing more than one type of service; 16 employees.
Cooperative when problems arise.	Get paperwork out faster, update CHRIS [County Human Resource Information System] information in a more timely manner.	Agency providing more than one type of service; 5 employees.

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Keep line of communication open regarding clients.	Let vendors know about a change in case managers on or before it happens, or not at all. Many times there would be a change in managers and vendors are typically not notified.	Agency providing more than one type of service; 3 employees.
We rarely need to connect.	See above.	Agency providing child development services; 5 employees.
Always works well.	Understaffed.	Agency providing child development services; 16 employees.
E-mail communications.		Agency providing more than one type of service; 1.5 employees.
Doing the background check for every new employee, volunteer, or contracted work.	Can we do a preliminary background check? Are we allowed and how?	Agency providing Pre-Vocational/Specialized Industries; 13 employees.
Most DSHS employees recognize the value of working as partners with community programs for the benefit of persons with disabilities.		Agency providing more than one type of service; 33 employees.
	Local community help line.	Agency providing child development services; 10 employees.
There are a few good people who try very hard.	They seem too busy - overworked. Answer their phones!	Agency providing Individual Supported Employment; 12 employees.
Don't have much contact with DSHS. Our contact is with DDD case management and DDD Program [specific county name], relationship with both are professional and mutually beneficial.		Agency providing Individual Supported Employment; 6 employees.
Always prompt in helping me if they know the answers.	Need solid information on changes.	Agency providing more than one type of service; 5 employees.
	Case management.	Agency providing more than one type of service; 3 employees.
Willing to take time to help staff set up appointments for testing of potential DD clients. Is always willing to help with problems.	At this time DSHS/DDD is doing a good job for our area.	Agency providing more than one type of service; 1.1 employees.
DSHS employees demonstrate a high degree of concern for consumers.	Streamline the paperwork.	Agency providing more than one type of service; 4 employees.
It would be helpful if foster case managers (DCFS [Department of Children and Family Services]) were more available. Otherwise, I have found the staff to be pleasant and helpful.	Interpreting services for Medicaid are very difficult to secure and navigate, which delays services to these families.	Agency providing child development services; 5 employees.
Refer clients to new programs, try to attend the annual assessment meetings.	More information, contact, and respond quicker to questions.	Agency providing Community Access; 13 employees.

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When available, staff are capable and responsive.	(1) Be proactive in each person's individual planning. (2) Assist clients and their families to make decisions (it is not helpful if a decision is necessary for the case managers not to "weigh in"). (3) Use data provided by the vendor to further the decision process. (If the data isn't enough, ask for more and make recommendations on how to proceed.) (4) If other services, adjacent the vocational service, is required assist the client and family to proceed. Ensure this occurs. (5) Bring into the program planning for each individual resources that include services from other vendors (including individual employment community resources, etc.).	Agency providing more than one type of service; 87 employees.
Communicating by e-mail and getting back to me quickly.	No problems.	Agency providing Individual Supported Employment; 1 employee.
Jean Hopper, Heather Hacket-Hays, Jeannie Christoferson, and Mary Tremayne have been noted by staff to be very helpful and responsive.	The other 5% of the staff needs support/training on procedures and response time. The frequent changing of caseworkers assigned to individual clients is frequently troublesome.	Agency providing more than one type of service; 20 employees.
Always available to help.	They do a great job now.	Agency providing more than one type of service; 3 employees.
Case managers are always quick to respond to questions. Have a good working relationship all the way around.	Nothing really.	Agency providing Individual Supported Employment; 8 employees.
	To educate and inform potential customers of our services and to follow up with them and us. We were under capacity for the first few months of this year. Some assistance for her would be helpful.	Agency providing more than one type of service; 6 employees.
No experience with anyone other than DDD staff. Willing to listen to individuals and their families and support them and encourage them to look at the self-determination personal agent approach to services. Willing to help individuals and families through the changes that have taken place recently in our service delivery and funding systems. Most have shown great patience in working through changes.	Case managers staying consistent for a person - their caseloads not rotating so frequently. Quicker return of phone calls and connections.	Agency providing Person-to-Person; 1.5 employees.
We are pleased to work with many caring, professional, and helpful staff.	Caseload changes are not typically communicated to us.	Agency providing more than one type of service; 3 employees.
N/A.	Make sure change of addresses get done.	Agency providing more than one type of service; 13 employees.

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They used to be very helpful when needing technical support and in the coordination of services.	Timing! At times it was VERY DIFFICULT to get their attention to individual challenges. They seemed to be overwhelmed most of the time.	Agency providing Individual Supported Employment; 0 employees.
DDD staff is a very helpful group, concerned only with their DD population.	They could have more money to pay for day services.	Agency providing more than one type of service; 8 employees.
Attend planning sessions.		Agency providing Individual Supported Employment; 5 employees.
DVR [Division of Vocational Rehabilitation] is great. They understand our limitations related to current economic situation.	DDD could get real, and in spite of growing caseloads maybe a little more timely.	Agency providing Individual Supported Employment; 4 employees.
Willingness to schedule meetings to discuss issues.	Have more money to actually implement the services needed.	Agency providing Individual Supported Employment; 6 employees.
Response time to issues is great. Problem-solving skills and concern for clients.	Organization is sometimes a problem, especially since SSP [State Supplemental Payment] has gone into effect.	Agency providing more than one type of service; 14 employees.
Ones that work well with us are available when issues arise to assist and answer questions.	Better communication.	Agency providing more than one type of service; 7 employees.
Provide home and community services accurately in Spokane area.	Understand when and how to use interpreters, deaf culture, and hard of hearing issues.	Agency providing more than one type of service; 6 employees.
They return my phone calls and answer my questions.	Unsure.	Agency providing Person-to-Person; 1 employee.
Keeps clients needs as a priority, listen to our concerns, and provide adequate records.	Stop changing caseloads (at least less often), return phone calls readily, and be more involved with clients.	Agency providing Individual Supported Employment; 8.25 employees.
We have very limited contact with DSHS office through this program.	Assist with participants who need medical needs or need assistance with food stamps. We get limited services for the DD population.	Agency providing more than one type of service; 5 employees.
No matter how busy they are, they take their time to answer our questions. They are polite and courteous.		Agency providing Community Access; 3 employees.
Strong support system between staff, vendors, and participants.	Referral process.	Agency providing more than one type of service; 4 employees.
Be a resource for community based referrals. Resource for troubleshooting day-to-day.	Be more available. With such large caseloads, DDD case managers can only respond to major emergencies.	Agency providing more than one type of service; 23 employees.
Some caseworkers are exceptional, others seem to be easily confused.	Return phone calls, information could trickle down from the top levels better (not a problem at DDD).	Agency providing more than one type of service; 8 employees.
Communication (i.e. recent SSP [State Supplemental Payment] changes).	Flexibility for programs to meet people's individual needs.	Agency providing more than one type of service; 7 employees.
Provides support and training for our staff.	Perhaps timelier communication.	Agency providing more than one type of service; 6 employees.

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Response getting back to inquiries is prompt.	Develop more training.	Agency providing Group Supported Employment; 6 employees.
Assistance with coordinating various programs for our participants.		Agency providing Individual Supported Employment; 4 employees.
Assistance with coordinating various programs for our participants.		Agency providing Individual Supported Employment; 4 employees.
Act as a source of information.	Have smaller caseloads, so that they can respond to clients and agencies faster.	Agency providing Individual Supported Employment; 6 employees.
Most of interaction with DSHS staff is with DDD and DVR [Division of Vocational Rehabilitation]: DDD staff ALWAYS communicative and cooperative, DVR GENERALLY communicative and cooperative.	Re: DVR [Division of Vocational Rehabilitation] - be more interested in the "whole" person and what is most feasible (vocational setting vs. concern), re: THEIR statistics.	Agency providing more than one type of service; 14 employees.